



Langport Surgery

Job description and person specification

Job title	Dispensary Manager
Line manager	Practice Manager
Accountable to	Partners
Hours per week	32-37 per week

Job summary

The post-holder is a Dispensary Manager and is an integral part of the general practice team, working within their professional boundaries.

The Dispensary Manager is responsible for the safe, accurate and efficient dispensing of medication to the entitled patient population, providing advice and support for both patients and colleagues.

As this role will have access to a higher level of confidential data in the course of their employment, there is an expectation that the post holder will always maintain the highest level of confidentiality and integrity. Sensitive information could be from either internal sources, or from external partner organisations.

The post-holder is to work in collaboration with the Practice Manager and Partner with responsibility for the dispensary to ensure the financial efficacy of the dispensing department.

The post-holder will be required to manage the dispensary staff and to ensure a high-level of service is delivered at all times while supporting the multi-disciplinary team in line with the strategic objectives of the practice.

The Dispensary Manager will complete audits regarding patient safety in the prescribing of medication and present the information for sharing with the clinical team.

This organisation will ensure that the post-holder has access to appropriate clinical supervision and an appropriate named individual in the organisation to provide general advice and support on a day-to-day basis.

Generic responsibilities

All staff at this organisation have a duty to conform to the following:

Equality, Diversity and Inclusion



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A good attitude and positive action towards [Equality Diversity & Inclusion](#) (ED&I) creates an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons – it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

The organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.

The post-holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.

All personnel have a duty to take reasonable care of health and safety at work for themselves, their team and others and to cooperate with employers to ensure compliance with health and safety requirements.

All personnel are to comply with the:

- [Health and Safety at Work Act 1974](#)
- [Environmental Protection Act 1990](#)
- [Environment Act 1995](#)
- [Fire Precautions \(workplace\) Regulations 1999](#)
- Other statutory legislation which may be brought to the post holder's attention

Confidentiality

The organisation is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times.

It is essential that, if the legal requirements are to be met and the trust of our patients is to be retained, all staff must protect patient information and provide a confidential service.

Quality and Continuous Improvement (CI)



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To preserve and improve the quality of organisation's outputs, all personnel are required to think not only of what they do but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work.

The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice and to discuss, highlight and collaborate with the team to create opportunities to improve patient care.

At this organisation, we continually strive to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice. All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.

Induction

We will provide a full induction programme, and management will support you throughout the process.

Learning and development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake in, and complete mandatory training as directed. It is an expectation for this post-holder to assess their own learning needs and undertake learning as appropriate.

The post-holder will undertake mentorship for team members and disseminate learning and information gained to other team members to share good practice and inform others about current and future developments (e.g., courses and conferences). The post-holder will provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.

Collaborative working

All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.

Teamwork is essential in multidisciplinary environments, and the post-holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working and to work effectively with others to clearly define values, direction and policies impacting upon care delivery



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Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner. All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence. Plans and outcomes by which to measure success should be agreed.

Managing information

All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care and presenting and communicating information.

Data should be reviewed and processed using accurate SNOMED codes to ensure easy and accurate information retrieval for monitoring and audit processes.

Service delivery

Staff will be given detailed information during the induction process regarding policy and procedure.

The post-holder must adhere to the information contained within practice policies and regional directives, ensuring protocols are always adhered to.

Security

The security of the organisation is the responsibility of all personnel. The post-holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.

Under no circumstances are staff to share the codes for the door locks with anyone and are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and are not to be shared.

Professional conduct, uniforms and appearance

All staff are required to dress appropriately for their role and in accordance with the organisation's Uniforms, Dress and Appearance Policy. All staff members are to ensure that their conduct is commensurate with line management expectations and practice protocol.

Leave

All personnel are entitled to take leave. Line managers are to ensure all their staff encouraged to take all their leave entitlement.

Public holidays will be calculated on a pro-rated basis dependent on the number of hours worked.

Primary key responsibilities



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The following are the core responsibilities of the Dispensary Manager in delivering health services.

- a. To be responsible for planning and allocating work for all dispensary staff
- b. To oversee all dispensing matters within the practice to promote safe dispensing processes
- c. Responsible for recruitment, induction, rota management, performance management, appraisal and development of all dispensary staff.
- d. To promote and ensure financial efficacy. To maintain close links with relevant agencies to ensure that the best available prices are continually being obtained
- e. Responsible for stock value management, minimising wastage and maximising dispensing profitability.
- f. Identify opportunities to maximise dispensary income, reduce avoidable costs and improve operational efficiency.
- g. To oversee and ensure submission of the DSQS requirements throughout the year including Auditing and DRUMS returns.
- h. Ensure all dispensary SOPs remain compliant and up to date.
- i. Ensuring repeat prescriptions are processed within a 3-working-day timeframe.
- j. Monitor, analyse and report dispensary performance indicators and undertake improvement actions where required.
- k. Maintain the highest levels of confidentiality due to the nature of the role and with being exposed to a greater level of confidential material and data
- l. To brief both Practice Manager and the respective partner responsible for the dispensary on relevant matters that effect the efficient running of the department, including staffing and financial matters
- m. To undertake all returns to the NHS Prescribing Authority and any other agencies
- n. To be responsible for the collection of prescription charges, cash up and balance monies received
- o. To process invoices for payment, liaising with management as required
- p. To cross reference number and value of prescription charges against statements, ensuring accuracy
- q. To coordinate the requests for repeat prescriptions via all communication methods
- r. To oversee the management of the return of medicines from patients



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- s. To oversee uncollected medications in accordance with current policy
- t. To support with national prescribing policies and guidance within GP practices and care homes. This will be achieved through undertaking clinical audits (e.g., use of antibiotics), supporting quality improvement measures
- u. To contribute to both QOF and enhanced services and to promote these to the dispensary team
- v. To ensure controlled drugs are managed in accordance with practice policy
- w. To ensure the safe disposal of returned and/or out of date medicine and work with the multi-disciplinary team to ensure efficient medicines optimisation, including implementing efficient ordering and return processes, and reducing wastage
- x. To manage the receipt and storage of supplies in accordance with current policy
- y. To manage the processing of prescription requests via all means of communications
- z. To ensure that patients receive advice regarding all prescription matters
- aa. To manage the cold chain process effectively, ensuring all staff are aware of the requirement to accurately record temperatures and store items appropriately
- bb. To manage the repeat prescriptions process to ensure that all are provided within the allotted timeframe
- cc. To manage and undertake the stocktake process in accordance with guidance
- dd. To provide management support on the legal, safe and secure handling of medicines, including the implementation of the Electronic Prescription Service (EPS)
- ee. To manage the process for multi-compartment compliance aids (Medidose box)
- ff. To always maintain accurate clinical and administrative records
- gg. To support initiatives for antimicrobial stewardship to reduce inappropriate antibiotic prescribing
- hh. To assist in the delivery of medicines optimisation and management incentive schemes and patient safety audits
- ii. To supervise practice reception teams in sorting and streaming general prescription requests, so as to allow GPs to review the more clinically complex request
- jj. To be aware of duties and responsibilities regarding current legislation and adhere to practice policies and procedures on Safeguarding Adults and Safeguarding Children



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- kk. To be an integral part of the general practice team
- ll. To demonstrate initiative and be creative in finding solutions to problems
- mm. To support in the management of patient complaints when requested to do so and participate in the identification of any necessary learning brought about through incidents and near-miss events
- nn. To be aware of guidance to ensure that the dispensary conforms to regulatory guidance
- oo. To undertake all mandatory training and induction programmes
- pp. To contribute to and embrace the spectrum of clinical governance
- qq. To attend a formal appraisal with their manager at least every 12 months. Once a performance/training objective has been set, progress will be reviewed on a regular basis so that new objectives can be agreed
- rr. To contribute to public health campaigns (e.g., flu clinics)
- ss. To maintain a clean, tidy, effective working area at all times

There may be, on occasion, a requirement to carry out other tasks, this will be dependent upon factors such as workload and staffing levels

Wider responsibilities

In addition to the primary responsibilities, the Dispensary Manager has the following wider responsibilities:

- a. To support any new joining and trainee dispensing staff
- b. To participate in formal training events promoting best practice in area of expertise
- c. To contribute to the delivery of local policy, procedures and protocols for the organisation to improve identification, assessment, ongoing support for patients and their family carers

Person specification – Dispensary Manager

Qualifications	Essential	Desirable
Is either a recognised Pharmaceutical Qualification (NVQ Level 3 Pharmacy Services) or is registered with GPhC as a Pharmacy Technician, or has a BTEC in Pharmaceutical Science	✓	



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Nationally recognised Accredited Checking Pharmacy Technician qualification (ACPT)		
- To have credible supervisory qualification or experience - Good Clinical Practice certification maintained - NVQ Level 4 in Management or equivalent, or equivalent experience in pharmacy management role		✓
Experience	Essential	Desirable
Knowledge of pharmacy service procedures including GDP, enhanced services, falsified medicines directive, etc.	✓	
Experience of working in a dispensing GP Practice	✓	
Experience of managing dispensary services in primary care		✓
Understanding and knowledge of healthcare provision in GP practices, QOF and enhanced services		✓
An appreciation of the new NHS landscape including the relationship between individual organisations, PCNs and the commissioners		✓
Knowledge of pharmacy service procedures, including GDP, falsified medicines directive, etc.		✓
Clinical knowledge and skills	Essential	Desirable
Ability to communicate information effectively with people at all levels by telephone, email and face to face	✓	
Demonstrate personal accountability, emotional resilience and work well under pressure	✓	
Ability to record accurate clinical notes	✓	
Understanding of safeguarding adults and children	✓	
Good clinical IT system knowledge		✓
Problem solving and analytical skills		✓
Capable of managing payments (invoices, cash, etc.)		✓
Ability to effectively manage stock, including ordering, rotation, disposal etc.		✓
Broad knowledge of clinical governance		✓
Personal qualities	Essential	Desirable
Effective time management (planning and organising)	✓	



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Demonstrate personal accountability, emotional resilience and work well under pressure	✓	
Ability to follow legal, ethical and professional policies/ procedures and codes of conduct	✓	
Knowledge of IT systems including the ability to use word processing skills, emails and the internet to create simple plans and reports	✓	
Ability to use own initiative, discretion, and sensitivity	✓	
Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	✓	
Ability to identify risk and assess/manage risk when working with individuals	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Good organisational skills	✓	
Sensitive and empathetic in distressing situations	✓	
Commitment to ongoing professional development	✓	
Problem solver with the ability to process information accurately and effectively, interpreting data as required		✓
Knowledge of and ability to work to key policies and procedures	✓	
Effectively utilise resources		✓
Clear, polite telephone manner	✓	
Other requirements/wider responsibilities	Essential	Desirable
Disclosure Barring Service (DBS) check	✓	
Occupational Health clearance	✓	
Evidence of continuing professional development (CPD) commensurate with the role	✓	

This document has been created to support the organisation's needs for recruiting. It should be noted that the detail within this person specification may be too lengthy and therefore, the organisation might wish to reduce the content to support their actual requirements.

Furthermore, this person specification may be amended following consultation with the post-holder to facilitate the development of the role, the organisation and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the organisation.