

## PHARM13.2016 Receive pharmaceutical stock

### OVERVIEW

This standard covers receiving pharmaceutical stock from the supplier and ensuring it is stored appropriately. You will also be required to recognise and deal with discrepancies. 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.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.current guidelines that apply to the receipt of pharmaceutical stock
- 9.the different forms of medicines and why it is important to stock appropriate quantities of the correct form and strength
- 10.the importance of how receiving the correct form and quantity of stock can affect the care of individuals
- 11.the importance of referring to current drug alerts and company recalls when receiving pharmaceutical stock
- 12.the sources and suppliers of stock

- 13.the equipment used when receiving pharmaceutical stock
- 14.the action to be taken if received stock:
  - 1.is not on the original order
  - 2.is not the complete order
  - 3.is short dated or expired
  - 4.has the wrong batch number
  - 5.has a batch number for which drug alerts/recalls have been issued
  - 6.is damaged, contaminated or suspected to be counterfeit
  - 7.has not been stored correctly during transportation
- 15.the action to be taken if stock is unavailable
- 16.how to promptly inform the appropriate person of the availability of the stock where the goods received are for a special or outstanding order
- 17.the storage requirements of different types of products and why they are important
- 18.the importance of stock rotation and the safe storage of stock
- 19.how to receive an order into stock
- 20.the input and retrieval of stock data to ensure levels are appropriate
- 21.the importance of recording, storing and retrieving information in accordance with organisational procedures

## PERFORMANCE CRITERIA

You must be able to do the following:

- 1.work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
- 2.sign for the received order only when you are satisfied all items received are for the correct destination
- 3.check and confirm deliveries against delivery note and the original order
- 4.identify any discrepancies and delivery problems in accordance with Standard Operating Procedures
- 5.take prompt and appropriate action to remedy any discrepancies and delivery problems
- 6.follow the procedures related to:
  - 1.moving and handling received stock using the correct equipment
  - 2.placing received stock into the correct storage area
  - 3.stock rotation
- 7.notify the appropriate person of the availability of the stock where the goods received are for a special or an outstanding order or not available
- 8.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: G3 Procurement and Commissioning