
Overview

This standard covers your role in providing effective pharmacy collection and delivery services. This involves working outside the pharmacy at the individual's home, a residential or nursing home, at a GP surgery or other healthcare settings.

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 recipient 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. carry out all the necessary preparations prior to the visit
4. collect dispensed items to take to the recipient at their request
5. arrange a convenient time for the collection/delivery
6. collect/deliver the items in accordance with the needs of the recipient and within Standard Operating Procedures and national guidance
7. ensure that you maintain the correct storage conditions and security of items in transit
8. confirm the identity of the recipient or authorised recipient
9. provide information clearly and in a way that the recipient can understand, within the limit of your responsibility
10. confirm that the recipient understands the information you have given them and obtain any necessary signatures of recipients
11. ensure you report any issues or questions from the recipient to the appropriate person
12. respect individuals' privacy, dignity, wishes and beliefs
13. maintain your own safety when working in isolation by informing an appropriate person at work:
 - 13.1 where you are going
 - 13.2 what time you expect to be back
14. ensure that you have some means of calling for help
15. act within the limits of your authority and refer any problems to an appropriate person
16. 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. methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
9. the safe and secure handling of prescriptions and medicines in accordance with current legislation and organisational procedures
10. the security of yourself and pharmaceuticals when providing a collection/delivery service outside the pharmacy
11. organisational policies and procedures for failed deliveries and the return of unwanted medicines
12. the importance of telling people at work:
 - 12.1 where you are going
 - 12.2 what time you expect to be back
13. how to provide clear and accurate information and check the individual's understanding of the information provided
14. the importance of recording, storing and retrieving information in accordance with organisational procedures

SFHPHARM24

Provide an effective pharmacy collection and delivery service



External Links