

ASPATRIA MEDICAL GROUP

Annex B – Job description and person specification

Job title	Prescription Clerk Administrator
Line manager	Gill Rudd
Accountable to	Dianne Blacklock
Hours per week	20

Job summary

To be responsible for the accurate and timely processing of prescription requests for the entitled population, liaising effectively with all relevant personnel.

Duties can include, but are not limited to, the processing of repeat prescriptions in electronic and hard copy format, including online requests. In addition, the post holder will be required to support the multidisciplinary team, ensuring the strategic objectives of the organisation are met.

To be responsible for the coding of relevant information into patients' electronic healthcare records on Emis Web, adhering to the organisation coding policy.

Mission statement

To Ensure that the reception/administration department is run effectively and all responsibilities are carried out in a timely manner.

Generic responsibilities

All staff at Aspatria Medical Group have a duty to conform to the following:

Equality, Diversity and Inclusion

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

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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)

This practice 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](#)
- [Coronavirus Act 2020](#)
- 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.

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)

To preserve and improve the quality of organisation 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 organisation and practices to look for opportunities to improve quality and share good practice and to discuss, highlight and work with the team to create opportunities to improve patient care.

Aspatria Medical Group continually strives 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

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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

At Aspatria Medical Group you will be required to complete the induction programme and the practice management team 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 by the Practice Manager. 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 work effectively with others to clearly define values, direction and policies impacting upon care delivery

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

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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/read 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 the organisation's policies whilst 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

All staff are required to dress appropriately for their role.

Leave

All personnel are entitled to take leave. Line managers are to ensure all their staff are afforded the opportunity to take a minimum of 25 days' leave each year and should be 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

The following are the core responsibilities of the Prescription Clerk Administrator. There may be, on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

- a. Produce prescriptions for the GP to sign in an acceptable timeframe
- b. Ensure all prescription requests are processed and are ready for collection within a 48-hour timeframe
- c. Generate requests for medication on behalf of the patient for non-repeat items

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- d. Actively encourage patients to reconcile medications to facilitate monthly collections
- e. Discuss with patients their requirements, encouraging patients to order only what they require
- f. Act upon compliance issues, liaising with the appropriate clinician
- g. Ensure medication reviews are arranged by maintaining an accurate recall system
- h. Effectively liaise with external services, i.e., district nurses, to ensure medicaments are arranged for housebound patients
- i. Input data into the patients' healthcare records as necessary
- j. Deal with all prescription related enquiries in a timely manner
- k. Record and report adverse effects accurately and appropriately, informing the practice manager immediately
- l. Data input onto Emis clinical system
- m. Carry out system searches as requested
- n. Review all clinical letters ensuring they are processed appropriately
- o. Action all incoming correspondence in a timely manner
- p. Maintain a clean, tidy, effective working area at all times
- q. Support all clinical staff with the general administrative tasks as requested.

Secondary responsibilities

In addition to the primary responsibilities, the Prescription Clerk Administrator may be requested to:

- a. Support the practice clinical pharmacist as required
- b. Partake in audit as directed by the audit lead

Qualifications	Essential	Desirable
Educated to GCSE level or equivalent	✓	
GCSE Mathematics and English (C or above)		✓
NVQ Level 2 in Health and Social Care		✓

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Experienced	Essential	Desirable
Experience of working with the general public	✓	
Experience of working in a healthcare setting	✓	
Experience as working as a prescription clerk	✓	
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
Effective time management (planning and organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving and analytical skills	✓	
Ability to follow policy and procedure	✓	
EMIS user skills		✓
Personal qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Other requirements	Essential	Desirable
Willingness to work flexible hours when required to meet work demands	✓	
Disclosure Barring Service (DBS) check	✓	

Notes:

The job description and 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.