

Wyre Forest Health Partnership; working together across five sites, one valued and committed team, combining innovation and integrity to provide the best possible quality of care for our patients.

JOB DESCRIPTION

JOB TITLE: Business Support Administrator (BSA) – Pharmacy Team

REPORTS TO: Senior Clinical Pharmacist

LOCATION: Bewdley Medical Centre

HOURS; 25 hours per week

SALARY: £10.60 per hour

WFHP are looking to recruit a BSA to the Clinical Pharmacy team based at Bewdley Medical Centre, to work with the pharmacy technician. We are looking for a self-motivated, organised and enthusiastic individual to help with administration, support etc, to the pharmacy team to provide quality care and support to our patients. The post holder will support our clinical pharmacists based across 5 surgeries in the Wyre Forest area.

The successful post holder will be based at Bewdley Medical Centre but will be expected to travel to the 5 surgeries as required.

Job summary:

To support the Clinical Pharmacy team and smooth running of the team on a day-to-day basis.

The post holder will provide key liaison between the head office and the Site. Duties will include (but not be limited to):

- Organising Pharmacists and Pharmacists Technician Rotas for all 5 sites.
- Authorising Holidays.
- Arranging cover for holidays whilst pharmacists/ tech on holiday or sick days or study leave.
- Running monthly reports for Revivo.
- Sharing these reports with the team on an excel sheet RAG rating the progress of each site.
- Run medicine searches in EMIS.
- Organising reviews and appraisals for team.
- Check registration with GPhC and ensure revalidation is done on time for the team.
- Check that the indemnity insurance is up to date.
- Check that all mandatory staff trainings are complete for the team.
- Support Senior Clinical Pharmacist in launching projects in all 5 sites.
- Check that the MHRA alerts are actioned on time at all 5 sites.
- Check that the CCG tasks or updates are actioned on time at all 5 sites.
- Check that all Clinical audits are initiated and actioned on time all 5 sites
- Revisit these audits to make sure the next steps are actioned.
- Organising monthly meetings for the team:

- ✓ Checking team members availability for the meeting
- ✓ CCG availability
- ✓ Inviting Medicine Management Lead GPs for quarterly meetings
- ✓ Deciding the agenda for the meeting with Senior Clinical Pharmacist
- ✓ Making presentation for the meeting
- ✓ Sharing the agenda/ presentation/ minutes from the meetings to the team

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

Health & safety

The post-holder will implement and lead on the full range of promotion and management 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 (but will not be limited to):

- Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.
- Maintain and up to date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the business
- 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 across the business
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
- Routine management of own team / team areas, and maintenance of workspace standards

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

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 recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

Contribution to the implementation of services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate