

Overview

This standard covers assisting with issuing prescribed items that have been dispensed.

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.

Assist in the issuing of prescribed items

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. maintain the individual's confidentiality at all times
3. confirm that issuing of the prescribed item is within the limits of your occupational role
4. confirm the individual's identity and that it correctly matches with the prescription
5. identify if the individual has previously used the prescribed item
6. establish whether the individual is taking any other medication either prescribed or non-prescribed medicines and refer to an appropriate person if applicable
7. confirm the prescribed item/s match the prescription
8. issue the prescribed item in accordance with Standard Operating Procedures
9. provide advice to the individual to optimise the use of their prescribed item within the limits of your occupational role
10. provide all the necessary sundry items and patient information leaflets
11. identify when the individual needs further advice or information
12. refer the individual to an appropriate person, providing all the relevant information
13. 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 current ethical and legal requirements that govern the issuing of a prescription
10. the importance of confirming the individual's identity before issuing dispensed items
11. the importance of providing relevant information on the prescribed item within your scope of practice
12. how medicines are administered and how to safely store them
13. the importance of ensuring that the appropriate packaging is used for issued medication
14. the importance of recording, storing and retrieving information in accordance with organisational procedures

SFHPHARM32

Assist in the issuing of prescribed items



External Links