FROME MEDICAL PRACTICE

JOB DESCRIPTION

Job Title: Repeat Prescription Clerk

Normal Place of work: Frome Medical Centre

Accountable to: Prescription Team Leader

Level: II

Job Purpose: To work as part of the repeat prescription team, achieving published repeat prescribing targets.

Main Duties: Process high volumes of repeat prescriptions, and work as part of a team to ensure achievement of the Practice target time for issuing repeat prescriptions.

General Duties

- Adhere to the Practice repeat prescription protocols
- Open, download and sort all repeat prescription requests and process these in accordance with protocol
- Access Microsoft Outlook (or equivalent) to deal with emailed requests
- Process repeat prescriptions according to protocol and electronic prescribing
- Answer patient queries via telephone, email or face to face
- Adhere to Practice Repeat Prescription policy and applying prescribing period exceptions as agreed with the PCT
- Liaise with Script signing GP on a daily basis
- Carry out bulk change to medication as requested by the Lead prescribing GP
- Accept delivery of prescribing PCT mail and distribute accordingly
- Liaise with pharmacists regarding any day to day issues
- Set up Dosette boxes
- Preparation of repeat Blue (methadone) scripts for authorisation by GP on request by Lead Repeat Prescription Clerk
- Advise colleagues regarding any queries / difficulties experienced by them when producing repeat prescriptions
- Keep Lead Repeat Prescription Clerk informed of any back-log of work
- Keep Lead Repeat Prescription Clerk informed of any situation that hinders the flow of the repeat prescription system.
- Ensure that set targets are accomplished and where this is failing, inform the Lead repeat Prescription Clerk immediately.
- Be available to assist in the general reception department if ever the occasion arises as per the receptionist job description.

Confidentiality
- Adhere to a strict code of confidentiality in all aspects of the work.

Health & Safety

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with, safe working practices are adhered to and that any hazards are reported to the appropriate officer immediately.

Communication and Working Relationships:
- Day to day contact with patients in response to queries and to pass messages to clinical staff.
- Able to manage day to day contact with patients, their relatives and carers who may at times be distressed or act unreasonably.
- Able to be objective and helpful when managing patient enquiries and chasing prescriptions.
- To work as an integral part of the whole practice team.

All post holders are expected to:
- Adhere to practice policies and procedures (e.g. Health and safety)
- Familiarise themselves with the practice staff handbook
- Maintain personal and professional development in order to maintain their skill levels and participate in the appraisal process and any training and development that is recognised and agreed with the line manager
- Respect the confidentiality of patients and colleagues and the practice as a whole. All staff are expected to adhere to the Data Protection Act 1998
- Respect and adhere to corporate and clinical governance principles
- Work within the operating hours of the surgery

This job description is not definitive or exhaustive, and may be reviewed in the light of changing circumstances at a personal or organisational level. Any changes will be made in consultation with the post holder through the appraisal and review process.
## Repeat Prescription Clerk Specification:

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<th>Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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| Knowledge, Skills and Qualifications | Minimum 3 Grade C and above GCSE /O level passes, to include English Language.  
Proven skills in administrative systems.  
Fully competent in Microsoft Outlook, Microsoft Word and able to demonstrate familiarity with computer based systems.  
Ability to demonstrate a high standard of communication skills with a range of people: face to face and on the telephone.  
Ability to deal with a high volume of calls in a busy environment.  
Organisational ability with attention to detail.  
Ability to take control in difficult situations  
Detailed understanding of the repeat prescription process | Familiarity with medical systems – IT and administrative.  
Experience of work in a GP practice environment.  
Awareness of the type of work undertaken in a GP Practice.  
Familiar with medical terminology. |
| Aptitude and Abilities          | Able to be well organised and to work systematically.  
Self-motivated with the ability to motivate others.  
Ability to empathise.  
Quick decision maker.  
Able to follow procedures/protocols.  
Good level of numeracy.  
Ability to communicate with clarity | Motivation to expand knowledge/skill level/range. |
| Attitudes and behaviours       | Able to manage own short-term work priorities.  
Able to act on own initiative when required.  
Able to be consistently welcoming and friendly to patients and visitors to the Practice.  
Excellent Customer Care Skills.  
Able to work flexible hours. | |
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<th>Prepared to work additional shifts.</th>
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<td>A proven understanding of team working – able to demonstrate previous effectiveness in this area.</td>
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