

GLOUCESTERSHIRE HOSPITALS NHS FOUNDATION TRUST

JOB DESCRIPTION

Job Title:	Senior Pharmacy Homecare Assistant
Department:	Pharmacy Homecare Office, Pharmacy Department
Location:	Gloucestershire Royal Hospital
Grade	Pharmacy ATO 3

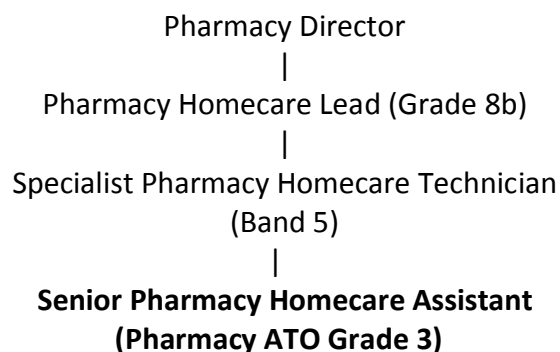
JOB PURPOSE

The Pharmacy Homecare Office is responsible for the processing of all homecare prescriptions and invoices within the trust and the post holder works alongside pharmacy homecare team to ensure this is done accurately, efficiently and in the best interests of the patient.

DIMENSIONS

Processing prescriptions and invoices to the value of £24million p.a. for GHNHSFT.
Number of stock lines involved = approximately 65 with services continually growing.
Orders approximately 22,000 p.a.

ORGANISATIONAL CHART



KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Computer skills

The post holder should have a comprehensive understanding of Microsoft Office (Word and Excel), as well as e-mail, the internet and file management. The post holder will be trained to use the pharmacy computer system.

Experience of Purchasing, Invoicing and Stock Control Systems

Post holder will have a working knowledge of how purchasing and invoicing systems work. Training will be provided for post holder with limited previous experience.

Ability to act on own initiative and problem solve

The post holder is capable of following procedures in solving the many problems involved in processing of prescriptions and invoicing of medicines, where failure to supply may lead to delayed treatment and anxiety for patients.

Good communication skills and training skills

The post holder must demonstrate communication skills effectively. He or she will regularly liaise with; a variety of healthcare professionals including nurses, doctors and pharmacists; patients, carers, and representatives from external homecare providers. Information exchanged may be sensitive and confidential.

Training

The post holder is willing to participate in agreed learning programmes.

KEY RESULT AREAS

- Follow processes and procedures to review homecare prescriptions against standard prescriptions or a patient's last prescription to ensure they are completed fully and any changes are appropriately sanctioned. To use judgement as to who to contact if discrepancies are identified (this could be a secretary, nurse, doctor, consultant, pharmacist, homecare lead or any other appropriate healthcare professional).
- Follow processes and procedures to communicate prescriptions for homecare medicines to suppliers by the most appropriate means (depending on their nature and urgency) either telephoning, scanning or by using electronic data interchange (EDI), taking into account the suppliers' ability to supply and the needs of the patient.
- To check all invoices against the original prescription to ensure the trust has been charged appropriately and if discrepancies arise to raise with homecare provider and arrange credit notes if appropriate.
- To process all invoices, ensuring all financial information are processed in accordance with the Trust's standing financial instructions and standards for public bodies.
- To ensure all homecare medication is booked out to the appropriate issue point so that divisions are charged appropriately and they are able to see accurate homecare issues.
- To liaise with Medicines Purchasing Manager and suppliers regarding outstanding orders, and to resolve problems regarding deliveries.
- To collate all documentation relating to homecare prescriptions and invoices on a daily basis. To open, determine appropriate action and file all mail and correspondence relating to Pharmacy Homecare.

- To ensure the homecare providers have accurate information relating to patients and medications so that they are able to provide a good service to patients.
- To ensure patient confidentiality is maintained at all times concerning issues of business sensitivity and patient confidentiality, and ensure documentation is stored and disposed of in accordance with trust procedures.
- To ensure invoices are processed in a timely manner and are passed for payment through to GHFT creditors.
- To assist in development of homecare policies and procedures
- To ensure the workload is completed to an appropriate timescale by distributing tasks appropriately between all members of the pharmacy homecare office.
- Work with homecare provider creditors to log invoice queries and ensure resolution in timely manner
- To undertake any other duties that may be reasonably required.

COMMUNICATIONS AND WORKING RELATIONSHIPS

It is essential for the post holder to build up working relationships and improve communications using skills, experience, initiative and judgement. The following are examples of the effective working relationships required.

- With clinical staff within the trust to ensure prescriptions are complete and medication is delivered to patients in the required timescale.
- With pharmacy purchasing staff to ensure appropriate information is on the pharmacy system and issues are resolved quickly.
- With suppliers for urgent ordering of homecare medicines and for queries of outstanding or incorrect orders and invoices.

MOST CHALLENGING PART OF THE JOB

- Urgent prescriptions – ensuring that processes are followed correctly even when prescriptions are urgent, whilst also ensuring patients do not run out of important medication.
- Dealing with difficult conversations where patients or carers may be anxious about their medication delivery.
- Dealing with the rapid expansion of homecare services with tight deadlines. Numbers of patients have increased significantly over the past 5 years and are likely to continue to increase.
- Lone working within pharmacy homecare office on occasions – having to use your initiative and deciding when the Pharmacy Homecare Technician, Pharmacy Homecare lead or other healthcare professionals should be contacted for advice.

PHYSICAL EFFORT AND WORKING CONDITIONS

- Required to use a VDU for a substantial proportion of each day for the prescription processing /invoicing and filing.

- Frequent concentration required, when processing prescriptions or invoices, with frequent interruptions from:
 - a) Pharmacy staff delivering prescriptions and asking questions about homecare
 - b) Healthcare professionals enquiring prescription issues
 - c) Suppliers with delivery and invoicing queries.
 - d) Patients or carers with queries about medication deliveries.

- Frequent requirement for sitting in a restricted position.

JOB DESCRIPTION AGREEMENT

Job holder's signature

Date

Manger/Head of
Department Signature

Date