

## Dispensary Assistant

**Based:** Haddenham Surgery but also Staploe Medical Centre when needed  
**Basis:** Permanent, up to 32 hours per week (FTE = 37 per week)  
**Salary:** Up to £24,665 per annum FTE, pro rata for part-time  
**Eligibility:** You must be eligible to work in the UK

### About Us

Mereside Medical is a flourishing group of three East Cambridgeshire practices in Ely, Haddenham and Soham, together serving c.45,000 patients. As a group, we've grown rapidly and now employ more than 170 people across the three practices. We are people-centred in our approach to work and believe that every contact that a patient has with our staff is as valuable as the next in the patient journey. We believe in clinical excellence, and that general practice is the cornerstone of well-being in our community. We are innovative and forward-looking, and we embrace technology to enable more effective, efficient, and connected ways of working to deliver ever better outcomes for our patients.

Our goal is to deliver on the ambitions laid out in the NHS 10 year Health Plan for England in a way that is locally relevant, valued by patients, and satisfying for our staff. In addition to our core general practice work we run a large clinical research trials unit and we work closely with the ICB to develop innovative ways to improve local service provision. We are the lead practice for one of the two local PCNs and are represented in both.

We are proud to be the host organisation for the NIHR Greater Cambridge & Suffolk Commercial Research Delivery Centre (Primary Care), one of only 14 in England. This prestigious designation recognises our commitment to accelerating commercial clinical research delivery for health and economic benefit across our region.

### The Role

We are looking for a reliable and friendly person to join our dispensary team. This role is ideal for someone looking to gain their first experience in dispensary, or customer service. The position involves working Saturdays and may include additional weekday after-school hours and holiday cover.

This role will support the dispensary team in delivering an efficient, accurate and patient-focused service while gaining valuable experience in a professional healthcare environment.

### Your Responsibilities

#### Main Duties

- Assisting patients when collecting prescriptions
- Answering basic dispensing and prescription queries politely and professionally



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Your local practice

- Handling prescription payments and ensuring forms are completed correctly
- Helping keep the dispensary clean, tidy, and organised
- Assisting with stocking shelves and checking stock dates
- Making sure medicines are stored safely and correctly
- Helping maintain temperature records for refrigerated medicines
- Supporting the team with general dispensary tasks
- Using computers and practice systems as required
- Working as part of a team and helping colleagues when needed.

### Confidentiality & Compliance

- Maintain patient confidentiality at all times in line with GDPR and practice policies
- Follow all health & safety, infection control and dispensary procedures
- Work in accordance with practice policies, professional standards and current legislation
- Promote equality, diversity and respectful treatment of patients and colleagues.

### About You:

This is an excellent opportunity for someone looking to gain their first experience in healthcare, customer service or a dispensary environment. Working alongside our experienced dispensary team, you will develop valuable workplace skills including communication, teamwork, organisation, attention to detail and customer service. Whether you are considering a future career in healthcare or simply looking to gain experience in a professional environment, full training and support will be provided and no previous healthcare experience is required.

### We are looking for someone who is:

- Friendly, polite, and helpful
- Reliable and punctual
- Organised with good attention to detail
- Willing to learn new skills
- Able to work in a busy environment
- Comfortable speaking with patients and team members
- Willing to work towards NVQ2.

### It would be helpful if you have:

- An interest in healthcare or dispensary
- Previous customer service or work experience (not essential)
- Basic IT skills.

This is not meant to be an exhaustive list of duties. The need for flexibility is required, and the post holder is expected to carry out any other related duties that are within the employee's skills and abilities whenever reasonably instructed.

If you are interested in this role please send a CV and covering letter to: [cpicb.meresiderecruitment@nhs.net](mailto:cpicb.meresiderecruitment@nhs.net). Previous applicants need not apply.

Closing date: 14 August 2026. Please note we reserve the right to close this vacancy early. If you have not received a response within 2 weeks of the closing date, please consider your application unsuccessful on this occasion.