

# SFHPHARM01 - SQA Unit Code FA2T 04

## Assist with the provision of a pharmacy service to meet individual needs



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### Overview

This standard is about listening to individuals' needs and providing information and advice to satisfy their requirements as well as dealing with instances of day-to-day complaints. 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 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.

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#### Performance criteria

*You must be able to:*

- P1 deal with individuals promptly even when working in different situations
- P2 adapt to the verbal and non verbal forms of communication offered by the
- P3 identify the needs of individuals accurately through sensitive questioning
- P4 check and agree with the individual:
  - P4.1 your perceptions of their needs
  - P4.2 outcomes regarding the delivery of products or services
- P5 acknowledge requests for information from individuals politely and promptly
- P6 provide information clearly and in a way that the individual can understand, within the limit of your responsibility
- P7 check that the information you have given meets the needs of the individual
- P8 where the information required is outside the remit of your role, refer the individual to the appropriate person as identified in the SOPs
- P9 where the individual has a query/complaint assess and acknowledge the query/complaint
- P10 where the individual has a query/complaint take action to resolve it in line with SOPs and organisational policies for customer service
- P11 where resolving the query/complaint is beyond the limit of your responsibility:
  - P11.1 promptly refer to your pharmacist or a relevant person
  - P11.2 clearly explain your actions to the individual
- P12 if appropriate, make a record of your actions taking account of SOPs

### Knowledge and understanding

*You need to know and understand:*

- K1 the SOPs and the importance of adhering to them at all times
- K2 the importance of maintaining individual satisfaction, loyalty and confidence to the organisation and how you contribute towards it
- K3 the organisation's policy on individual service and individual relationships and how this applies to your role
- K4 the organisations procedure for handling complaints
- K5 the importance of working within the limits of your competence and authority
- K6 the importance of establishing the requirements of individuals clearly and accurately
- K7 the importance of verbal and non verbal communication when communicating with individuals
- K8 how to give clear and accurate information and check the individual's
- K9 relevant products and services or advice for which information and/or advice is required
- K10 where to get assistance if you can't provide information and advice yourself
- K11 what source of information to use, what information can be given to the individual
- K12 the source(s) of information that can be accessed and the information that can be given to individuals by the pharmacist
- K13 how to manage conflict and/or individuals who are angry
- K14 how to assess complaints and what action to take
- K15 when you should refer complaints to a higher authority

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### **Additional Information**

#### **External links**

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 1 Communication

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**Relevant occupations** Health and Social Care; Healthcare and Related Personal Services

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**Suite** Pharmacy

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