# Prescription Clerk

The Prescription Clerk provides support to our GPs and ANPs in the receipt and preparation of electronic repeat prescriptions for our 11,800 patients. You will be the main point of contact for any patient enquiries about their prescriptions, so resilience is important. You will be liaising with the meds management team and supporting our reception staff and patients on sensitive medical information, so a caring customer service communication style is essential.

The practice are looking for an experienced individual who enjoys taking on a challenging role providing support to the GP’s & patients alike. This position requires exceptional organisational and prioritising skills, combined with top level attention to detail. Problem solving on a day-to-day basis on issues relating to your work, you will also enjoy working closely as a Team to achieve shared objectives ensuring daily priorities are delivered.

# Key Tasks & Responsibilities

Duties will include co-ordinating and preparing repeat prescriptions for our Patients, data entry onto patient records via EPS or manual printed prescriptions alongside liaising with Patient and Pharmacy teams. The tasks and responsibilities to be undertaken may include any or all of the items in the following lists, dependent on current and evolving practice workload and staffing levels:

* Work with our GPs to provide a repeat prescription & book Medication Reviews with the clinicians as requested.
* Liaising with the Meds Management Team and the GP Partners to ensure the safe prescribing of medicines.
* Delivering an efficient prescription service and ensuring service targets are met and errors are minimised.
* Print off blood forms for medication reviews and to support the management of Chronic Disease
* Following GP Guidelines on professional practice, and with safe systems of work for re-authorising repeat prescriptions.
* Liaise with pharmacies on the supply of prescribed drugs, alert our clinicians of any supply issues and forward information on the recommended alternatives.
* Expedite ***urgent prescriptions*** to help ensure a safe and responsive service for our Patients.
* Respond to enquiries from patients, carers, secretaries, NHS administrators, or the Medicines Management Team in a courteous, timely and efficient manner, by telephone, letter, and email, occasionally face-to-face and maintain precise records of the communications.
* Provide an efficient administration service as part of a Team to ensure the smooth running of the prescription support to our clinicians.
* Post, email written correspondence as appropriate to deliver the requested correspondence in a timely manner and ensure this is recorded in the Patient record.
* Ensure you are keeping Patient information updated and that Patient information is always secure & kept confidential.
* Maintain accurate Patient records promptly and quickly - entering data in accordance with reporting requirements.
* Keep up to date with the Practice’s formulary and the National restricted drugs list.
* Bring any queries to the attention of the relevant doctor, to include under and over usage.
* On the doctors’ instructions, inactivate drugs that have never been issued or have not been issued for a specified period of time.
* Liaise with external Pharmacy services and patients as necessary to resolve queries.
* Build good working relationships with local Pharmacies to help enable our prescription service.
* Check emails regularly and deal with them appropriately.
* Create ‘tasks’ and assist Clinicians in managing document workflow relating to prescriptions.
* Establish and maintain filing and administrative systems so that written or computerised information is easily accessible and secure.
* Ensure you have adequate stationery supplies in stock (Prescription Pads).
* Escalate any problems to the practice manager that you need support with.
* Provide cover for members of the Prescription team during periods of sickness and annual leave.
* Undertake training as requested to support safe and effective services for the Practice.
* Carry out any other duties as may reasonably be requested by the GPs/practice manager/line manager.

# Person Specification

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| **Area** | **Essential** | **Desirable** |
| **Qualifications** | * Minimum of English & Maths GCSE B or equivalent | * Evidence of Medical Terminology training |
| **Technical** | * Previous work within a GP surgery or within a nursing role or pharmacy assistant. * Microsoft office Word, Excel & PowerPoint | * Previous experience of work as a Prescription Clerk within Primary Care * Previous knowledge of Emis Web * Touch-typist |
| **Qualities &**  **Attributes** | * Reliable, trustworthy, and conscientious * Polite & good mannered * Well-presented appearance * Enthusiastic and the ability to develop this new role | * Flexible approach to the daily demands and managing the workload * Able to pick up what is happening around you and be able to show a proactive approach to delivering a quality service to our patients on behalf of the partners. |

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| **Area** | **Essential** | **Desirable** |
| **Skills & Abilities** | * Excellent attention to detail * Excellent customer service skills * Excellent verbal and written communication skills * Problem solving skills * Ability to work without direct supervision * Ability to manage time and workload * Manage multiple tasks and conflicting demands * Ability to work under pressure & maintain a professional / effective approach * Ability to work as part of an integrated multi-skilled team |  |
| **Special Job**  **Requirements** | * Ability to concentrate for prolonged periods of time * Ability to deal with matters in a confidential manner * Willingness to work additional hours to cover the holiday/sick leave of other staff |  |