SFHPHARM02 - SQA Unit Code FA3D 04
Provide an effective and responsive pharmacy service

Overview

This standard is about providing an effective and responsive pharmacy service by responding to the needs of individual. You will need to work effectively within a multi-disciplinary team and communicate with individuals who use the pharmacy service. 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 and politely
P2 gather and interpret information from individuals about issues or concerns they have raised
P3 ask individuals appropriate questions to check your understanding of the issues or concerns in accordance with SOPs
P4 work independently and with others to identify issues with systems and procedures to help minimise potential conflict
P5 identify the options available to resolve service issues or concerns
P6 identify the advantages and disadvantages of each option for the individuals and your organisation
P7 select the best option for the individual and your organisation
P8 suggest to the individual other ways that issues or concerns may be resolved if you are unable to help
P9 discuss and agree the proposed option for resolving the issues or concerns with individuals
P10 keep individuals fully informed of the process to resolve their issues or concerns
P11 check with the individuals to make sure the issue or concern has been resolved to their satisfaction
P12 in the event that the issue or concern cannot be resolved, give a clear explanation to individuals

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Knowledge and understanding

You need to know and understand:

K1 the current legislation and regulations that affect the delivery of products and services to individuals, including:
- K1.1 health and safety
- K1.2 data protection
- K1.3 equal opportunities
- K1.4 disability discrimination
- K1.5 individual rights, e.g. sale of goods, trades descriptions
- K1.6 freedom of information

K2 your responsibilities under the above legislation

K3 the industry, organisational and professional codes of practice and ethical standards that affect the way that products or services, relevant to your role, can be delivered to individuals

K4 the organisational guidelines that outline the limitations of your role

K5 the importance of working within the limits of your competence and authority and when to seek agreement with or permission from others

K6 SOPs and the importance of adhering to them at all times

K7 how to communicate in a clear, polite, confident manner and why this is important

K8 the systems for dealing with problems

K9 the means to defuse potential conflict

K10 how to negotiate

K11 the limitations of what you and the service are able to offer individuals

K12 the relevant information that you need to collect

K13 the importance of collecting as much information as possible about the individual and their problem

K14 the importance of checking the accuracy of the information you have collected with the individual

K15 the importance of showing empathy with the individual and how to do so

K16 the relevant products and services for which information and/or advice is required

K17 where to get assistance if you cannot provide the information and advice yourself

K18 the source(s) of information that can be accessed and given to individuals by the pharmacist

K19 how to manage conflict and/or individuals who are angry

K20 how to assess complaints and what action to take

K21 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 5 Quality

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