

## PHARM07.2016 Receive prescriptions

### OVERVIEW

This standard is about receiving prescriptions. 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 regarding the receiving and retrieving of prescriptions 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 legislation relating to prescription charges and exemptions and differences in practice across the UK
- 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.regulations and procedures relating to different types of prescriptions and medicines
- 9.methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
- 10.the different types of prescribers
- 11.the different types of prescriptions and when they are used
- 12.the different ways of receiving prescriptions
- 13.the details required on a prescription and why they are necessary
- 14.exemptions and how individuals can claim refunds, including the use of official forms and prepayment certificates

- 15.the transactional and administration procedures as required by government regulations and those that apply to your workplace
- 16.the importance of recording, storing and retrieving information in accordance with organisational procedures

## PERFORMANCE CRITERIA

You must be able to do the following:

- 1.where appropriate, 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.maintain confidentiality throughout receiving the prescription
- 4.check the prescription to confirm:
  - 1.the details are clear, correct and complete on the prescription
  - 2.the prescription meets legal requirements
  - 3.the individual has completed the declaration on the prescription if required to do so
  - 4.evidence of exemption where appropriate
- 5.where appropriate, provide relevant information regarding:
  - 1.prescription charges
  - 2.exemptions
  - 3.waiting and collection times
  - 4.possible alternative delivery services
  - 5.availability of medicine/product
  - 6.a receipt for prescription collection
- 6.carry out all relevant transactional procedures promptly and correctly
- 7.forward the prescription for the next stage in the dispensing process in accordance with Standard Operating Procedures
- 8.act within the limits of your authority and refer any problems to an appropriate person
- 9.complete all relevant documentation and forward appropriately in accordance with legal and organisational requirements as 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