

## Overview

This standard covers supplying dressings and appliances to individuals. This may involve working in the pharmacy, outside the pharmacy in the individual's home, a residential or nursing home or at a GP surgery or another healthcare setting.

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 work place. 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. work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
2. confirm that the appliance/device/product prescribed on the prescription form matches the Drug Tariff criteria
3. clarify any missing information with the appropriate person
4. carry out all the necessary preparations, as required including arranging a convenient time for the appointment if required
5. 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
6. match the appliance/device/product to the requirements of the individual and/or the prescriber
7. obtain valid consent from the individual or third party in accordance with Standard Operating Procedures
8. where appropriate, take the individual's measurements to ensure that the appliance/device/product is appropriate for their needs
9. provide all relevant information on the use, maintenance and care of the appliance/device/product in a manner that is clear and at an appropriate level for the individual
10. explain how the appliance/device/product should be used, and check the individual's understanding of any instructions given
11. respect individuals' privacy, dignity, wishes and beliefs, minimising any unnecessary discomfort
12. conduct all operations, which involve physical contact with the individual, in a manner which is professional and puts the individual at ease
13. check that the new appliance/device/product can be used appropriately and make any adjustments necessary to ensure:
  - 13.1 the individual's comfort
  - 13.2 the correct use of appliance
14. confirm that the individual can fit and use the appliance/device/product correctly
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. legislation and organisational processes relating to obtaining valid consent
9. the actions to take if valid consent is not obtained
10. methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
11. the psychological, occupational and social aspects and implications for individuals living with conditions
12. the individual's right to privacy and respect
13. the purpose of the Drug Tariff, including:
  - 13.1 which items are allowed on prescriptions
  - 13.2 the classifications and criteria for the payment
14. the importance of the correct methods to measure individuals for appliances
15. the range of products, appliances, devices and their uses and maintenance within your scope of practice
16. wound management and stoma policies
17. the importance of recording, storing and retrieving information in accordance with organisational procedures

SFHPHARM25

Supply dressings and appliances



---

## External Links