

PHARM03.2016 Respond to pharmaceutical queries and requests for information

OVERVIEW

This standard covers responding to pharmaceutical queries and requests for information. It includes the provision of pharmaceutical information and advice to individuals, including the sensitivity of providing such information and the need to pay attention to detail. It highlights the importance of keeping clear and accurate documentation and when queries should be redirected to an appropriate person. 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. 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.legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
- 4.the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
- 5.the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
- 6.the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
- 7.methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
- 8.the different ways to respond to requests for information and advice
- 9.how to use appropriate questioning techniques to obtain all the relevant information
- 10.the psychological, occupational and social aspects and implications for individuals

living with conditions

- 11.sources of relevant information, how to access and evaluate them
- 12.the action to take if you cannot deal with the enquiry
- 13.how to prepare a concise accurate response, including signposting the individual to further information
- 14.when and by whom your response should be checked with
- 15.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.establish the identity of the individual and the nature of their enquiry
- 3.identify:
 - 1.what information is required
 - 2.why the information is needed
 - 3.what they know already if appropriate
- 4.treat the individual in a courteous manner and in a way that is sensitive to their needs
- 5.check their understanding using appropriate questioning techniques, and repeat critical information
- 6.agree:
 - 1.a timescale for the response
 - 2.a format for the response
- 7.identify the relevant source of information and document clearly, where appropriate
- 8.access relevant information, seeking approval if required, and evaluate to confirm it meets the needs of the individual
- 9.prepare the response in a structured and agreed format
- 10.confirm your response is relevant to the needs of the individual with an appropriate person, where appropriate
- 11.respond to the individual within the agreed timescale or give them an update on the progress made
- 12.ensure that the information and/or advice offered is accurate, relevant and complies with legal, confidentiality, ethical and statutory requirements
- 13.confirm with the individual that your response has met their requirements
- 14.complete all relevant documentation and store appropriately in accordance with legal and organisational requirements, where appropriate

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 1 Communication