

## **Service Specification**

### **Dispensing**

#### **1.0 Service Description**

1.1 The supply of medicines and appliances<sup>1</sup> ordered on HSC prescriptions, together with information and advice, to enable safe and effective use by patients and carers, and maintenance of appropriate records.

#### **2.0 Aims and intended service outcomes**

2.1 To ensure patients receive ordered medicines and appliances safely by:

- ◆ the pharmacy performing appropriate legal, professional, clinical and accuracy checks;
- ◆ the pharmacy having safe systems of operation, in line with clinical governance requirements;
- ◆ the pharmacy having systems in place, in line with Code of Ethics, to ensure the integrity of products supplied;
- ◆ the pharmacy maintaining a record of all medicines and appliances supplied which can be used to assist future patient care;
- ◆ the pharmacy maintaining a record of advice given, and interventions and referrals made, where the pharmacist judges it to be clinically appropriate.

2.2 To ensure patients are able to use their medicines and appliances effectively by:

- ◆ Pharmacy staff providing information and advice to the patient<sup>2</sup> on the safe use of their medicine or appliance;
- ◆ Pharmacy staff providing when appropriate broader advice to the patient on the medicine, for example its possible side effects and significant interactions with other substances.

#### **3.0 Service outline**

3.1 Orders for HSC medicines and appliances are dispensed for patients on demand, with reasonable promptness.

3.2 Records of all supplies will be maintained to facilitate continued care of the patient.

3.3 Appropriate advice is given to the patient to enable them to utilise the medication or appliance and to meet their personal need for general information on the item.

- 3.4 Patients are advised on the safe storage and keeping of medicines and of the recommendation that unwanted medicines should be returned to the pharmacy for safe destruction.
- 3.5 Where deemed clinically appropriate by the pharmacist records will be made of advice given and interventions and referrals made.
- 3.6 Patients are provided with a written note for any medicine which is owed, and they are informed when the medicine is expected to be available. A record of items owed is made in the patient's medication record.

<sup>1</sup> As now, pharmacies will not have to supply any (listed) appliance that is prescribed, rather only such appliances as they supply in the normal course of business.

<sup>2</sup> For patient where appropriate read patient's carer.

**13 January 2014**