**Job Title:** Patient Services Operative

**Reports To:** Transport Supervisor

**Department:** Transport

**Division:** Operations

**Location:** Harlow, Derby, Ashton, Bristol, Birmingham, Gateshead, Paignton, Southampton, Glasgow and Aberdeen.

**Last Reviewed:** Jan 2018

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| **Job Purpose:** | To deliver medical products to patient’s homes, rotating the existing stock and calling the relevant coordinator regarding patient delivery queries.  Maintain and exceed the highest standards of care towards all of our customers, both internally and externally. |

**Accountabilities:**

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| **Key Accountabilities** | **Key Activities** |
| **Transport** | * Lloyds Pharmacy Clinical Homecare (LPCH) uniform to be worn and an ID card carried with you at all times whilst on LPCH business. * Conduct daily vehicle checks must include; tyres, lights, oil, water and fuel. This check also needs to include the ambient and chilled compartments of the vehicles and these are set and checked to the correct temperature. * Complete manifests checks and load their vehicle ensuring stock in the correct compartment and is loading in order of delivery to ensure efficiency. * Drive within the law and prevailing road conditions, showing patience and consideration to other road users and general public when driving and parking the vehicle. * Ensure stock is delivered as instructed, and all items stored in the correct manner, including all fridge items. * Ensure all expiry dates checked of existing stock and they are rotated appropriately before further storage of any other items. * Ensure any stock/deliveries are returned to LPCH within the specified time frame. * Ensure that any deadlines, delivery instructions are adhered to as per instructions. * Ensure any keys are handled as per protocol. * Liaise with the relevant co-ordinator if you encounter any problems with stock or delivery of products. * Ensure the relevant co-ordinator is contacted promptly should you discover any problems with the patient. * Ensure company vehicles are kept clean and tidy at all times. * Services vehicle on a daily basis, ensuring tyres, lights, oil water and fuel are all within acceptable parameters. * Apply knowledge of all driving regulations, ensuring they drive within the legal and road safety guidelines. * Undergo full on the job training as well as classroom assessments and on line mandatory H&S modules. * Keep company vehicles clean at all times. * Be courteous at all times to BHH customers/patients. * Follow LPCH’s work instructions (WI’s) and standard operating procedures (SOP’s) at all times. * Carry out other duties as requested by the Transport Supervisor, including Saturdays (rota) and nights away from base as and when required. (This may be at short notice due to operational circumstances). |
| **Health and Safety** | * Manage all Health and Safety in the workplace, including working with equipment and manual handling of goods. |
| **Regulatory** | * Ensure Quality and Governance policies are adhered to remove the risk of a data protection breaches. * Ensure that clinical waste is processed and disposed of as per LPCH policy. * Responsible for participating in internal audits as appropriate and ensuring that any required outcomes from the audits are implemented in conjunction with the operations manager. * Ensure compliance with regulatory bodies including the CQC, Monitor and GPhC. |

**Qualifications, Training & Experience:**

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| Experience in a Transport environment is desirable. |
| Minimum of 2 years driving experience in a similar role. |
| Experience of delivering good customer service is essential. |
| Awareness of Good Distribution Practice (GDP) and processes. |
| The ability to prioritise workload and to ensure deadlines are achieved and met. |
| Excellent analytical skills with strong attention to detail. |
| Experience of taking ownership of a problem. |
| Good communication skills. |
| Patient and Caring Disposition. |
| Full current driving licence. |
| Able to deliver excellent customer care, whilst working to deadlines. |