

Job title:	Pharmacy Services Support Assistant	Reports to:	Senior Pharmacy Technician	Grade:	2
Organisation Unit:	Pharmacy Services	Responsible for:	Pharmacy services team administrative tasks	Working hours:	PT /FT
Job Purpose / Job Overview					
<p>As a member of the GP Practice Pharmacy Services Team the Pharmacy services support assistant supports the development and delivery of safe, effective and efficient systems for repeat prescribing, medicines optimisation, reducing medicines waste and maximising patient outcomes.</p> <p>Working alongside Pharmacy Technicians and Clinical Pharmacists, to contribute to high-quality, cost-effective and safe medicines management.</p> <p>The post holder may not undertake any clinical decisions or provide medicines information to patient- only information on process/ administrative issues.</p>					
Key Responsibilities			Person Criteria		
<p>1. Clinical administration</p> <ul style="list-style-type: none"> • Accurate transcription of clinic letters following practice policy. • Supporting Pharmacists and pharmacy Technicians by identifying patients in need of medication reviews and booking these in. • To respond to medication queries from patients and staff in a professional manner within defined competencies only referring to the appropriate Pharmacy Technician, Clinical Pharmacist or GP in accordance with practice protocols. • Assists with the training and development of practice-based receptionist and administrators to support improved co-ordination and effective pharmacy administration within the practice, especially in relation to repeat prescribing systems and processes. • Liaising with local pharmacies regarding prescription queries to help ensure optimum therapy for patients as a result. • Ensure reduced spend and prevent medicines waste, including actioning FP34 claims for prescriptions administered within the practice. • To support the achievement of the practice's prescribing Quality and Outcomes Framework targets and any other medicine related enquiry or audit. • Demonstrate management control of the surgery repeat prescribing system and ensure tight control of prescribing processes. • To co-ordinate any prescriptions for vulnerable patients as agreed by the practice 			<p>Qualifications</p> <ul style="list-style-type: none"> • Good level of Maths and English (written and spoken) <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of pharmacy is desirable • Knowledge of General Practice systems is desirable(e.g., EMIS, Docman, Anima, Accurx and Outlook). <p>Experience</p> <ul style="list-style-type: none"> • Proven experience in a pharmacy environment, or general practice or a similar environment. • Experience of dealing with patients/public <p>Skills</p> <ul style="list-style-type: none"> • Proficient in using computerized systems and previous experience in patient care. • Excellent interpersonal, customer service, and communication skills, both verbal and written. • Attention to detail, especially in following processes and completing repetitive tasks. • Ability to follow instructions and manage difficult situations. • Strong organizational skills and computer literacy. 		

- Ensure administrative work is completed to a high standard and in a timely manner as instructed by the practice.
- Demonstrate management control of the surgery repeat prescribing system and ensure tight control of prescribing processes.
- Review inpatient discharge summaries and if needed book appointments for full medicines reconciliation with Pharmacy Technicians or Clinical Pharmacists in line with practice policy.

2. Medicines Safety

- Assists with the management of MHRA Alerts, patient safety bulletins, medicines recalls and information on out-of-stock shortages etc.
- Report significant events.
- Ensures that all these national alerts where appropriate and within their levels of competence are acted upon within the practice over an appropriate time frame; advises on any medication changes that need to occur and manages any necessary changes as a result ensuring that all surgery staff and patients (where relevant) are made aware of them.
- To assist with medication recall processes and safety monitoring in line with practice policies.

3. Communication

- Communicate effectively with other team members and patients and carers.
- Recognize people's needs for alternative methods of communication and respond accordingly.
- Contributes to creating a culture of open, honest communication and feedback so that all team members benefit and learn from each other.
- Contributes to communication targets e.g. answering of queries, number of Anima requests responded to, number of tasks completed.

- Ability to prioritise tasks
- Effectively manage own time, workload and resources