Overview

This standard covers your role in providing a service in a setting outside the pharmacy. This involves working outside the pharmacy at the individual's home, a residential or nursing home, at a GP surgery or a healthcare setting. 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 place of work. Users of this standard will need to ensure that practice reflects up to date information and policies.
Performance criteria

You must be able to:

P1 correctly identify the service required by the individual

P2 carry out all the necessary preparations prior to the visit, including, if appropriate:
   P2.1 collecting dispensed items to take to the individual at the request of the individual
   P2.2 preparing/collecting monitored dosage systems
   P2.3 arranging a convenient time for the delivery

P3 deliver the service in accordance with the needs of the individual and within SOPs and the Medicines, Ethics and Practice Guide (MEP)

P4 ensure that you maintain security of items in transit, where appropriate

P5 provide information clearly and in a way that the individual can understand, within the limit of your responsibility

P6 confirm that the individual understands the information you have given them and obtain any necessary signatures of recipients

P7 complete all relevant records accurately and clearly in accordance with SOPs

P8 ensure you repeat any issues or questions from the individual to a relevant appropriate person

P9 work within the parameters of your own role recognising when you should seek advice from an appropriate person

P10 respect individuals’ privacy, dignity, wishes and beliefs, minimising any unnecessary discomfort

P11 maintain your own safety when working in isolation by informing an appropriate person at work:
   P11.1 where you are going
   P11.2 what time you expect to be back
   P11.3 ensure that you have some means of calling for help

P12 report any errors to an appropriate person in accordance with SOPs

Provide an effective service in a setting outside the pharmacy
Knowledge and understanding

You need to know and understand:

K1 the importance of SOPs and why it is important that they should be followed at all times for
   K1.1 providing a pharmacy service in a setting outside the pharmacy
   K1.2 the collection and delivery of prescriptions
   K1.3 the collection and disposal of unwanted medicines
K2 the health and safety related to provision of a pharmacy service outside the pharmacy
K3 security of self and pharmaceuticals when providing a service outside the pharmacy
K4 the importance to follow the SOP and Medicines Ethics and Practice guidance on monitored dosage systems
K5 the importance of telling people at work:
   K5.1 where you are going
   K5.2 what time you expect to be back
K6 the importance of working within the limits of your authority
K7 how to provide clear and accurate information and check the individual's understanding of the information provided
K8 the importance of confidentiality
SFPHARM24 - SQA Unit Code FA35 04
Provide an effective service in a setting outside the pharmacy

Additional Information

**External links**

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

Dimension: EF3 Transport and Logistics
Provide an effective service in a setting outside the pharmacy

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<th>Skills for Health</th>
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</tr>
<tr>
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</tr>
<tr>
<td>Indicative review date</td>
<td>June 2012</td>
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