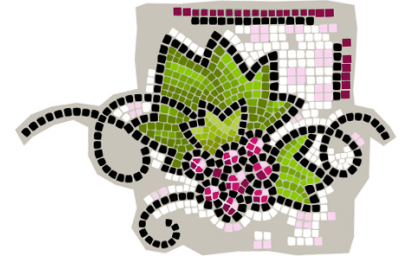


# The Vine Medical Centre



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Practice Manager: Lindsey Mulcahy BSc (Hons)

## Job Description: Prescribing Assistant

Job Title	Prescribing Assistant
Responsible to	Practice Manager & Clinical Pharmacist
Base	The Vine Medical Centre
Contract Type	Permanent
Hours Per Week	20
Salary	Dependent on Experience
Holiday Entitlement	25 days per year & Bank holidays pro rata

### Job Role:

The purpose of this role is to alleviate the pressure in the Practices' Repeat Prescription Service for manual and online systems.

- Be able to work methodically and accurately with the ability to self-motivate, organise and prioritise workload
- Maintain a high standard and operate an efficient and effective Repeat Prescription service.
- Offer prescribing assistance to our clinical team and project a positive and friendly image to patients and other visitors i.e. pharmacy staff, either in person or via the telephone in relation to the Repeat Prescription service.
- Receive, assist and direct patients in accessing the appropriate service of healthcare professional in a courteous, efficient and effective way should further input be required from a clinician with regard to a repeat prescription request.
- Undertake a variety of duties in relation to prescription management and security in order to assist in the smooth running of the practice.

### Job Responsibilities:

#### Service to Patients

- Ensure an efficient, effective and courteous Repeat Prescription Service is provided to patients.
- Initiating contact with and responding to requests from patients, other team members and associated healthcare agencies and providers in relation to repeat prescriptions.

#### IT

- Be proficient in using the practice clinical system and relevant modules for repeat prescribing:
  - EMIS Web
  - Workflow Manager for Medicines Management
  - EPS Tracker

- Docman 10
- Enter patient information on to the computer as required and in accordance with Practice guidelines.

### Telephone Calls

- Receive and make telephone calls as required in relation to repeat prescribing. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.

### Repeat Prescriptions

- Undertake prescription request updates in line with practice Protocols and Standard Operating Procedures.
- Process repeat prescriptions updates on a daily basis ensuring compliance with Practice protocols and Standard Operating Procedures. These could be in the form of paper requests, online requests or requests through Medicines Management on EMIS.
- Action NOMAD and Electronic Repeat Dispensing update requests effectively and accurately in line with the Practice Protocols and Standard Operating Procedures.
- Have a general awareness of common medicines available over-the-counter or via Pharmacy First Scheme.
- Promote the use of EPS and eRD, and be able to set up prescriptions accordingly.
- Be able to challenge prescription requests through the use of the EPS Tracker and EMIS Web.
- Ensure accuracy whilst generating repeat prescriptions and that prescription generated is checked against the request.
- Request blood pressure checks and blood tests to ensure safe prescribing in line with the Practice protocols and Standard Operating Procedures.
- Synchronise quantities on prescriptions and align medications to minimise medication reviews and improve patient satisfaction.
- Follow Practice Protocols for new patients and their repeat prescriptions.
- Deal with requests for acute items according to practice Protocols and Standard Operating Procedures.
- Request medication reviews on behalf of the clinicians where appropriate.
- Re-authorise repeat medicines according to Practice protocols and Standard Operating Procedures.
- Liaise with the Clinical Pharmacist or Lead GP where appropriate and have knowledge of local and national prescribing policies relevant to own duties and responsibilities.
- Maintain awareness of prescribing budgets and the importance of this in relation to own duties and responsibilities.
- Deal with prescription queries from a range of health care professionals including: GPs, nurses, community nurses, community pharmacists, nursing home staff as well as reception and administrative staff at the Practice.
- Liaise with the above group where required and appropriate.
- Ensure a good and timely service for patients minimising complaints with regard to the Repeat Prescription Service.

### Patient Records

- Ensure that all data is entered in the patient record accurately and efficiently and confidentiality is maintained.

### Absence Cover:

- To assist in provision of covering the duties of absent members of staff within the Reception & Administrative Team if appropriate, for example, answering incoming telephone queries.

### Additional Duties:

- The above list of tasks is not exhaustive and may be subject to change as deemed necessary to meet the changing needs of the Practice.
- Undertake any other additional duties appropriate to the post as requested by the Partners, Practice Manager, and Pharmacy Team.

### **Core Competencies and Core Functions:**

#### Effective Communication:

- Skills in enquiry and interpretation of information to identify areas of concern or risk.
- Able to give and receive feedback.
- Able to negotiate with colleagues, patients and external providers.
- Report any medication incidents in line with Practice protocols.

#### Managing Information:

- Able to understand risk.
- Able to receive and prioritise information.
- Able to have good attention to detail to analyse patient information to ensure the safe and effective prescribing of medicines.
- Understanding of Data Protection Act.
- Able to implement action points from correspondence.

#### Protecting Patients:

- Understanding principles of assessment for vulnerable patients.
- Understanding the impact on health of long term conditions including mental health.
- Awareness of high-risk medicines and medicines prone to abuse to minimise harm to patients.

#### Organising Skills:

- Understanding of multidisciplinary team working and able to network across traditional provider boundaries.

#### Developing effective relationships:

- Able to support vulnerable patients post hospital discharge and those deemed at high clinical risk.

#### Self -Awareness:

- Self-confident in relating to colleagues and patients/GPs.

- Be able to recognise and work within personal limitations and refer onward as appropriate.
- Self-directed in seeking learning opportunities for development.
- Able to reflect on own work and learning.
- Have good time management skills and work in a timely manner to process prescription requests.

#### Ethical Practice:

- Able to act as a role model for junior staff.
- Understanding of cultural needs of specific populations.

#### Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

#### Health & safety:

The post-holder will implement and lead on a full range of promotion and management of their own and others' health and safety as defined in the Practice Health & Safety policy, the Practice Health & Safety manual. This will include (but will not be limited to):

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process.
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas generally clean.

#### Equality and diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

### Personal/Professional development:

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

### Quality:

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patients' needs.
- Effectively manage own time, workload and resources.

### Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

### Contribution to the implementation of services:

The post-holder will:

- Apply Practice policies, standards and guidance.
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate.

This job description can be altered at any time, but this must be in discussion with the post-holder.