

Overview

This standard covers issuing prescribed items that have been dispensed and providing pharmaceutical advice to individuals about the items being issued.

Your practice will be consistent with your occupational role and carried out under the regulatory, professional and ethical frameworks established in the context of current legislation. You will need to take a reflective approach to your work.

You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your place of work. A caring and compassionate approach should be adopted in line with current healthcare guidance. Users of this standard will need to ensure that practice reflects up to date information and policies.

Performance criteria

You must be able to:

1. communicate with the individual and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs
2. work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
3. maintain the individual's confidentiality at all times
4. confirm that issuing of the prescribed item is within the limits of your occupational role
5. confirm the individual's identity and that it correctly matches with the prescription
6. identify if the individual has previously used the prescribed item
7. establish whether the individual is taking any other medication either prescribed or non-prescription medicines and take the appropriate action
8. confirm the prescribed item(s) or products match the prescription and are what the individual is expecting
9. issue the medicine or product in accordance with Standard Operating Procedures
10. provide advice and appropriate information to the individual relating to the use of the prescribed item clearly and accurately and in the most appropriate format
11. provide all the necessary sundry items and patient information leaflets
12. confirm the individual's understanding of any advice or information given
13. identify when the individual needs further advice or information
14. refer the individual to an appropriate person, providing all the relevant information
15. complete all relevant documentation and store appropriately in accordance with legal and organisational requirements

Knowledge and understanding

You need to know and understand:

1. the Standard Operating Procedures and the importance of adhering to them at all times
2. the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
3. current health and safety legislation and how it applies to the working environment
4. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
5. the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
6. the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
7. the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
8. current guidelines for issuing prescribed items
9. the current ethical and legal requirements that govern the issuing prescribed items
10. methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
11. how to meet the needs of the individual
12. how medicines are administered
13. how medicines are used and the effect they have on human physiology
14. the actions and use of prescribed items including different interactions and contra-indications
15. the psychological, occupational and social aspects and implications for individuals living with conditions
16. the importance of ensuring the prescribed item is issued for the correct individual
17. the importance of discussing relevant information with the individual to ensure the prescribed items are used and stored correctly
18. how to advise individuals if the strength, form, dose and quantity has changed since the previous issue

19. how to advise individuals on the actions and use of prescribed items including different drug interactions and contra-indications
20. the importance of recording, storing and retrieving information in accordance with organisational procedures

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Issue prescribed items



External Links