

PHARM02.2016 Provide an effective and responsive pharmacy service

OVERVIEW

This standard is about providing an effective and responsive pharmacy service by responding to the needs of individual. This standard could also include the registering of patients for services and management of your patient cohort. You will need to work effectively within a multi-disciplinary team and communicate with individuals who use the pharmacy service. 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. Version No 2

KNOWLEDGE AND UNDERSTANDING

You will 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.what constitutes good customer service
- 9.the organisation's policy on the service provided to individuals and how this applies to your role
- 10.the organisation's procedure for handling complaints
- 11.methods of enabling effective communication and supporting individuals to

- communicate their needs, views and preferences
12. how to use appropriate types of questioning techniques to obtain the relevant information
 13. the importance of showing empathy with the individual and how to do so
 14. the psychological, occupational and social aspects and implications for individuals living with conditions
 15. how to negotiate with individuals
 16. the limitations of what you and the service are able to offer individuals
 17. the importance of collecting the relevant information about the individual and their problem
 18. the importance of verbal and non-verbal communication when communicating with individuals
 19. how to give clear and accurate information and check the individual's understanding
 20. the importance of checking the accuracy of the information you have collected with the individual
 21. the relevant products and services for which information and/or advice is required
 22. where to get assistance if you cannot provide the information and advice yourself
 23. the information that can be given to individuals by you and other colleagues
 24. how to manage conflict and/or individuals who are distressed
 25. how to assess complaints and what action to take
 26. when you should refer complaints and to whom
 27. the importance of recording, storing and retrieving information in accordance with organisational procedures

PERFORMANCE CRITERIA

You must be able to do the following:

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. adapt to the verbal and non-verbal forms of communication offered by the individual
3. work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
4. gather and interpret information from individuals about specific needs or concerns they may have
5. ask individuals appropriate questions to check your understanding of their needs or concerns in accordance with Standard Operating Procedures
6. work independently and with others to identify issues with systems and procedures to help minimise potential conflict
7. identify the options available to resolve any service issues or concerns
8. select the best option for the individual and your organisation
9. provide information clearly and in a way that the individual can understand, within the limit of your competence
10. suggest to the individual other ways that their needs could be met or concerns may be addressed if you are unable to help
11. discuss and agree the proposed option for addressing the needs or concerns with individuals
12. keep individuals informed of the process to meet their needs

- 13.check with the individuals to make sure their needs have been met to their satisfaction
- 14.in the event that their needs or concerns cannot be met, give a clear explanation to individuals
- 15.where any information required is outside the remit of your role, refer the individual to the appropriate person
- 16.where appropriate, complete all relevant documentation and store appropriately in accordance with legal and organisational requirements

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: Core 5 Quality