



St James  
& Orchard  
Medical Centre

# Job Description

## Prescribing Clerk

### About Us

St James and Orchard Medical Centre is based over two sites, one the in the centre of Taunton and the second site in a more rural location in Norton Fitzwarren. The practice has a population of 18,142 patients. The practice team is made up of 7 GP partners, Salaried GPs, a team of Advanced Clinical Practitioners, nursing team and reception and administration teams.

### **Disclosure and Barring Service Check**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

## Revised August 2023

<b>Job Title</b>	Prescribing Clerk/Reception Duties
<b>Hours</b>	
<b>Contract</b>	Permanent (subject to satisfactory probation)
<b>Pay Scale</b>	£10.72
<b>Line Manager</b>	Reception Manager
<b>Job Summary</b>	The prescribing clerk will support the prescribing team with the ordering of repeat medication for patients. The prescribing clerk will also support the reception team.
<b>Duties</b>	<ul style="list-style-type: none"><li>• Dealing with patient requests for medication which will be over the telephone, via the online tool, email and other digital tools.</li><li>• Extracting changes to medications from clinical letters</li><li>• Arranging appointments, referrals, tests and follow up appointments of patients.</li><li>• Helping the GP liaise with outside agencies eg. Pharmacies.</li><li>• Receive and handle incoming calls and electronic requests from patients, relatives, carers, other health care providers, contractors and any other category of caller.</li><li>• Meet, greet and respond to all queries and requests for assistance from patients and other visitors.</li><li>• Establish brief details of the reasons for the patient request and record on the clinical system.</li><li>• Resolve incoming requests for assistance where it is practical and safe to do so.</li><li>• Signpost patients and others to the person(s) either external or internal to the Practice who is best placed to initially deal with the request e.g. NHS 111, Pharmacy, Practice Website, Medical Secretary, allocating a GP message slot, triage or appointment.</li><li>• Contribute to the continuity of patient care by directing patient to their 'usual' GP for the purpose of appointments, triage, messaging etc.</li><li>• Monitor the flow of patients into the consulting rooms including advising patients if a consulter is running late.</li><li>• Ensure that patients without appointments but who need an 'urgent consultation' are seen in a logical and non-disruptive manner.</li><li>• Explain practice arrangements and formal requirements to new patients and those seeking temporary cover. Ensure procedures are completed.</li><li>• Advise patients of relevant charges for private services, accept payment and issue receipts for same.</li><li>• Record requests for home visits and other messages stating time received and include all relevant information.</li><li>• Alert a clinician for any 'emergency cases' or situations giving cause for urgent concern.</li><li>• Resolve patient grumbles but escalate any problems to the Operations Manager or Practice Manager.</li><li>• Ensure reception and waiting areas are kept neat and tidy.</li><li>• Chaperone duties once trained.</li><li>• Promote the use of online access.</li></ul>

<b>Confidentiality</b>	<ul style="list-style-type: none"> <li>• In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.</li> <li>• In the performance of the duties outlined in the Job Description, the postholder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.</li> <li>• Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.</li> </ul>
<b>Health and Safety</b>	<p>The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health &amp; Safety Policy, to include:</p> <ul style="list-style-type: none"> <li>• Using personal security systems within the workplace according to Practice guidelines.</li> <li>• Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.</li> <li>• Making effective use of training to update knowledge and skills</li> <li>• Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.</li> <li>• Reporting potential risks identified.</li> </ul>
<b>Equality and Diversity</b>	<ul style="list-style-type: none"> <li>• Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation.</li> <li>• Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.</li> <li>• Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.</li> <li>• Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation.</li> <li>• Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.</li> <li>• Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.</li> </ul>
<b>Personal/ Professional Development</b>	<ul style="list-style-type: none"> <li>• Participation in an annual individual performance review,</li> <li>• Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work</li> <li>• Attend all relevant annual updates.</li> <li>• Be aware of own professional boundaries and what to do when you have reached them.</li> </ul>

<b>Quality</b>	<p>The post-holder will strive to maintain quality within the Practice, and will:</p> <ul style="list-style-type: none"> <li>• Alert other team members to issues of quality and risk .</li> <li>• Work to practice protocols.</li> <li>• Assess own performance and take accountability for own actions, either directly or under supervision.</li> <li>• Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.</li> <li>• Work effectively with individuals in other agencies to meet patients' needs.</li> <li>• Effectively manage own time, workload and resource.</li> </ul>
<b>Communication</b>	<p>The post-holder should recognise the importance of effective communication within the team and will strive to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with other team members.</li> <li>• Be familiar in all mediums of communications such as email, tasks, telephone etc.</li> <li>• Communicate effectively with patients and carers.</li> <li>• Recognise people's needs for alternative methods of communication and respond accordingly.</li> <li>• Communicate effectively to outside agencies.</li> <li>• Communicate clearly with their line manager.</li> </ul>
<b>Contribution to the implementation of Services</b>	<p>The post-holder will:</p> <ul style="list-style-type: none"> <li>• Apply Practice policies, standards and guidance.</li> <li>• Discuss with other members of the team how the policies, standards and guidelines will affect own work.</li> <li>• Participate in audit where appropriate</li> </ul>

### Person Specification

**This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and other requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description)**

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working in a primary care environment/pharmacy	√	
Experience of working with the general public		√
Experience of working in a healthcare setting	√	
Experience of working in a customer service role		√
<b>Skills</b>		
Excellent communication skills (written and oral)	√	
Strong IT skills	√	
Clear, polite telephone manner	√	

Competent in the use of Office and Outlook	√	
EMIS or alternative clinical software experience	√	
Effective time management (planning and organising)	√	
Ability to work as a team member and autonomously	√	
Good interpersonal skills	√	
Ability to follow clinical policy and procedure	√	
<b>Personal Qualities</b>		
Polite and confident	√	
Flexible and cooperative	√	
Motivated	√	
Problem solver with the ability to process information accurately and effectively, interpreting data as required	√	
High levels of integrity and loyalty	√	
Sensitive and empathetic in distressing situations	√	
Ability to work under pressure / in stressful situations	√	
Effectively able to communicate and understand the needs of the patient	√	
Commitment to ongoing professional development	√	
Effectively utilises resources	√	
Punctual and committed to supporting the team effort	√	
Other requirements	√	
Flexibility to work outside of core hours	√	