



Information for applicants

**MEDICINES OPTIMISATION
ASSISTANT**

SCARBOROUGH



Table of Contents

1. Background	3
2. Job Description	3
3. Person Specification	8
4. Terms and Conditions	9
5. Application	10



1. Background

Haxby Group is a high-quality, community-based healthcare organisation, with general practice at its heart. We deliver exceptional care from 10 GP surgeries across York, Scarborough, and Hull, serving more than 95,000 patients. Haxby Group has been rated Outstanding by the Care Quality Commission (CQC) in York and Hull. It has been rated as Good in Scarborough.

We are dedicated to improving the health of the communities we serve and have an innovative approach to ensuring we provide outstanding care. We are actively involved in research projects with the aim of improving patient care, and our digital-first ethos has contributed to reducing waiting times for access to services.

Our large and diverse team of Doctors, Nurses and Advanced Practitioners have decades of expertise, providing a range of care in a safe, friendly environment, with support from highly experienced Health Care Assistants, Clinical Pharmacists, and other non-GP clinicians. Supporting the patients and our clinical team are the large front of house and back-office teams ranging from Patient Services, Care Navigators, Clinical Administration Support and more.

Alongside the full range of NHS GP services, we provide minor surgery, vasectomies, and contraceptive procedures as well as providing some non-NHS services.

As the host for the Workforce and Training hub in Humber North Yorkshire, we offer training services through Haxby Group Training. We are committed to training all our staff, from Clinical Administration and Call Handlers, through to our Nursing team, and including all stages of undergraduate and postgraduate medical education. As a Primary Care Training and Workforce Hub in Humber Coast and Vale, we also provide support for a growing network of local practices, co-ordinating local schemes on behalf of Health Education England.

We have a clear mission “To deliver high quality, compassionate care to our local communities with an innovative and ethical mindset” and we achieve this by applying our organisational values:



More information can be found at www.haxbygroup.co.uk



2. Job Description

Job Title: MEDICINES OPTIMISATION ASSISTANT

Reports to: MEDICINES OPTIMISATION MANAGER

Structure:

Medicines Optimisation Manager > Head of Medicines Optimisation > Director of Prescribing and Medicines Optimisation

Job Summary:

The post-holder will work under the indirect supervision of the Medicines Optimisation Manager and undertakes tasks and duties delegated by them or suitably qualified regulated healthcare professional, following policy and procedures. You will be responsible for supporting the Medicines Optimisation Manager in implementing effective prescription management, prescribing systems and medicines optimisation and management within the practice, identifying areas for improvement, and initiating and managing change. The post-holder will support and assist the clinicians in the provision of patient care at all Haxby Group sites or establishments

You will provide a professional, safe and efficient prescription service. You will support patients to get the best from their medicines through an accurate and efficient repeat prescribing and optimisation process.

You will undertake a variety of administrative duties to assist in the smooth running of the practice, including the provision of secretarial and clerical support to clinical staff and other members of the Practice team.

You must work at all times within your own competence and use your own judgement, knowledge and common sense in your day-to-day activities.

Duties and Responsibilities:

Medicines Optimisation:

- Assist in the delivery of a robust, responsive and safe system for prescribing repeat medications as per business protocols.
- Provide an efficient prescriptions administration service as part of the Medicines Optimisation Team.
- Resolve prescription queries.
- Responsible for following the relevant protocol to; safely, appropriately and efficiently:
 - Review prescription queries to identify why a medication was not prescribed.



- Verify prescriptions as per protocol and within your own scope and boundaries.
- Process prescriptions in accurate and in a timely manner.
- Escalate prescription queries issued to you by the wider team as appropriate.
- Responsible for demonstrating an awareness of the scope/boundaries of your own responsibilities, decision making, skills and knowledge.
- Follow relevant and local protocols related to the job role.
- Manage prescription requests from appliance contractors in an efficient and timely manner.
- Use and maintain information systems and databases relevant to your role.
- Triage telephone enquiries from patients, carers and the wider multidisciplinary team in a prompt and professional manner, supporting good customer and patient care.
- Liaise and build good working relationships with external pharmacies to help enable our prescription service.
- Support local care homes in the ordering of repeat prescriptions for their residents, ensuring medicines optimisation is provided for vulnerable patients.
- Actively seek and promote repeat dispensing.
- Maintain accurate and up to date patient records in accordance with data protection principles to ensure patient confidentiality.
- Ensure messages/voicemails are dealt with in an appropriate and timely manner.
- Monitor and action tasks via the clinical system, SystemOne.
- Produce reports as and when required.
- Filing and retrieving paperwork.
- Assist with the training of other staff members where required
- Contribute to achievement of the highest possible quality standards such as the QOF and other KPI targets.
- Positively facilitate change.
- Occasional contact with patients/customers either face to face or over the telephone.
- Undertake additional tasks as required within your general role as Medicines Optimisation Assistant.
- Providing clerical assistance to Practice and Trust staff as required from time to time, including word/data processing, filing, photocopying and scanning.
- Ordering, re-ordering and monitoring of stationery and other supplies.
- Dealing with clinical waste.
- Helping to maintain hygiene control measures.

Other responsibilities:

- Assist with the training of other members of the team within your scope.
- Participate in meetings as required.
- Oversee Information and Management Technology within your scope.
- Apply policies, standards and guidance.



- Accountable for own actions and that of others whilst using own initiative and discretion.
- Prioritise own workload and assist others where applicable.

Business Responsibilities:

- Gather statistics and information as required.
- Undertake assigned tasks, project support, or development.
- Maintain accurate documentation and records using IT as per Haxby Group protocol.
- Follow agreed policies and protocols, seeking guidance from Team Leaders and Managers if required.
- Promote service uptake within the community.
- Uphold and promote Haxby Group's ethos and culture.
- Ensure resource rationalisation.
- Assist in expanding the business's professional offerings.
- Attend in-house governance, educational, and staff meetings.
- Plan, develop, and support new working processes to enhance quality.
- Train staff for optimal performance.
- Build and maintain relationships with other healthcare professionals and external bodies.
- Always behave professionally.

Safeguarding:

- Commit to safeguarding Adults at risk (vulnerable adults), children, and young people.
- Adhere to legislation and policies on Child Protection and Safeguarding Adults and be aware of your duties and responsibilities.
- Recognise signs of abuse and neglect.
- Inform the Safeguarding Lead of any concerns promptly.
- Stay up to date with safeguarding training requirements.

Learning and Development:

- Participate in training programmes, performance reviews, and personal/professional development.
- Develop and use a Personal Development Plan.
- Utilise learning opportunities and share knowledge with the team.
- Undertake mandatory and statutory training.

Team Working:

- Assist and support your line manager in providing a quality service.
- Provide cover during team members' absences.
- Support and facilitate change.
- Undertake additional tasks as required.



- Work effectively as a team member, supporting others.
- Accept delegation from senior staff and manage time effectively.
- Participate in team activities to improve patient care.
- Contribute to team effectiveness by reflecting on activities and making suggestions.
- Support local projects as agreed.
- Delegate duties safely and competently.

Confidentiality:

- Respect patients' privacy and maintain confidentiality.
- Access and share information only with authorised persons as per policies.

Health & Safety:

- Promote and maintain health, safety, and security per the Health & Safety Policy.
- Use personal security systems and manage work risks effectively.
- Keep up with training to update knowledge and skills.
- Use infection control procedures and maintain tidy, hazard-free work areas.
- Report potential risks and accidents promptly and as per the policy.

Equality and Diversity:

- Support equality, diversity, and rights of patients, carers, colleagues and visitors.
- Respect the privacy, dignity, and beliefs of all individuals.
- Behave in a welcoming, non-judgmental manner.

Quality:

- Strive for quality within Haxby Group.
- Alert the team to quality and risk issues.
- Manage time, workload, and resources effectively.
- Work within limitations and cooperate with audits.
- Contribute to achieving high quality standards and initiate improvement projects.
- Work with the Registered Manager to meet CQC standards.
- Collaborate with other agencies to meet patients' needs.

Communication:

- Communicate effectively with team members, patients, carers and visitors.
- Recognise and respond to alternative communication needs.

Other:

This job title and job description is neither exhaustive nor exclusive and is subject to periodic review and amendments.



3. Person Specification

	Essential	Desirable
Physical Requirements	Able to undertake the requirements of the post	Reliable Flexible Excellent attendance record
Knowledge/Qualifications/Skills	Excellent customer service skills Good administrative and organisational skills Attention to detail Problem solving skills IT literate with good keyboard skills Excellent telephone skills Understand and observe strict confidentiality	Pharmacy Services Level 2 Qualification or equivalent primary care experience Pharmacy experience Experience of SystmOne Experience in Primary Care or healthcare environment History of working or a desire to work in a centralised environment where direct contact with the customer or patient may be limited
Competencies/Qualities/Attributes	An interest in primary care Good communication (written and verbal) Work well under pressure Able to work as a team member Able to work unsupervised Able to use own initiative Be self-motivated Able to listen and empathise Hard working and willing Flexible and adaptable, able to work according to changing need Enthusiastic Commitment to personal development	
Other	Able to work at the desired times Flexibility of hours for cover Good sickness record	Car driver/clean licence



4. Terms and Conditions

- Salary:** £13.57 per hour, £26,883.87 gross per annum (pro rata). Pay progression will be dependent upon annual performance appraisal.
- Annual Holiday:** 25 days plus bank holidays (pro rata for part-time staff). Holiday entitlement will increase as a reward for loyalty and service.
- Training:** Induction training plus other annual training subject to an agreed personal development plan.
- Working hours:** Fixed term contract – 12 months, full-time position – 38 hours per week (Saturdays on a rota)

The Surgeries will be open 8.00 am to 8.00 pm weekdays and until 1.00pm Saturdays. The post-holders' exact weekly hours will be agreed according to service and individual needs and will include evening and weekend sessions (possibly on a rota). These hours may vary on a regular basis as dictated by service or individual requirements. To facilitate communication and training you will also be required to attend evening meetings, events and training that fall outside your normal working hours. These will be reimbursed as overtime paid at the normal hourly rate, or as time taken in lieu.

Benefits: We operate an optional contributory pension and benefits scheme.

The Well-being Simplyhealth plan will be offered after your probation period

Other benefits include:

- Full induction package with reviews
- Annual reviews
- Annual training day
- Regular training and updates
- Social functions
- Uniform allowance



5. Application

To apply you must complete an application form.

Human Resources contact details:

Address: HR Department, Haxby Group, 109-119 Front Street, Acomb, York, YO24 3BU.

Or E mail: HR.Team@haxbygroup.co.uk Tel: 01904 928077 / 789046

All applications will be acknowledged however previous applicants need not apply.

For more information regarding the post please contact the HR Team on the above numbers.