Overview

This standard covers the provision of pharmaceutical information and advice, including the sensitivity of providing such information and the need to pay attention to detail. It highlights the importance of keeping clear and accurate documentation and when queries should be redirected to an appropriate person. 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 establish the identity of the enquirer
P2 identify
  P2.1 what information is required
  P2.2 why the information is needed
  P2.3 what they know already if appropriate
P3 record the receipt of the request accurately and clearly in accordance with SOPs
P4 treat the enquirer in a courteous manner and in a way that is sensitive to their needs, check their understanding and repeat critical information
P5 agree:
  P5.1 a time scale for the response
  P5.2 a format for the response
P6 identify the relevant source of information and document clearly
P7 seek approval to access the information when necessary
P8 access relevant information and evaluate to confirm it meets the needs of the enquirer
P9 prepare a response in:
  P9.1 a structured manner
  P9.2 a format that meets the needs of the enquirer
P10 confirm your response is relevant to the needs of the enquirer with an appropriate person
P11 respond to the enquirer within the agreed timescale or give them an update on the progress made
P12 ensure that the information and/or advice offered is accurate, relevant and complies with legal, confidentiality, ethical issues and statutory requirements
P13 confirm with the enquirer that your response has met their requirements
P14 complete all relevant documentation and store appropriately
Knowledge and understanding

You need to know and understand:

K1 the limits of your role in obtaining, interpreting and supplying information or advice
K2 when to refer to an appropriate person
K3 the importance of confidentiality and ethical issues
K4 SOPs and the reasons for following them
K5 the different ways to respond to requests for information
K6 questioning techniques to obtain all the relevant information
K7 how to identify information sources and how to access them
K8 action to take if you cannot deal with the enquiry
K9 how to prepare a concise accurate response
K10 when and by whom your response should be checked
K11 the importance of showing empathy with the enquirer
K12 the importance of accurate documentation
SFHPHARM03 - SQA Unit Code FA3E 04
Process pharmaceutical queries

Additional Information

External links

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

Dimension: Core 1 Communication
### SFHPHARM03 - SQA Unit Code FA3E 04

**Process pharmaceutical queries**

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