

Job Title	Prescription Clerk
Line manager	Senior Practice Pharmacist
Accountable to	The Partnership
Hours per week	Up to 30 hours

Job summary

We are offering an exciting opportunity for an experienced Prescriptions Clerk to join our team.

The successful candidate will play a crucial role in ensuring the smooth and efficient operation of our prescription system.

There is the opportunity to continue or join the NHS pension scheme.

We are a friendly, successful, training and research practice of over 11,500 patients with an informal and supportive culture, which aims to ensure a good work life balance is maintained for all staff. Falldon Way Medical Centre is located in Henleaze, which is a leafy inner suburb of Bristol, with good schools and amenities. We have a relatively high elderly population but also a good mix with families. We encourage and support ongoing professional development.

The practice combines the best of traditional and innovative working, currently with 4 partners and 5 associate GPs. The practice is both proactive and reactive about managing the ever-changing workload in General Practice, offering a supportive environment and good work-life balance.

The practice is supported by ANPs, a Pharmacy team including two Practice Pharmacists, an Award-winning Care Coordination team, a Social Prescriber, First Contact Physio and mental health practitioner. There is a team of workflow administrators assisting the clinical team in managing inbound correspondence and results.

Mission statement

Falldon Way Medical Centre aspires to be a professional, friendly organisation, dedicated to providing high quality personalised medical care to all members of the practice community.

Generic responsibilities

All staff at Falldon Way Medical Centre have a duty to conform to the following:

- Equality, Diversity and Inclusion (ED&I)
- Safety, Health, Environment and Fire (SHEF)
- Confidentiality
- Quality and Continuous Improvement (CI)
- Learning and development (including Induction and statutory)
- Collaborative working
- Service delivery
- Managing information
- Security
- Professional conduct

Primary responsibilities

The Prescription Clerk provides support to our GPs and ANPs in the receipt and preparation of repeat prescriptions for our 11,500 patients. You will support the Pharmacy team and GPs in managing repeat prescriptions and medication queries. You will be liaising on sensitive medical information, so a caring customer service communication style is essential.

You will also facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies.

Your responsibilities will be:

- a. To process, medication requests sent in by patients using the various protocols in place.
- b. Monitor the prescription email, online patient access for patients' medication request and queries.
- c. Ensuring that all paper requests are process daily.
- d. Working alongside the Practice Pharmacists with medication queries.
- e. Following up prescription requests/queries via the practice task system.
- f. To liaise with patients and chemists regarding queries and requests.
- g. To ensure repeat medication is issued in line with the protocols that are already in place, and where queries are raised that they are dealt with in the best way.
- h. To ensure that patient queries on medicated are highlighted to the relevant GP or Practice Pharmacist.

To thrive in this role, you will need to be organised, flexible and have good communication skills, alongside a top-level attention to detail. Working as a team to meet the needs of our patients is imperative.

The ability to work under pressure and effectively prioritise their own workload is essential. In return, they will be working in a very friendly and supportive environment.

This job description is not a complete list of duties but is intended to give a general indication of the range of work undertaken. It will vary over time as demands and priorities within the Practice change.