Job Description

**Job Title:** Prescription Clerk
**Reports To:** Prescription Clerk Lead
**Hours:** 16 hours Monday & Tuesday plus one other morning/afternoon

**Job Summary:**

We are seeking a detail-oriented and proactive Prescription Administrator to join our dynamic primary care team. In this vital role, you will ensure the safe, accurate, and timely processing of prescription requests while serving as a key liaison between patients, clinicians, pharmacies, and external healthcare providers. You’ll be responsible for managing medication queries, updating patient records with hospital correspondence, and supporting medicines optimisation initiatives. Your work will directly contribute to improving patient care by ensuring seamless prescription workflows, resolving supply issues, and synchronising repeat medications. This is an excellent opportunity for someone who thrives in a fast-paced environment, values precision, and enjoys making a real difference in patient health and safety.

**Job Responsibilities:**

**Prescription Clerk Duties:**

* Process routine prescription requests (via Syst1, email and paper repeats) within 2 working days of receipt.
* Manage prescription queries accordingly.
* Liaise with Practice Manager and clinical team with any areas of concern.
* Liaise with medicines management team relating to any queries.
* Ensure that patients are notified immediately of any medicines changes.
* Check medication discharge summaries and other hospital correspondence and alter any changes on patient records and then pass back to the GP.
* Liaise with chemists, patients, nursing homes and hospitals when needed.
* Synchronise medicines that are on repeat so they all finish at the same time.
* If a medication review for a patient is overdue, book the patient with the clinical pharmacist.
* If there is a manufacturer's or supply problem, liaise with the chemist or medicines optimisation team for an alternative. Issue prescription and advise patient of the change.
* Add new patients' medication and pass to GP.
* Check for over and under usage of medication.
* Delete medications that have not been issued for 12 months (every three months).
* Any other reasonable administrative duties as directed by the Department Supervisor, The Practice Manager or Partner.

**General Responsibilities:**

* Maintain patient confidentiality and adhere to data protection regulations.
* Follow practice protocols and procedures to ensure compliance and efficiency.
* Promote a safe working environment by adhering to health and safety regulations.
* Support equality and diversity in the workplace.
* Participate in ongoing professional development and mandatory training.
* Communicate effectively with colleagues, patients, and external healthcare providers.
* Contribute to practice improvements and participate in audits.

**Confidentiality:**

* 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
* In the performance of the duties outlined in this Job Description, the post-holder 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
* 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

**Practice Protocols:**

* The practice has Protocols in place for Clinical and Administrative tasks, staff are required to adhere to all Practice Protocols, it is essential that all staff keep up to date with protocols and advise of any changes needed. All protocols are stored on the Practice Intranet.

**Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the practice Health & Safety Policy, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include:

* Using personal security systems within the workplace according to Practice guidelines
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
* Making effective use of training to update knowledge and skills
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
* Actively reporting of health and safety hazards and infection hazards immediately when recognised
* Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder’s role
* Undertaking periodic infection control training (minimum annually)
* Reporting potential risks identified

**Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

* 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
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
* Attend compulsory training, such as Fire Awareness and infection control, and any other training the practice feels is necessary for the safe running of the practice.

**Quality:**

The post-holder will strive to maintain quality within the Practice, and will:

* Alert other team members to issues of quality and risk
* Assess own performance and take accountability for own actions, either directly or under supervision
* 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
* Work effectively with individuals in other agencies to meet patients’ needs
* Effectively manage own time, workload and resources

**Communication:**

The post-holder should recognise the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members
* Communicate effectively with patients and carers
* Recognise people’s needs for alternative methods of communication and respond accordingly

**Contribution to the Implementation of Services:**

The post-holder will:

* Apply Practice policies, protocols, standards and guidance
* Discuss with other members of the team how the policies, protocols, standards and guidelines will affect own work
* Participate in audits where appropriate

**Person Specification –Prescription Clerk**

**Essential Criteria**

**Qualifications & Experience**

* Experience in a fast-paced customer service and administrative role.
* Experience handling phone and face-to-face enquiries professionally.
* Proficiency in using computers and data entry systems.
* Experience working in a role requiring strong attention to detail and accuracy.

**Skills & Abilities**

* Fast and accurate data entry skills.
* Strong numeracy skills and attention to detail when processing prescriptions and patient information.
* Excellent verbal and written communication skills.
* Ability to manage multiple tasks and prioritise workload efficiently.
* Ability to remain calm and professional when dealing with patients, including those who may be distressed.
* Ability to handle confidential information in line with data protection regulations.
* Strong problem-solving skills and ability to work proactively.
* Ability to work extra hours/full time to cover holidays/sickness

**Personal Attributes**

* Friendly, empathetic, and patient-focused approach.
* Ability to work independently and as part of a team.
* Professional and courteous manner when dealing with patients and colleagues.
* Willingness to undertake training and continuous professional development.

**Desirable Criteria**

**Qualifications & Experience**

* Experience processing prescriptions or working with a pharmacy.
* Previous experience working in a GP surgery, healthcare setting, or NHS environment.
* Knowledge of SystmOne
* Knowledge of medical terminology or medicines management.

**Other Requirements**

* A satisfactory enhanced DBS result (requested upon acceptance of role)
* Undertake pre-employment occupational health check. (requested upon acceptance of role)
* Receipt of satisfactory reference checks (requested upon acceptance of role)
* Have a legal right to work in the UK