

Job Purpose – Working as a member of the team to provide a first class patient and customer experience at all times, by playing an integral part in managing dispensing workloads accurately and safely and ensuring high standards of dispensing practises are upheld and delivered. In turn contributing to the delivery of the outpatient dispensing services and having the patient at the core of your performance at all times. Together we will drive towards inspiring more positive and healthy lives and to be the most trusted pharmacy network

Job Opportunity – To be a trusted advisor providing excellent customer service within a business to business contract. Natural progression from this role would be into a Pharmacy Supervisor role or a Pharmacy Technician following completion of an NVQ3 Pharmacy Technician qualification. Alternatively look to continue working as a Dispenser within a different pharmacy environment such as community pharmacy or alternative business to business contracts. Progression opportunities will require mobility and flexibility to travel within the Lloydspharmacy network.

Our Values	Your Role and Responsibilities
Integrity	<ul style="list-style-type: none"> Understand and appreciate the hospital environment and the patient expectations on quality and safety Accurately dispense items and controlled drugs under the supervision of the Pharmacist and check that all legal requirements are met on prescriptions Ensure confidentiality of patient and company information as required by the Data Protection Act Ensure dispensing processes are cost effective and efficient and stock wastage is avoided Deal with customer and patient complaints, when necessary, promptly and efficiently in accordance with company policy
Customer First	<ul style="list-style-type: none"> Ensure highest quality of care for your patients is provided at all times Work as part of the dispensary team to ensure waiting times for walk in customers are kept within SLA's Proactively engage customers in conversation to understand their needs Use expert advice to offer personalised solutions for customers in terms of professional services and OTC sales To provide accurate advice and information to patients and their representatives within your competence (e.g. GSL, P medicines)
Accountability	<ul style="list-style-type: none"> Receive and check prescriptions ensuring appropriate payment or exception within national and hospital guidelines. Ensure prescriptions are endorsed, counted and filed correctly Hand dispensed medicines to patients according to correct protocols To support and comply with local clinical and process enhancement actions communicated by the LP clinical team at support centre Report interactions raised on dispensing systems and refer queries to the responsible pharmacist Record dispensing interventions and near miss incidents, actively discuss and allow shared visibility to the relevant contacts and team for remedial action and future action plans Ensure stock is received, stored as appropriate, stock counts and stock rotation are carried out with date checks Ensure that you remain up to date with all key store and company messages and have clear understanding of hospital and LloydsPharmacy policies
Respect	<ul style="list-style-type: none"> Work as one pharmacy team across shop floor and dispensary and share your knowledge across the team Interface with the hospital team and patients in a positive and professional manner promoting internal relations between the LloydsPharmacy OPD team and key hospital contacts Support the pharmacy manager in the local implementation of the pharmaceutical aspects of national standards documents e.g. NSF, NICE and ensuring compliance Support your pharmacy manager in quick and efficient resolution of dispensing errors Assist with training of other colleagues within your team when required To 'Live the Values' on a day to day basis
Excellence	<ul style="list-style-type: none"> Take responsibility to ensure the pharmacy area you work in is safe and ensure dispensing standards are high, professional and present the right environment Keep up to date with dispensary products, systems and policies and with regulatory and statutory requirements within pharmacy Take personal responsibility to understand and support your Pharmacy Manager with the delivery of KPIs and budget and your role in delivering the objectives Take personal responsibility to complete all required training and development

What you need to have:

- Hold a valid HCA and NVQ2 dispensing qualification
- Committed in continual development of yourself to support your competence and capability in the OPD environment
- Proven team work
- Be positively aware of the Code of Ethics as laid down by the GPhC
- Evidence of good knowledge of 'GSL' and 'P' classified medicines
- Flexible and adaptable approach to work along with willingness to travel to other LloydsPharmacy stores
- Open and clear communication skills and the confidence to engage customers
- Able to work accurately and efficiently in a fast paced environment
- Understanding of the difference between hospital and community pharmacy
- Good numerical ability

