JOB DESCRIPTION

Job Title: Practice Medicines Co-ordinator

Location: Stanmore House Surgery

Hours: tba

JOB SUMMARY
The post holder will take a central role in reviewing, improving and implementing the practice repeat prescribing policies to ensure all staff are aware of the correct procedures to run a safe, cost effective, efficient, but patient friendly, repeat prescription system.

The post holder will be responsible for helping the medicines management team to deliver the agreed changes required to meet the prescribing targets set by Primary Care CCG.

The post holder will be the main contact point for non-clinical medication related queries from pharmacies, nursing homes, and other health care professionals, to improve the accuracy of patient medication records.

Accountable to: Practice Manager

Responsible to: Service Lead – Dr M D Wilson/
Practice Manager

Type of Supervision Received:
Programme of work to be supervised by the service lead and day to day supervision by the practice manager

PRINCIPAL RESPONSIBILITIES

Responsibility for Patient Care

- To reduce waste, minimise risk and improve the repeat prescribing process.

- Query/challenge requests where ordering interval does not correspond to documented dose, particularly requests for more before due date.

- Unless acceptable reason such as patient or public holiday, the request should be declined and the patient asked to re-request at the appropriate time or informed that the prescription will not be available until nearer to the due date.

- If patient reports taking a different dose to that documented, highlight to Usual GP (or practice pharmacist if appropriate).

- Highlight (and change if agreed) to Usual GP/Practice Pharmacist any opportunities to synchronise quantities, undertake brand/generic or formulary switches, remove items no longer required.

- Highlight to Usual GP any duplication of items, query any therapeutic duplication.

- Ensure patients aware of facility for online ordering of repeat prescriptions.

- Promote repeat dispensing where this would avoid the need for third party prescription ordering, highlight suitable patients to GP.

- Highlight patients over-ordering or ordering inappropriate stoma products to Usual GP to facilitate onward referral to stoma service.

- Facilitate switch to use of EPS for home delivery companies.
To improve prescription security by introducing best practice guidelines

To deal with non-routine, non-clinical medication queries which require follow up and problem solving techniques.

Undertake emis searches, data collection and letter production required for prescribing changes.

Identify patients who would be suitable for repeat dispensing.

**Communication**
To be the first point of contact for patients, secondary care, community pharmacists, Nursing Home staff and other healthcare professionals who have queries relating to repeat prescriptions.

**Administrative**
- To maintain comprehensive and accurate records of work undertaken for the Medicines Management projects and activities.
- To be able to use MS Office programmes necessary for the role.
- To be able to use the searching and administrative capabilities of the GP clinical system.
- To collect and submit monthly data to monitor improvements in line with set targets.
  - Number of prescription requests reviewed by Practice Medicines Co-ordinator
  - Percentage of requests from a third party
  - Number of patients directly contacted by Practice Medicines Co-ordinator
  - Number and type of interventions made
  - Cost savings made (as estimated annual figures where applicable)
- To manage time effectively to ensure all set targets are met.
- To carry out any other associated tasks required to develop this role in the future as requested by the Project Lead/Practice Manager
- Any other reasonable duties as necessary
- Observe health and safety guidelines at all times

**Training and Education**
- To train practice receptionists undertaking generation of repeat prescriptions and to explain and inform them of any prescribing changes being carried out.
- To attend training events as and when required.

**Research, Development and Audit**
- To organise the data collection and searches required for any audits being carried out for the prescribing incentive schemes and ensure they are submitted on time.

**Work complexity:**
- Accuracy and attention to detail is essential
## Practice Medicines Co-ordinator
### Person Specification

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<tr>
<th>Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Education/Qualifications</td>
<td>A good standard of education to GCSE level or equivalent</td>
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<tr>
<td>Knowledge</td>
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<td>A sound knowledge of the working of general practice, including clinical computer system (emis)</td>
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<td>Familiarity with drug names and terminology</td>
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<td>Experience</td>
<td>Experience of working within a Pharmacy/GP Practice for at least 12 months</td>
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<tr>
<td>Skills and Abilities</td>
<td>• Computer literate – good skills with MS products Excel/Word</td>
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<td></td>
<td>• Attention to detail</td>
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<td>• Ability to use own initiative within set parameters</td>
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<td>• Ability to work unsupervised</td>
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<td>• Effective communication skills, verbal and written</td>
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<td>• Interpersonal skills</td>
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<td>• Enthusiasm for the role</td>
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