



Job Description

Latest Review Date: DATE
 Reviewed & Updated by: NAME, JOB TITLE
 Next Review: June 2022

Job Title:
 Prescription Administrator

Job Purpose:
 To provide a *professional*, safe and efficient prescription service based on best practice protocol which meets patient’s health needs whilst involving other members of the clinical team as appropriate.
 To contribute to the Practice goal ‘Providing the Best Clinical Care’

Position in Organisational Structure:
 Responsible and Accountable to a designated clinical Partner

Accountabilities *(This list is not exhaustive and may be subject to alteration, but the role includes all duties that may reasonably fall within the job purpose)*

Accountable for delivering a professional, safe and efficient prescription service to our patient and the wider clinical and reception team(s);

- 1. Maintaining appropriate clinical knowledge:** Responsible for maintaining / updating clinical knowledge as required in the role
- 2. Resolving Prescription Queries;** issued to the post holder by the practice team.
 Responsible for following the relevant protocol to; safely, appropriately and efficiently
 - i. **Review prescription** queries to efficiently identify why a medication was not prescribed
 - ii. **Verify Prescriptions** safely and appropriately as per protocol and within the scope and boundaries of the post holders clinical knowledge
 - iii. **Process Prescriptions** in a safe, accurate and timely manner



3. Escalating Prescription Queries issued to the post holder by the practice team;

- i. Responsible for following the relevant protocol to safely, appropriately and efficiently escalate the prescription query to the wider clinical team as appropriate
- ii. Responsible for demonstrating an awareness of the scope / boundaries of their own responsibilities, decision making, skills and knowledge

It is vital the post holder should assertively and appropriately access support from, and escalate prescriptions to, the wider clinical team as appropriate.

4. Action hospital letters relating to medication amendments / stoppages; According to protocol, ensuring these are actioned safely, accurately and in a timely manner within the patients clinical records i.e.

5. Providing an excellent telephone / advisory service to external customers: Dealing with patient record specific queries from External Customers efficiently and appropriately i.e. (Other health agencies / authorities such as hospitals, residential and nursing homes etc.)

6. Providing an excellent telephone / advisory service to internal customers: Dealing with specific medication related queries from Internal Customers, efficiently and appropriately i.e. (Reception, GP's, Nursing team etc.)

Clinical Care Administration

- 1. **Accurate Patient Records-** While accessing patient records, responsible for ensuring medication / medication related alerts / medication reminders on SystemOne are up-to-date, accurate and appropriate as per the relevant protocol
- 2. **Protocols** – Responsible for the safe, appropriate and efficient use of protocols

Other Responsibilities

- 1. **Planned and Unplanned Cover:** To contribute in maintaining the levels of service expected of our patients and the internal customers in the Practice by taking a 'fair' share of covering colleagues planned and unplanned absence
- 2. **Care Quality Commissions (CQC) requirements;** To ensure any CQC requirements and/or documentation for which the post holder is responsible for is completed timely and accurately.
- 3. Responsible for ensuring any procedures and processes applicable to the role are followed efficiently and accurately.
- 4. To ensure you devote the whole of your time, attention and abilities to your role, our



business and its goals

5. Such other duties as may reasonably be delegated from time to time.

Competencies:

- Behaviours:**
- **Team Work:** Work effectively and professionally with the wider Practice clinical team, wider Practice Reception team and a local surgery team through demonstrating a willingness to proactively support and assist their colleagues.
 - **Autonomous:** Ability to work independently by making informed decisions based on *professional* knowledge and clinical judgement against protocol. Whilst also having the ability to recognise when a query / issue should be escalated or referred for specialist investigation because it falls outside of the scope of the role and your professional knowledge.
 - **Can-Do Attitude:** Ability to react to and face challenges or setbacks in a positive manner with a commitment to continuous improvement of their own skills and behaviours and also of the service
 - **Customer Service:** Ability to remain focussed on providing and continuously improving an excellent patient and internal customer service
 - **Deadline / Target Driven:** Ability to work efficiently and to strict deadlines. To be driven by the setting and achieving of individual and team targets
 - **Attention to Detail:** Ability to gather, process, analyse and input large volumes of information to deadlines whilst maintaining highest levels of attention to detail
 - **Confidentiality:** Ability to exercise and adhere to the Practice confidentiality policies
 - **Work Prioritisation:** Ability to organise, prioritise and manage your own work demands by assessing levels of urgency and importance
- Skills:**
- **‘Communication Skills’:**
 - I. Able to calmly, professionally and efficiently identify **external / internal customers’ needs**
 - II. Able to, calmly, professionally and concisely communicate with **external / internal customers’** with a warm reassuring demeanour



Or

Able to skilfully signpost / refer the external / internal customer to the **most appropriate person or alternative solution to their needs**

- **‘Risk Management’:** It is essential the post holder is willing to access support and advice as appropriate. Awareness of the scope / boundaries of their own responsibilities, decision making, skills and knowledge is vital and to assertively and appropriately escalate and/or access support.
- **IT Literate;** competent in the use of Microsoft Applications and a proven ability to learn how to navigate and interrogate systems, input data with an attention to detail and follow processes and procedures
- **Mathematically Literate**

Qualifications / Requirements :

Desirable;

- 2 + years background of working within a Primary Health Care or a Pharmacy environment
- Proven history of working in centralised administration environment where direct contact with the customer / client / patient maybe limited

Customers / Key Stakeholders:

Supporting the Practice in achieving our Strategic Goals. Examples of the most direct customers:

External Customers:

- Other Health Agencies / Authorities; Such as Hospitals / local health authorities
- Local Pharmacies
- Nursing / Residential Homes / Other care settings

Internal Customers:

- Line Manager TBC
- Wider Clinical Team
- Wider Reception / Patient Central Team
- Local Surgery Team (Reception)