

**PRESCRIBING CLERK – ROLE AND RESPONSIBILITIES**

**Key tasks and responsibilities**

**Clinical and patient-focused care**

* Work independently to plan, organise and undertake prescribing support practice work using GP clinical systems and patient notes, accurately recording any interventions in the patient records and strictly adhering to the NHS patient confidentiality policy.
* Develop and update Standard Operating Procedures to support own practice work
* Respond to prescription requests, processing them within 48 hours for routine prescriptions and same day for urgent prescriptions
* Process monthly prescriptions checking for changes and adherence
* Identify blood tests, recalls and reviews using established protocols and forward these to the appropriate clinician.
* Support and respond to medicines related queries from colleagues and patients.
* Review hospital discharge notifications and reconcile medications against current repeat medications and flagging up any discrepancies
* Promote safe use of medication and reporting of medicines related incidents.
* Assist the Practice in the development and implementation of practice based prescribing audits.
* Undertake audits, drug switches, patient counseling and other initiatives as required.
* Responsible for receiving and ensuring the appropriate use of prescribing information sources
* Where appropriate (and within competency), provide advice on changes to medicines regimes, dosage, formulations etc
* Demonstrate a sound understanding of the needs of frail, older and disabled people and promote their independence with regards to medicines management, advising on aids to independence as appropriate.
* Provide information, advice and support to families and carers with regards to medicines management needs and services.
* Adopt a proactive approach to identifying situations where an individual may be vulnerable or have particular needs e.g. patients with dementia.
* Report any child protection and vulnerable adult concerns using the appropriate public protection procedures.
* Respect the dignity, individuality, values, cultural and religious diversity of patients and contribute to the provision of a service sensitive to these needs.

**Communication and partnership working**

* Liaise with other primary care staff as appropriate (such as community pharmacists, GP practice staff, care home staff etc) after undertaking medication changes or implementing prescribing policies.
* Identify and help rectify, where possible, any barriers to good management of repeat prescribing in the practice.
* Aid in the development of an improved system in the practice and in the provision of staff training, with respect to repeat prescribing policies in primary care.
* Use highly developed negotiating and persuasive skills, to communicate with prescribers, using evidence-based recommendations for drug switches, suggestions for formulary choices and to agree standard operating procedures for self-directed work.
* Work effectively across multidisciplinary and multi-agency boundaries.
* Liaise with other GP practices, community pharmacies, the local authority, private providers and community resource teams on relevant medicines management issues and services.
* Link in cluster pharmacist/senior clinical collegues and/or medicines managment team for clinical advice and support as appropraite.
* Liaise with community pharmacies regarding the provision of medicines administration charts, compliance aids, medication reviews etc.
* Demonstrate a high level of counseling interpersonal and communication skills, when giving information to patients/carers.
* Communicate sensitively with patients and carers about their medicines – there may be instances where there are emotional circumstances.
* Demonstrate a high level of interpersonal and communication skills when dealing with distressing and challenging behavior.
* Act in a professional manner at all times and provide excellent communication and relationship skills with staff at all levels, both internally and externally to the organisation. This requires the assimilation, management and presentation of highly complex, sensitive practice or patient information.

**Financial responsibilities**

* Identify opportunities to improve the quality and cost effectiveness of prescribing in collaboration with the practice team
* Implement measures to reduce waste through effective medicines management.
* Maximise the use of available resources to the benefit of patient care.
* Provide support in monitoring prescribing expenditure against practice budgets.

**Clinical governance and development**

* Contribute to the development of strategies to support improvements in medicines management in the practice, with the aim of reducing risk, improving quality and promoting cost effective prescribing.
* Ensure appropriate reporting of and learning from incidents.
* Undertake effective auditable monitoring systems, improving the standards of medicines management in the practice.
* Maintain effective records, adhering to all relevant guidelines for record keeping.
* Demonstrate the ability to acknowledge limitations in own practice and seek help to develop professional competence/practice.
* Demonstrate the ability to balance professional issues such as confidentiality and duty of care in a multidisciplinary setting in order to work effectively.
* Awareness of innovations and developments in medicines management and its application to practice.
* Demonstrate a sound awareness of other agencies’/teams’ policies and guidelines, which impact on area of work.
* Ensure compliance with medicines legislation.