

Job Description

JOB TITLE:	Senior Pharmacy Support Worker – Invoice Processing & Medicines Procurement
BAND:	Band 3
BASE:	Blackpool Teaching Hospitals NHS Foundation Trust
RESPONSIBLE TO:	Senior Technician – Purchasing and Distribution
ACCOUNTABLE TO:	Assistant Director of Pharmacy – Support Services
CRB DISCLOSURE:	This post is subject to a Standard DBS Check

INFECTION PREVENTION AND CONTROL:

The post holder must comply with all relevant policies, procedures and training on infection prevention and control.

JOB SUMMARY:

To place orders for all pharmaceutical products via the pharmacy computer system, direct to authorised wholesalers, commercial companies, hospitals and importers.

To deal with all aspects of the accounts payable function including processing, validating, scanning, registering and posting invoices, matching purchase orders, supplier statement reconciliations and query resolution.

To ensure the cost effective and continuous supply of medicines for patient use in line with current medicines management guidelines

To order, receive, book out and invoice patient specific products from Homecare companies on the pharmacy computer system.

To perform all duties required in line with the department's MHRA Wholesale Dealers License and Home Office License.

To liaise with the Trust's 3rd party outpatient provider and provide assistance with procurement issues.

DUTIES AND RESPONSIBILITIES

Post holder will be required to undertake all duties of Purchasing, Goods Receipt and invoicing, however roles will be defined in line with Trust Standing Financial Instructions

Purchasing

1. To amend, authorise and place all orders for medicines via the pharmacy computer system, to external suppliers using various means including email, telephone and electronic ordering.
2. Follow order rotas and scheduled order times to ensure all medicines are purchased and received in a timely manner to ensure continuity of supply and a cost-effective service.
3. Follow contracting information from National, North West and local Deals to ensure we obtain the best price for medicines.
4. Follow standard operating procedures for the purchase of medicines but to be able to use your knowledge and initiative to deal with supply problems as and when they arise.
5. Place special orders for Unlicensed Medicines. Ensure all additional paperwork is completed and where needed supply the manufacturer with appropriate clinical information.
6. Deal with urgent requests for new or out of stock medicines. Source stock from other hospitals or suppliers. Place orders and arrange transport. Deal with the problem in a professional manner understanding the urgent clinical need of the patient.
7. Communicate with wholesalers, Pharmaceutical companies, hospitals, nursing staff and finance on a range of issues regarding stock availability, prices, problems, delivery schedules and invoice queries. Contact suppliers to chase outstanding orders.
8. To inform the senior technician or a senior pharmacist about serious supply problems so that appropriate clinical action be taken and the wards informed.
9. When delegated by a senior member of staff, deal with drug recalls in line with departmental procedures and quarantine stock as appropriate.

10. Use the pharmacy Ascribe computer software to manage all orders, receipts, stock and invoice enquiries. Maintain supplier information for the accurate transfer of orders.

11. Use the Medecator System for electronic ordering. Ensure all items are matched correctly for the accurate purchase of medicines, pack sizes, strengths and contract lines.

12. Place orders, check receipt and authorise invoices for payment for Home Care Patients. Complete patient and order records and issue medicines to the patient via the pharmacy computer system. Liaise with finance and the Home Care companies for the prompt and accurate payment of invoices.

Invoicing

13. To support the Finance Accounts Payable Team in providing an effective and efficient delivery of payments to suppliers, making optimum use of the Accounts Payable system.

14. Check delivery notes and invoices with Goods Receipt Notes for the purpose of: Invoice reconciliation, Statement reconciliation, Journals to General Ledger and coding invoices for ledger.

15. Ensure the prompt and accurate payments making sure that all supplier invoices are scanned, registered, checked against purchase order information where appropriate, posted and paid with reference to all source documentation clearly recorded in accordance with audit requirements.

16. Process appropriately authorised invoices on the Pharmacy Ascribe purchase ordering system, promptly, effectively and efficiently in accordance with timetables such as the payment run timetables, month/year end timetables etc.

17. Use the Medecator system for electronic invoicing, ensuring all queries are dealt with in real time.

18. Undertake reconciliation of supplier statements to the Accounts Payable system.

19. Deal with routine queries (status of invoices, incorrectly addressed invoices), and non-routine queries (non-payment due to authorisation delays etc) and liaise with Trust colleagues internally, and suppliers in a proactive, professional and effective manner to facilitate the resolution of outstanding issues.

20. Liaise with Finance department on a daily basis and go the finance office to scan documents on a weekly basis.
21. Ensure that VAT is recovered where applicable and check VAT calculations on invoices to ensure they are at the correct rate. The post holder is required to seek advice on VAT recovery issues where necessary
22. Accountable for meeting Team Key Performance Indicators to ensure compliance with the latest public sector requirements for the prompt payment of supplier invoices.

Goods Receipt

23. To receive all pharmacy goods from external suppliers, into the department in line with good stock control practice and procedures. Utilising a high level user password enter the delivery details and invoice prices onto the pharmacy system.
24. Sign for, unpack and check deliveries against delivery notes and orders on the pharmacy computer system, ensuring priority is given to deliveries requiring special storage conditions.
25. To sign and take receipt for controlled drugs, registered prescriptions, unlicensed medicines or clinical trials. Ensure that all items are transferred to the appropriate storage area in a prompt and secure manner.
26. Check all received items are the correct drug, strength, and pack size, with acceptable expiry date and with packaging fit for use and remain vigilant about the authenticity of medicines.
27. Effectively deal with incorrect deliveries by raising credit notes and supplementary orders.
28. Assist in the training of new members of staff, including student technicians and Pre-registration pharmacists in the processes of purchasing and receipt.
29. Ensure the safe storage of medicines by following procedures and being vigilant to our security measures so as to maintain security of the department.

GENERAL REQUIREMENTS

1. Quality

Each member of staff is required to ensure that:

- a) The patient and customer is always put first
- b) That in all issues, the patient/customer requirements are met and all staff contribute fully to achieving the Trust corporate goals and objectives.
- c) All work is undertaken in line with the departments Wholesale Dealers License

2. Confidentiality

Each member of the Trust's staff is responsible for ensuring the confidentiality of any information relating to patients and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with by the Trust's Disciplinary Procedure and may result in dismissal.

3. Health and Safety

Each member of the Trust's staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

4. External Interests

Each member of the Trust's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

5. Mandatory Training

Each member of the Trust's staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

6. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the Trust to achieve its corporate goals and objectives.

7. Physical Effort

- Sitting at the computer and using keyboard for long periods of time while placing orders.
- Using the telephone to place and query orders.
- On occasions there is need to exert moderate physical effort by the lifting of bulky manufacturer's boxes.
- Boxes are required to be manoeuvred, lifted and unpacked so that stock may be checked. Stock must then be placed on trolleys and taken to the appropriate storage area in pharmacy. Stock is then required to be stacked on shelves after undertaking stock rotation.

8. Mental Effort

- Concentration is required while undertaking all computer inputting, to ensure information is correct, which can be for long periods. Wrong inputting can result in producing extra work in problem solving.
- The ability to take on several complex tasks process and analyse the information keeping clinical needs of the patient and confidentiality at all times. This can make the work very varied and unpredictable, constant interruptions, telephone calls to solve problems immediately. (i.e. Patient on the operating table requiring specialised drug immediately can we provide it?)

9. Working Conditions

- Due to location of purchasing office the post holder may be at risk of breaks in security with respect to the safe handling of medicines.
- Spend significant time 90% VDU working