

Pharmacy Volunteer

Role Title: Pharmacy Volunteer

How long for: We ask that volunteers are with us for a minimum of four hours per week for six months.

Minimum age: Minimum age of 18 years

Please note: A Disclosure and Barring Service Check (DBS) check is required for this role

Summary / Purpose of role:

To support with the smooth running of the pharmacy. This will be under the direct supervision of the pharmacy staff.

Key duties and responsibilities:

- Answering the hatch to patients and staff
- Answering the phone
- Occasional delivery of urgent medication/prescription to ward or O/P clinic
- Using prescription tracking system to see if prescription received and if it's ready.
- Helping out in the stores.
- Adhoc tasks as and when required.

Useful skills and experience:

- Excellent communication skills.
- Able to work independently and as part of a team.
- Confident in approach to patients.
- Have a kind and helpful nature.
- Polite and well mannered.
- Patience and understanding.
- Physically fit as the role may involve a lot of walking.
- Ability to deal sensitively with those people who may be tense or anxious.
- Comfortable in a hospital environment.
- To recognise the need for confidentiality.

Training & Development:

- To attend mandatory training and regular mandatory updates as determined by Royal Papworth Hospital Foundation Trust.
- Specific training / shadowing experience as required for the role.
- Local induction to the ward, clinic or department.
- E learning - mandatory training and refreshers as required.

AGREEMENT

I have read and understood the Volunteer Services Policy. I agree to adhere to all Trust policies and protocols associated with my volunteer placement.

If you have any queries or concerns, please contact the Patient Advice and Liaison Service (PALS) prior to signing this role description.

Name:

Signature:

Date:

For more information about this role, please contact:

Royal Papworth Hospital Patient Advice and Liaison (PALS) Team

Telephone: 01223 638896 / 01223 638963

Email: papworth.volunteers@nhs.net