

To Delegate or Not?

You are the Pharmacist Manager working in a small independent village pharmacy. You are supported by a team which consist of 1x ACT, 1 x Dispenser, 2 x Counter Assistants and 1 x Driver.

Take a look at the list below and decide which of the following would be most appropriate and who you would delegate the task to:

- **Must** be delegated.
- **Could** be delegated.
- **Can't** be delegated.

Task	Delegate or Not?	Team Member
Complete weekly stock check		
Conducting an MUR		
Conducting annual reviews within the team		
Put away stock deliveries		
Updating the health promotion area		
Respond to reviews on NHS Choices		
Conducting a mock GPhC inspection		
Book appointments for NMS/MUR's		
Holding a staff meeting		
Booking locum cover		

Task	Delegate or Not?	Team Member
Cleaning of the shelves and rotating stock		
Serving Customers		
Answering the Telephone		
Completing the CD Register		
Delivering Medication		
Resolving queries with prescriptions		
Ordering stock		
Monthly submission of prescriptions		
Clinical checking		
Invoicing		
Cashing up the till		
Appointment with pharmacy reps		
Customer complaint about incorrectly sold medication		
Talking to patients about services		
Creating the staff rota		
Processing the weekly payroll for the team		