

**Job Description: Pharmacy  
Administrator / Prescription Clerk**

**Job Title:** Pharmacy Administrator / Prescription Clerk

**Hours:** 37.5 hours a week, Monday – Friday

**Accountable to:** Lead Practice Pharmacist

The main duties and responsibilities shown below are not exhaustive but should merely be regarded as a guide. The jobholder will be expected to conduct any reasonable activities according to the business needs at that time. These will be subject to periodic review and may be amended to meet the changing needs of the Practice.

You will be required to work at any of our 4 sites Pear Tree, Oakwood, Chellaston and Allenton.

**JOB SUMMARY**

This is a new position and we would wish to develop the role with the successful applicant to become competent in the management of patient prescriptions, queries and monitoring.

**Administrative duties**

The post holder will work as part of the pharmacy and prescription team providing support to the clinical pharmacists and pharmacy technician. They will be expected to support with general tasks as requested; helping to resolve non-medical queries, supporting the pharmacy team workload and be involved with the prescribing process ensuring prescription requests are dealt with in a timely manner.

They will provide support to general practice staff with regards to prescription medication queries; being a point of contact for patients and carers dealing with medication and prescription queries. They will work with patients directly to realign repeat medication.

In collaboration with the pharmacy team they will support the team to deliver safe prescribing by managing the drug monitoring recall system and run regular reports as requested for reviewing drug safety.

They will provide admin and clerical support for the pharmacy team including speaking to patients directly by telephone, sending letters to patients, organise repeat blood tests, input relevant data into patients' healthcare records as necessary, book patients in for appointments, take minutes for pharmacy team meetings and liaise with other external provider services as necessary.

The role is pivotal to improving the quality of care and operational efficiencies so requires motivation and passion to deliver excellent service within general practice.

## Prescription Clerk Duties

The post holder will work independently and often under pressure to process repeat prescriptions within the Practice's prescribing policy and guidelines.

The post holder will facilitate efficient lines of communication between patients and clinicians at all times ensuring the prescription service runs efficiently, effectively and safely.

The post holder will be expected to receive and manage calls from patients at a set time daily in order to answer queries.

Previous experience as a Prescription Clerk would be a significant advantage.

## KNOWLEDGE, SKILLS AND EXPERIENCE

	Essential	Desirable
<b>Qualifications/ Education</b>	<ul style="list-style-type: none"><li>• Educated to GCSE level including English Grade C or equivalent</li></ul>	<ul style="list-style-type: none"><li>• NVQ level 2 in Customer Service or similar customer service qualification</li></ul>
<b>Knowledge/Skills/Training &amp;</b>	<ul style="list-style-type: none"><li>• Experience in a customer service/reception environment</li><li>• A good working knowledge of Microsoft Office products and the ability to use email/internet.</li><li>• Good communication skills, both face to face and on the telephone including the ability to deal appropriately with difficult communication situations (difficult patients)</li><li>• Good interpersonal/organisational skills</li><li>• Knowledge of operation of office equipment – fax, photocopiers essential (scanners desirable)</li><li>• Ability to translate information and details accurately both verbally and written</li><li>• Understanding, acceptance and adherence to a strict code of confidentiality</li><li>• Confidence to use own</li></ul>	<ul style="list-style-type: none"><li>• Previous experience of team working</li><li>• Previous NHS experience</li><li>• Experience of using System One (or similar)</li><li>• Background experience in pharmacy and medical terminology</li></ul>

	Essential	Desirable
	judgement, based on resourcefulness and local knowledge in response to patient queries.	
<b>Relevant experience</b>	<ul style="list-style-type: none"> <li>Proven ability to liaise appropriately with members of staff at all levels</li> </ul>	
<b>Other</b>		A car owner with a clean license and appropriate insurance cover for business miles

## COMMUNICATIONS & WORKING RELATIONSHIPS

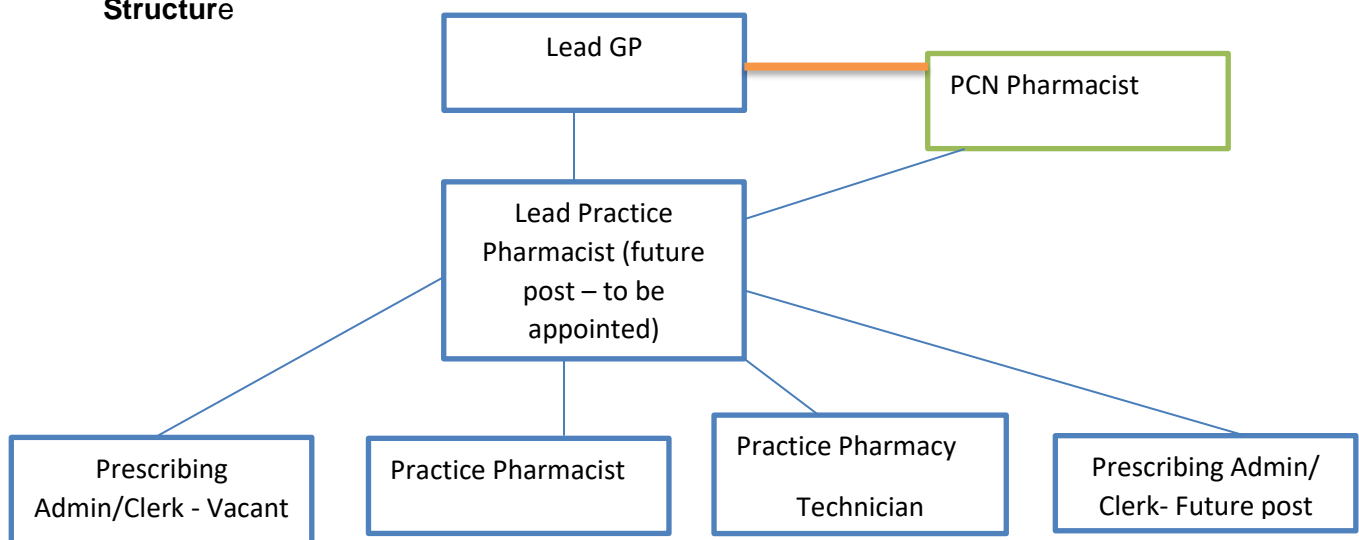
### *External*

Patients  
 External NHS staff  
 Hospital departments / clinics  
 Fleets Logistics  
 Ambulance services

### *Internal*

GP partners and salaried staff  
 Practices nurses /HCA  
 Reception Team  
 Other administrative colleagues  
 Attached nursing teams, district nurses  
 Health visitors, midwives etc.

## Structure



## **WHAT ARE EXPECTED TO BE THE MOST CHALLENGING ASPECTS OF THIS ROLE?**

- To prioritise tasks and remain calm in a busy environment, dealing with competing demands from patients, doctors etc.
- To deal competently with difficult patients or those with special needs including those for whom English is not their first language.
- Help manage consistency across the practices prescribing process