

SFHPHARM24 - SQA Unit Code FA35 04

Provide an effective service in a setting outside the pharmacy



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.

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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

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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

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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: EF3 Transport and Logistics

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Developed by Skills for Health

Version number 1

Date approved June 2010

Indicative review date June 2012

Validity Current

Status Original

Originating organisation Skills for Health

Original URN PHARM24

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

Suite Pharmacy

Key words Pharmacy service, delivery service, home delivery, delivery of medicines, pharmacy.