



Recruitment Pack

Pharmacy Services Administrator

Full Time (Minimum 30hrs per week)

5th November 2021

To apply please:

- Provide an up to date CV
- A supporting statement detailing how you are a good candidate for this post
- Indicate your availability for the interview date

Applications should be e-mailed to soccg.livingwell-recruitment@nhs.net

Applications must be received by COP 18th November 2021

Interviews will be held 29th November 2021

We would like to thank you for your interesting in joining our team and we look forward to hearing from you.

Recruitment Team
The Living Well Partnership

Dear Candidate

I am delighted that you have shown interest in our Pharmacy Services Administrator

Living Well Partnership was formed in 2017 following the merger of four GP surgeries and three smaller branch sites. The GP partners, many of whom continue to lead LWP, were brought together by a growing awareness that we could deliver more streamlined medical care by sharing resources rather than operating on a smaller scale as individual practices. We are delighted that our patients have benefited from faster access to a larger range of services while achieving operational efficiencies behind the scenes.

We care for 37,000 adults and children across the eastern Southampton region. Our seven different sites ensure everyone has local GP access, from the inner city to the rural outskirts. Our medical team is made up of 12 GP Partners, as well as 14 permanent Non-Principal GPs employed directly by LWP. Our GPs work alongside highly trained Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Social Prescribers, Care Coordinators and our own in-house Pharmacy team.

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based and compassionate service. By taking into account an individual's holistic needs we will utilise the correct professionals from our large multi-disciplinary team to address the problem presented. We pride ourselves that we are able to address medical, physical, psychological and social aspects of care.

Office administration experience is essential for this role and experience of working General Practice is desirable. The role requires you to have an understanding of the need for strict confidentiality and an awareness of role boundaries.

This role delivers a timely management of patients' medication queries and requests, including accurate and appropriate ordering of any acute / past medications as well as appliance requests. You will also answer medicines related *administrative* queries. Delivering this role to a high standard positively impacts patient care and experience.

If this is you, we would really like to meet.

Yours Sincerely

Dave Barclay

Managing Partner (Non-Clinical)

The Living Well Partnership

The Role:

The Living Well Partnership brings together four well-established GP practices in Southampton, with seven sites, which have joined forces to create a super-partnership that can deliver exceptional clinical care.

The Pharmacy Service Administrator is a relatively new role supporting a growing team within an established Partnership delivering exceptional clinical care. You will work with a range of professionals including GPs, Clinical Pharmacists, Pharmacy Technicians, Medicines Managers and Administrators. The role focuses on the timely requesting of prescriptions, finding information for queries and passing this onto the relevant team member, liaising with patients and community pharmacies and responding to administrative tasks.

The Candidate:

As a candidate you will need administration experience and a good standard of education to GCSE level including English and Maths. Experience in General Practice working with EMIS and Docman would be desirable but not essential.

What is essential is a great attitude towards team work, time keeping and embracing change. You demonstrate the ability to work within a dynamic team and manage a challenging work load.

You will value and contribute to our efficient service that makes a difference to the health and wellbeing of thousands of our patients.

Please let us know how you meet our criteria in your cover letter, addressed to Michelle Phillips

Further information can be found on our website or on NHS jobs.

www.livingwellpartnership.co.uk/vacancies

Role Profile

JOB TITLE:	PHARMACY SERVICES ADMINISTRATOR
REPORTS TO:	SENIOR PHARMACY TECHNICIAN
HOURS:	FULL TIME (Minimum 30 hrs per week)

Overall Aim

As a member of the GP Practice Pharmacy Services Team the Pharmacy Services Administrator supports a timely management of patients' medication queries and requests. This will include accurate and appropriate ordering of any acute / past medications as well as appliance requests. As well as answering medicines related *administrative* queries.

1. Key Responsibilities:

The Pharmacy Services Administrator is required to:

- Ensures accurate and appropriate ordering and issuing of repeat prescriptions. (Clinical responsibility rests with the prescribing GP/Pharmacist)
- Ensures accurate and appropriate ordering of any acute / past medications. (Clinical responsibility rests with the prescribing GP/Pharmacist)
- Be a reliable, trained and informed resource to answer medicines related *administrative* queries
- Ensure Administrative work is completed
- Become a point of contact within and outside the surgery for all who deal with medicines related issues
- To develop effective relationships with local Community Pharmacies in relation to medicines management
- 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 team members, work colleagues and other relevant stakeholders to meet patients' needs
- Undertake any other additional duties appropriate to the post as requested by supervisor

2. Key working relationships

All with the assistance of the Senior Pharmacy Technician , Practice and PCN Pharmacists & Technicians:

GP Practice Level:

GP Prescribing Lead (plus other GPs) Non Clinical Partner, Patient Services Team, Nurses Team (and other relevant members of the healthcare team)

Reports to Pharmacy Technician

Other Healthcare personnel

Local Community Pharmacists and Technicians
Hospital Pharmacists and Technicians
Local CCG Pharmacists within the Local Health Economy
Care Homes

3. Communication:

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

- Works positively with colleagues to maintain effective relationships
- Encourages joint working and supports other practice staff with common pharmacy services processes
- Follows practice policies and respects patient confidentiality when using patient case notes / computer records to investigate medicines management issues.
- Aids Practice Pharmacist/Technician to prepare reports on all GP practice specific projects and audits for the GPs Communicates with GPs and patients with regards to ordering and prescription requirements. This may entail careful/tactful explanation to patients regarding the availability of their prescription and acknowledgement that in some areas there may be a language barrier (support/assistance from Practice/Reception manager, according to Practice Policy may be required)

4. Quality:

The post-holder will strive to maintain the highest standards of quality within the practice, and will:

- Alert other team members to issues of quality and risk in relation to medicines
- 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

5. Contribution to the implementation of services:

The post-holder will:

- Contribute to medicines policy development and review
- Apply medicines related practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect their own work
- Participate in auditing these policies

6. IT Focus

- Have a working knowledge of all software and hardware used within prescribing team, including systems used at other sites

- IT troubleshooting relative to the post as required

7. Health & Safety Focus

- Supports and promotes compliance with practice policies and legislation relating to health and safety

General Statement

The above is not an exhaustive list of duties and responsibilities; the post holder may be required to undertake other duties which are appropriate to the skills and competencies of the post and grade as the priorities of the service change. This will be done in discussion with their manager.

Person Specification

Post: Pharmacy Services Administrator

Base: GP Surgery

	Essential	Desirable	How identified
Qualifications and training	Good standard of education to GCSE level including English and Maths		Application Form Interview Proof of qualifications required
Experience	<ul style="list-style-type: none"> • Office administration experience • Experience of dealing with the public/patients • Experience of working effectively within a multidisciplinary team 	<ul style="list-style-type: none"> • Experience of working within primary care • Knowledge of GP Clinical Computer Systems e.g. Emis web and Docman clinical systems 	Application Form Interview
Knowledge & Understanding	<ul style="list-style-type: none"> • An understanding and acceptance of the need for strict confidentiality • Awareness of Role Boundaries 		Interview
Skills / Competencies	<ul style="list-style-type: none"> • Excellent verbal and written communication • Excellent interpersonal skills, able to establish and maintain effective relationships with others. • Demonstrates the ability to adjust communication style and content to suit 	<ul style="list-style-type: none"> • Advanced numeracy skills 	Application Form Interview

	<p>the audience</p> <ul style="list-style-type: none"> • Excellent attention to accuracy and detail • Excellent keyboard and computer skills in Microsoft office packages 		
Qualities / Attributes	<ul style="list-style-type: none"> • Able to work independently and collaboratively. Can determine own workload priorities to meet set deadlines • Able to work as part of an integrated multi-skilled team • Able to work in a changing environment, anticipating obstacles and thinking ahead • Self-motivated and enthusiastic. Uses own initiative • Can demonstrate the ability to work in a busy environment dealing with both urgent and important tasks whilst also supporting others • Demonstrates a continued commitment to improve skills and the ability to work in new areas • Demonstrates a flexible approach to meet service needs and can adapt to cope with uncertainty and change 		<p>Application Form</p> <p>Interview</p>

	<ul style="list-style-type: none"> • Excellent time keeper 		
Other	<ul style="list-style-type: none"> • Independently mobile; be able to work across several sites and travel to meet with stakeholders 	Car driver/clean licence	Application Form

Salary and Benefits

Position	Pharmacy Services Administrator
Location	Ladies Walk Surgery
Remuneration	£9.25ph
Hours of work	Full Time (Minimum 30 hours per week)
Annual Leave	25 days per annum plus bank holidays, pro rata.
Pension	NHS pension scheme

Key Dates

Closing date for completed applications	18 th November 2021
First Interview	29 th November 2021
Second Interview	N/A