

## PHARM04.2016 Provide advice on non-prescribed medicines and products

### OVERVIEW

This standard is about providing advice about non-prescribed medicines and products to individuals. This standard relates to ascertaining the requirements of a range of individuals using appropriate questioning techniques and, where appropriate within the scope of your practice, to recommend a suitable General Sales List medicine or Pharmacy product to meet their needs. Your practice will be consistent with your occupational role and carried out under the regulatory 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. 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.methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
- 9.when and how to use the relevant protocols for the safe sale of medicines
- 10.the main actions and side effects of the active ingredients within the most commonly used non-prescription medicines
- 11.the different classes of medicines

- 12.the interactions, cautions and contraindications of commonly used non-prescribed medicines
- 13.which medicines or products are liable to misuse or abuse by individuals
- 14.how to give advice on the appropriate use of non-prescribed medicines and products
- 15.how to maintain the privacy of the individual when asking questions related to their needs
- 16.the use of appropriate questioning techniques to obtain relevant information
- 17.the divergent needs of individuals
- 18.the sources of information that can be accessed and the information that can be given to individuals by you and other colleagues
- 19.when you should refer for information/advice and to whom
- 20.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.work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
- 3.use appropriate questioning techniques to ascertain the individual's requirements and needs
- 4.offer the individual medicines/products to meet their requirements, where appropriate
- 5.provide the individual with relevant information and advice regarding the medicine or product
- 6.confirm with the individual that:
  - 1.they have understood the information you have provided
  - 2.the information you have provided to them meets their requirements
- 7.if necessary, refer to the appropriate person, passing on all relevant information
- 8.place the medicine/product in the appropriate packaging before giving it to the individual
- 9.process payment in line with your organisational policies
- 10.where the Standard Operating Procedure, legislation and/or your experience requires you to refer on to an appropriate person, explain to the individual the action being taken and why
- 11.inform the appropriate person when excessive or regular quantities of medicines liable to abuse or misuse, are requested before completing the request
- 12.inform the individual politely when the request for a medicine/product cannot be completed and take appropriate action
- 13.treat all information in confidence
- 14.provide lifestyle and other relevant advice in relation to symptoms
- 15.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 has been merged with PHARM05. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: Core 1 Communication