Introduction

Message from Janice Perkins, Pharmacy Superintendent

Welcome to our Locum Pharmacist Handbook which is designed to help you provide the best possible service to our patients and customers.

We recognise the challenges locums face in their day to day professional practice and want to make it as easy as possible for you to deliver great care whilst working in our branches.

My role is to protect patients and the public and to support everyone who works for us meet the required professional and regulatory standards.

Our vision is to become the preferred local pharmacy in the heart of the communities we serve. Our mission is to go above and beyond to deliver personalised health and wellbeing services and valued products, in a friendly and compassionate way so that every customer can make the most of their health.

Please read this handbook in conjunction with your locum contract. These documents are intended to help you be effective in your role and be clear about our expectations.

We aim to work in partnership to deliver the best possible care and a wide range of services and so will ask our branch teams to provide feedback on your contribution to our business but would also like to encourage you to feedback to us on what we do well and where we can improve.

We are determined to put people at the front and centre of our business and this means listening more, collaborating further and crucially, providing encouragement to develop whilst working for us.
The Pharmacy Superintendent’s Team and Operational Resource Planning Department work closely to ensure that both the legal requirements and the needs of the business are maintained. This includes putting in place strategies for risk minimisation and harm reduction.

**We want everyone who works for us to:**

- Enjoy their work! We want to attract and retain skilled locums and keep you engaged and motivated. Loyal locums are a valuable asset to our business because they help us give fantastic service and advice to our customers.

- Have high standards. We need everyone to set them and live by them. We need to meet our professional standards.

- Take personal responsibility for everything we do and ensure we deliver on what we promise for customers and each other.

- Be flexible. In our changing market, flexibility becomes more important than ever to allow us to effectively meet our customers’ changing needs.

- Be results driven. Support our business plan objectives so we can succeed.

- Be committed. Show high levels of commitment every day of the week. This is vital for our customers and we recognise the value this brings.
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Reference for the symbols used in this handbook.

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Access Well resources mentioned in this handbook by clicking here
Message from Gillian Stone, Operations Support Centre Manager

Operational Resource Planning Department co-ordinators schedule both employee and locum pharmacists to ensure that all our pharmacies are able to trade and meet their NHS contractual requirements.

In an ideal world the schedule would be planned many months in advance however, “gaps” occur due to holidays, sickness, training sessions and vacancies and these need filling with varying degrees of notice.

Co-ordinators will contact you by telephone, email or text message, and it is therefore important that you keep us notified of any change to your contact details.

We expect everyone who works for us to:

- Arrive at the branch in advance of the opening time.
- Dress in smart business dress.
- Offer exceptional standards of customer service, including the full range of services to meet the NHS pharmacy contract.
- Contact ORPD if you are going to arrive late.
- Leave your contact number with the branch in case of queries.
- Check the date and locations of your bookings.
- Plan sufficient travel time allow for bad weather and road conditions.
- Ensure you are fit to work and fit to practise.
- Take regular mental rest breaks.
- Contact the Pharmacy Superintendent’s Team for queries relating to Professional Concerns.
- Don’t take bookings which you cannot commit to.
Rest Breaks
It’s your professional responsibility to take appropriate rest breaks throughout the working day. These should ideally be taken to minimise the impact on customers and at a time convenient to the business. If the branch has specific arrangements these will be confirmed at the time of booking.

Expense Claims
Expense claims should be submitted to ORPD within 6 weeks of a shift being worked using the appropriate form. Mileage will be paid at the prevailing rate and after the first 40 miles have been deducted from the daily distance travelled.

Disclosure and Barring Service Renewal (DBS)
All locum pharmacists are required to have an enhanced disclosure from the Disclosure and Barring Service. We advise that you register with the Update Service so that you only need to have one disclosure for any pharmacy you may work for.

“Locum Talk”
“Locum Talk” is emailed to all locums, usually on a monthly basis, to help you keep up to date with what's happening in the business. This may be patient safety information, changes in branch procedures, stock shortages of medications or other useful information.

Services Re-accreditation
We aim to provide all our customers with a full range of health and wellbeing services therefore it is important that you are able to provide these in the branches you cover. We will prioritise bookings to those locums who can best meet our local service needs. This may require you to become accredited or to sign a declaration of competence. Help us maintain accurate records by keeping us updated on any changes to the services you provide.

When a booking is made it is on the understanding that you are fit to practice on that particular date, and that you meet the requirements of the Working Time Directive. (For further information on the working time directive, please visit [https://www.gov.uk/maximum-weekly-working-hours](https://www.gov.uk/maximum-weekly-working-hours))
Pharmacist Feedback

Feedback is a core element of how we operate and our online pharmacist feedback form enables us to share feedback from our branch teams and helps us match you to the most appropriate branch.

Feedback received helps us ensure that the pharmacists covering our branches are aligned to the customer, branch team and business needs. You may wish to familiarise yourself with the feedback form so you are aware of the questions asked. The form can be accessed through our Datix reporting system.

There are great benefits to giving and receiving feedback and we are keen to hear your thoughts and views about your experience whilst working for us. Please take the opportunity to feedback by accessing https://www.surveymonkey.com/r/Well_Branch_Feedback

The PS Team will always take the time to share any feedback with you to highlight where high standards have been achieved or where there is an opportunity for you to reflect, learn and make improvements to your practice. This feedback may present you with an opportunity to complete a CPD cycle.

Top Tips:

✅ Arrive before the branch opens to ensure you are ready to fulfil your duties as Responsible Pharmacist.

✅ Familiarise yourself with the company SOPs and ensure your understand the Professional Standards required.

✅ Familiarise yourself with the required workload.

✅ Support the Pharmacy Contract and ensure you are accredited and fully understand any services provided.
Responsibility Pharmacists

“The Responsible Pharmacist is the pharmacist-in-charge of a registered pharmacy who has the legal obligation to secure the safe and effective running of the pharmacy business”

The Responsible Pharmacist Regulations came into effect on 1st October 2009.

Registered pharmacy premises are required to have a Responsible Pharmacist (RP) in charge to operate safely and securely when dispensing, selling, supplying medicines and providing pharmacy services.

Key elements of the RP Regulations:

- Display of the Responsible Pharmacist Notice.
- Completion of the Pharmacy Record.
- Pharmacy Procedures to be in place.
- Absence from the Pharmacy.

The NHS contractual requirements do not currently allow the Responsible Pharmacist to be absent from the pharmacy unless another pharmacist is present.

All Pharmacists remain professionally accountable for their actions, and must work to professional standards and guidelines, adhering to the GPhC Standards of Conduct, Ethics and Performance and to the Standard Operating Procedures in place.

Familiarising yourself with the content of this handbook will assist you fulfil your role as Responsible Pharmacist.
Role of the Pharmacy Superintendent and the Responsible Pharmacist:

Pharmacy Superintendent:

- Is professionally accountable for the pharmaceutical aspects of the business.
- Sets the overarching standards and policies for the pharmaceutical aspects of the business.

Responsible Pharmacist:

- Ensures the safe and effective running of the pharmacy for which they are responsible.
- Is responsible for the sale and supply of medicines.
- Is responsible for ensuring that appropriate procedures are in place.
- *Remains subject to the guidance of the Pharmacy Superintendent.

The Pharmacy Superintendent sets the policies and procedures, the Responsible Pharmacist should ensure they are implemented and uses their professional judgement to adapt these on a day to day basis where appropriate to maintain patient safety.

Locum Pharmacists

The RP regulations are no different for locum or employee pharmacists and you should familiarise yourself with the requirements.

If you are the only pharmacist working in the branch then you are the Responsible Pharmacist.

If there is more than one pharmacist in the branch then you need to clarify who is the Responsible Pharmacist.
Responsible Pharmacist

The operational activities that may take place in the registered pharmacy depends on:

- Whether or not the RP is signed into the RP register.
- Whether the RP is absent from the registered pharmacy.
- The level of supervision the RP believes is required for specific tasks.

Further information and Standard Operating Procedures relating specifically to the Responsible Pharmacist Regulations can be found on the intranet.

We do not anticipate that pharmacists will routinely leave the branch during trading hours. Any proposed absence should be discussed with the Regional Development Manager and the Pharmacy Superintendent’s Team.

Fitness to Work

It’s your professional responsibility to determine whether you are “fit to work”. If this is not the case and you believe being in work could compromise patient safety you should inform the ORPD team as soon as possible so alternative arrangements can be made.

Fitness to work:
This describes whether you are able to take on your Professional Responsibilities e.g. due to sickness, tiredness etc.
It should not be confused with the GPhC - requirement of Fitness to Practice
Top tips

- Sign in the Responsible Pharmacist Register.
- Place your Responsible Pharmacist Notice in the holder provided at the pharmacy.
- Ensure all messages left from the previous day which require the assistance of the Responsible Pharmacist are dealt with.
- Ensure any prescription queries are clear and communicated appropriately for the Responsible Pharmacist the following day.
- Think about GPhC Standards of conduct, ethics and performance Principle 1 “Make Patients Your First Concern”.
- Notify the PS Team of any impending Fitness To Practice restrictions.
- Contact the PS Team to discuss the situation if circumstances change and you no longer feel able to undertake the duties of the Responsible Pharmacist for the pharmacy premises.

We recommend you:

- Don’t work excessive hours which mean that you haven’t had a sufficient break or are in breach of the agreement of the working time directive.
- Don’t leave the premises without discussion with the PS Team as this may result in a breach in our NHS Contract.
- Don’t sign out of the Responsible Pharmacist Register at the same time as signing in.
Safe and Well is personal to Well and sits alongside the work completed in the NHS improving patient safety.

Patient safety underpins all interactions that you have with patients, when providing dispensing and other services.

Nobody sets out to get it wrong. But making sure we acknowledge, share and learn from any of the mistakes we’ve made is really important. It’s one of our priorities as a professional healthcare business. By doing this it’ll make sure we don’t make the same mistake twice, something our patients will not forget or easily forgive.

The Superintendent’s Team are here to help, they want you to know you are not alone in putting things right and will help you get back on track, giving you the right guidance and support when you need it most.

Safe and Well aims to create an open and honest culture encouraging reporting.

Datix is our reporting tool that makes reporting easier and allows trends and learning.

Whether you are a branch colleague, locum or branch manager protect your patients and report. We encourage the reporting of incidents preferably within 24 hours of being made aware and completion of the form with as much detail as possible.

“Thinking about the person behind every prescription...”
What is a Patient Safety Near Miss?
An error in dispensing, OTC advice or service delivery that is identified before reaching a patient.

What is a Dispensing Incident (DI)?
An error that occurs at any stage of the dispensing process and is not identified until after the patient has received the medication.

What is a Patient Safety Incident (PSI)?
This is more wide reaching, it focuses on the patient, their care and their health, so a PSI is any error that has affected a patient’s health or has had the potential to affect a patient’s health.

- A prescribing incident which was not picked up during the dispensing and checking process and so reached the patient.
- A dispensing incident where a patient may have received the incorrect medication, incorrect directions or medication intended for another patient.
- A significant interaction between two medicines, either dispensed or bought.
- Supply or sale of out of date medication.
- Incorrect service provision, including needle stick injuries to patients, incorrect advice or provision of a service outside the Service Level Agreement (SLA) or PGD.
- Incorrect counselling of prescribed or OTC medication.
- Missed medication - a patient expecting a delivery that does not arrive resulting in a patient running out of their medication and missing one or more doses. (think about FRPS, missed deliveries and EPS).
When a patient suffers harm or there has been potential for harm, patients and their families feel let down, upset and angry and understandably sometimes wish to escalate their concerns. It is important to apologise to the patient or representative and reassure them of the next steps.

**Step 1**
Take immediate action to make sure that the patient gets any medical and supportive care they need.

**Step 2**
Report the incident.
You could stop there but does this really protect patients?

**Next Steps**

*What was the Root Cause?*
*What factors contributed to the incident?*

With most incidents there will be a branch team learning and learning for the individual. Do not only look at one aspect. Find the root cause and assess the contributing factors to learn how the risk could have been minimised. The individual dispenser and checker can spend time reflecting personally and this is also important.

Resolution of a PSI may be between the patient and the branch team, but the patient may not be happy with this and want to escalate as a formal complaint to the PS Team, the NHS, the GPhC, the ombudsman or even speak to the media.

**When it gets complicated let the Pharmacy Superintendent’s Team take the lead, this is their role to support you and make sure the matter is resolved quickly and effectively.**

- Contact the PS Team if the matter is urgent or serious e.g. harm caused, hospitalisation.
- Escalate any solicitor letters to us as we need to liaise with our insurers as a matter of urgency.
- Incidents involving Controlled Drugs require us to report to the Accountable Officer – we do this on your behalf.
The PS Team will contact you if you’ve been involved in an incident. We will share with you the incident report form and where necessary will ask for your assistance in providing additional detail including the completion of a Root Cause Analysis. We aim to have an open and transparent culture and recognise that mistakes do happen. Our follow up is to understand what may have gone wrong and share learning across the business and via the NRLS.

**Top Tips:**

- Familiarise yourself with Patient Safety SOP and supporting Essential Guide.
- Contact the Pharmacy Superintendent’s Team for professional advice and support if you are concerned about an incident that has occurred.
- Renew your indemnity insurance in a timely manner.

**Near Misses**

Completion of a near miss record is a clinical governance requirement, a contractual requirement and shows we are meeting the GPhC Standards for Registered Pharmacies.

The inspector will ask if you record near misses and will expect every colleague from the dispensing team to explain why they are recorded and what is done with the information.

Near misses are recorded on Datix. The information collated will help, when shared, to reduce the risk of harm to our patients.

*In line with your Locum Contract, it is your responsibility to have your own professional indemnity insurance. It is best practice and a requirement of the locum contract that you have professional indemnity insurance.*
Professional Standards

“To be a professional and act professionally”

Professionalism is a word that is often heard and can be defined as behaving in a manner that would be viewed favourably by peers and the public.

The ability to demonstrate professionalism can be affected by a number of factors. Understanding this is important, so that the GPhC, professional bodies, other organisations and employers can provide the support and environment needed for professionalism to flourish.

Pharmacy professionals’ roles and their contributions to public health are diversifying, as are the public’s expectations. Demonstrating professionalism is not always easy, but doing so is fundamental to the care of patients and people who use pharmacy services.

Standards of conduct, ethics and performance

As a pharmacy professional these are the standards against which your conduct will be judged.

The seven principles

As a pharmacy professional, you must:

1. Make patients your first concern.
2. Use your professional judgement in the interests of patients and the public.
3. Show respect for others.
4. Encourage patients and the public to participate in decisions about their care.
5. Develop your professional knowledge and competence.
6. Be honest and trustworthy.
7. Take responsibility for your working practices.
**Professional Standards**

**Fitness to Practise**
In line with the GPhC guidance, we consider a pharmacy professional fit to practise when they can demonstrate the skills, knowledge, character and health required to do their job safely and effectively.

The GPhC describe fitness to practise as a person’s suitability to be on the register without restrictions. In practical terms, this means: maintaining appropriate standards of proficiency ensuring you are of good health and good character, and you are adhering to principles of good practice set out in various standards, guidance and advice.

A pharmacy professional's fitness to practise can be impaired for a number of reasons including misconduct, lack of competence, ill-health and through having been convicted of a criminal offence. Our expectations mirror those of the GPhC and so in addition to the requirement to inform the GPhC of Fitness to Practice concerns, the Pharmacy Superintendent’s Team also request that you make them aware.

**Potential Conflict of interest**
As mentioned in your contract you should declare any potential conflict of interest to the ORPD team so that any potential risk can be assessed. This does not necessarily mean you cannot work for us it just supports our goal of being open and transparent in all we do.

**Continual Professional Development**
CPD requirements apply equally to all pharmacy professionals regardless of whether they work full time or part time. It is important that you are meeting the GPhC’ standards to be able to practise safely and effectively.

We encourage you to utilise our business resources and communications such as “Locum Talk” to keep up to date. RPS members can also access the MEP [www.rpharms.com](http://www.rpharms.com)
GPhC Standards

GPhC Standards aim to create and maintain the right environment, both physical and organisational, for the safe and effective practice of pharmacy. The Pharmacy Superintendent (PS) is responsible for ensuring the standards are met and there is compliance with all legal requirements.

It is important that you are aware of the standards and of what to expect should an inspection visit take place.

The Standards:

- Create and maintain the right environment, both organisational and physical, for the safe and effective practice of pharmacy.
- Recognise competing demands – professional, managerial, legal and commercial.
- Involve everyone in the management of pharmacy services, so they are familiar with the standards and understand the importance of meeting them.
- Registered professionals have a professional responsibility to raise concerns if they believe the standards are not being met.
- Are used by patients and the public.
- The Superintendent takes responsibility for ensuring the standards are met in all pharmacies.

A copy of these standards is available on the GPhC Website, GPhC Standards and Inspections Framework www.pharmacyregulation.co.uk
As Responsible Pharmacist, the inspector will discuss the standards with you and the branch team during an inspection. The GPhC Standards are no different for a locum or employee pharmacist.

The standards are grouped under 5 principles that safeguard the health, safety and wellbeing of patients and the public:

- **The governance arrangements** safeguard the health, safety and wellbeing of patients and the public.
- **Staff are empowered and competent** and safeguard the health, safety and wellbeing of patients and the public.
- **The environment and condition of the premises** from which the pharmacy services are provided, and any associated premises, safeguarding the health, safety and wellbeing of the patients and the public.
- **The way in which pharmacy services**, including the management of medicines and medical devices are delivered safeguarding the health, safety and wellbeing of patients and the public.
- **The equipment and facilities** used in the provision of pharmacy services safeguarding the health, safety and wellbeing of patients and the public.

**Top Tip**

**Familiarise yourself with the types of questions you and the branch colleagues may be asked on an Inspection visit. The inspector will not approach the inspection any differently when a locum pharmacist is the Responsible Pharmacist.**
SOPs & Essential Guides

Standard Operating Procedures are designed to help us maintain safe working procedures and can be accessed via the intranet.

Our SOPs focus on the key steps within a defined process and deliberately do not contain information on “how” to do a task. This allows flexibility to ensure that the SOPs support pharmacists in discharging their professional responsibilities throughout the day and gives the ability to respond to changes in circumstance.

SOPs:

- Define the process that should operate within the branch.
- Help effective delegation to colleagues.
- Minimise the risk of Patient Safety Incidents.
- Can be adapted to meet local needs.
- Have appendices and a toolkit to provide additional supporting information.

The GPhC Standards of Conduct, Ethics and Performance require registered professionals to “take responsibility for your working practices” and in particular “be satisfied that appropriate Standard Operating Procedures (SOPs) are in place and are being followed”.

As the Responsible Pharmacist you should ensure that the appropriate SOPs are followed in branch to ensure that a safe and effective pharmaceutical service is provided.

There may be occasions when in your professional judgement it’s appropriate to deviate from the SOP. This should be documented along with the rationale for your decision. The PS Team are always happy to discuss this with you if you need any support.

In addition to this handbook, you should have an electronic copy of the Essential Guide to SOPs and our Core SOPs 1-8 & 15 as a useful reference. The Essential Guide provides key information that applies to all our SOPs and therefore familiarising yourself with the content of Essential Guides and Core SOPs will assist you to fulfil your role as Responsible Pharmacist.
Controlled Drug Management

To help you comply with the Misuse of Drugs Act a good understanding of the Controlled Drug Regulations is essential. As Responsible Pharmacist you are required to ensure the “safe management and use of controlled drugs”

Feedback from Accountable Officers highlights 3 key areas of focus

- SOP compliance regarding ‘weekly’ balance checks.
- Accurate and timely recording in the register.
- Timely reporting of Patient Safety Incidents and unresolved discrepancies.

Compliance with our CD Management SOP will help you achieve this.

Our SOP states:

“Complete a check of the physical balance against the CD register balance for all Schedule 2 CDs on the premises once a week (twice weekly for Methadone Mixture if more than 15 patients). This includes checking all open CD registers, including zero balances. However when CDs have been dispensed or received from a wholesaler during that week and the entry has been annotated with the initials of the person making the entry, to confirm a balance check has been completed and is correct, there is no requirement to complete a further balance check in that week.”

Top Tip:

Carrying out a physical balance check against the CD register at the time of dispensing and supplying helps identify any anomalies or concerns promptly which increases the likelihood of effective resolution or prompt reporting where appropriate.
Controlled Drug Management

Patient Returned CDs
Patient returned CDs should be destroyed as soon as possible (within 5 working days of return). If this is not possible you should segregate and mark them as patient returns and store in the CD cabinet away from other stock. A record of the returned stock must be made in the “Controlled Drugs destruction register for returned medicines”

Obsolete and OOD CDs
Obsolete and out of date CDs must only be destroyed in the presence of an Authorised Witness. Therefore you should segregate and mark them as obsolete or OOD and store in the CD cabinet away from other stock. The total amount should remain in the running balance of the CD register until an authorised witness is present to witness destruction and make the appropriate entry removing them from the running balance of the register.

Top Tips:

- Familiarise yourself with the Controlled Drug Resource Pack located on the intranet.
- Ensure the CD keys are in the personal possession of the Responsible Pharmacist at all times.
- Report unresolved discrepancies before leaving the pharmacy and ensure registers are annotated appropriately.
- Ensure you make accurate and timely records in the CD Register following supply or receipt of CDs.

We recommend you:

- Don’t ignore Controlled Drug discrepancies identified whilst on duty. Refer to our CD Management Guidance or contact the Pharmacy Superintendent’s Team for support.
Problem Solving

There may be occasions when you need to use your professional judgement to solve problems. Professional judgement can be described as the use of accumulated knowledge and experience, in order to make an informed decision. It takes into account the law, ethical considerations and all other relevant factors related to the surrounding circumstances. In some cases there may appear to be a potential conflict between your ethical duty to put the care of the patient first and legislative requirements.

It may be necessary to contact another healthcare professional to discuss a patient’s care. You may also be contacted by a healthcare professional or asked by a patient to fact find and clarify prescription supplies, advise on prescription queries and advise on prescribing concerns. Before discussing a patient’s care, you should ensure you are providing advice within your area of competence.

We recommend you:


- Clarify the problem and test your understanding.
- Gather all relevant information and evidence.
- Seek advice and support if needed e.g. telephone the Pharmacy Superintendent’s Team.
- Generate possible options then choose a solution assessing the benefits and risks of each.
- Document the rationale for your decision making.
- Don’t offer advice outside your area of competence. There is no shame in saying you don’t know and need to find out.
- Don’t leave urgent prescription queries which may create ‘risk’ for patients.
Problem Solving

The Internet is a good source of valuable up-to-date information however not all information has been validated so you should proceed with caution.

Hints & Tips:

✔️ Use reference sources e.g. Medicines Complete, MEP
✔️ Use knowledge base located on the PMR
✔️ Use recommended websites e.g. UKMi, PPD, NHS NeLM, CKS,
✔️ Contact the Pharmacy Superintendent’s Team for urgent advice and professional support.
What is Information Governance (IG)?

IG is the collection of rules and procedures that the Information Commissioners Office (ICO) instructed the NHS in England and Wales to implement in order to prevent patient and personal information being lost, misplaced or stolen.

As a regulated pharmacy professional you are expected to comply with the GPhC/PSNI standards regarding confidentiality and consent. Our branch colleagues undertake annual IG training, however whether you are a branch colleague, locum or branch manager you should be able to demonstrate a working knowledge of the standards required in relation to:

- the maintenance of confidentiality and obtaining consent to disclose information.
- information governance of data kept on computer and other recording systems;
- obtaining consent for professional services.

Patients trust us with their personal data and provide us with confidential information in good faith. Having a good understanding of IG means you are less likely to breach patient confidentiality which could lead to reputational damage.

Information Governance encompasses:

- Data Protection Act 1998 (DPA)
- Human Right 1998
- Freedom of Information (FOI) Act 2000

We recommend you:

- Don’t disclose any information unless you are certain you have the necessary consent and authority to do so.
- Don’t leave confidential or sensitive information unattended.
Patients do have a right to request information held about them, however any such request should be made in writing and forwarded to the PS Team.

**Top Tips:**

- Sensitive information should not be discussed where it is possible to be overheard. When transferring medication to patients ask the patient or their representative to confirm their address rather than reading their details out loud.

- Ensure adequate steps are taken to confirm the identity of a person prior to releasing any information.

- Know the importance of the information we hold, which may be confidential or sensitive and relate to patients, colleagues in the organisation.

- Take responsibility for how you obtain, record, use, retain and share information.

- Familiarise yourself with the Information Governance resources available on the intranet.

Remember whether you are a branch colleague, locum or branch manager you are representing both the pharmacy profession and our company.
Complaints Management

We have a positive attitude to receiving customer feedback as this is an opportunity for us to learn and improve the customer care we provide. We will always try and offer an explanation for any concern that has arisen and use any feedback constructively.

Complainants should be treated with dignity, respect and confidentiality. If you’re discussing a patient’s complaint with a 3rd party you should check that they are authorised to speak on behalf of the patient to avoid a potential breach of confidentiality. In some cases you may need written consent.

We recommend you:

✅ Always ensure that the patient’s immediate health needs are being met and, if appropriate, take any action necessary i.e. referring to or involving a medical practitioner.

✅ Familiarise yourself with the Complaint Management SOP located on the intranet.

✅ Familiarise yourself with the customer facing resource displayed in our branches, including:
  • Customer Complaint Number 0333 010 2222
  • Customer Care Notice
  • Branch Practice Leaflet

✅ Contact the Pharmacy Superintendent’s Team for professional advice and support if you are concerned about an incident that has occurred.

We are committed to providing a safe and comfortable environment for both our patients and pharmacy colleagues. A chaperone provides a safeguard against any allegations of misconduct and therefore remember it may be appropriate to have one present when using the consultation room.
NHS Contract

Pharmacy is a valuable provider of healthcare services in the UK and community pharmacies are independent contractors to the NHS. Each pharmacy enters into a “contract” with the NHS. The contractual framework varies for England, Scotland, Wales and Northern Ireland.

It is your responsibility to ensure you are aware and able to provide all the required elements of the contract and you are expected to be able to provide all standard services and to gain accreditation for any specialised services before working in our branches.

Details of which services are required can be obtained from your ORPD co-ordinator. When bookings are being made priority will be given to those pharmacists whose skills best match the branch requirements.

To facilitate the delivery of services across England and to remove bureaucracy and avoid duplication of training requirements, a Declaration of Competence (DOC) for some services can be completed which has been endorsed by NHS England and Public Health England. For more information refer to the CPPE website: www.cppe.ac.uk/services/declaration-of-competence

Top Tips:

- Familiarise yourself with the service and contract requirements for the pharmacies you work in.
- Ensure you are familiar with the Service Level Agreement before providing a service so that you meet the standards specified.
PMR System

The PMR system used in our pharmacies is Cegedim Pharmacy Manager. The different tabs you will mainly be using on Pharmacy Manager are:
- **Dispensary** - where you dispense medication,
- **Ordering** - where you monitor all NHS stock you have on order,
- **MDS** - where you dispense all medication for Monitored dosage patients,
- **Owings/Installments** - where you prepare owing labels, and monitor your instalment dispensing,
- **eMessages** - this tab is entirely for your Electronic Prescriptions, it contains various tools (country specific) that allow you to manage and complete your E-prescriptions.

This is the patient information icon, you can use this to search for a patient, even when you are in the middle of dispensing a prescription for somebody else.

This is the Dispensing history, it can be used to review any dispensed medication over a period of time (set by the user). Again this can be accessed when another patients information is already on screen in the dispensing fields. (The shortcut is CTRL +Q)

This is the MUR quick start icon—used to start up the MUR wizard in order for pharmacists to record their MURs correctly.

Quick Interaction Check, this tool is handy when dealing with Patient queries on whether a certain medication will interact with a new one. It can also be used to check whether a newly prescribed medication will interact with any of a specific patients medication (it does this by checking against the patient records on the system).

Product check—use this tool when you want to look up a specific product but you don’t necessarily want to dispense it, it can be useful when a prescription for a branded item comes in and you need to know the generic (or vice-versa).

Knowledge Base—this icon brings up the database containing a whole host of information from drug information, to information on medical conditions.

Prescription Type—the default option for script type is FP10 ENGLAND), WP10SS (Wales), GP10 (Scotland), HS21 (NI). When you are dispensing any other kind of prescription (private, nurse prescriber, supervised consumption etc.) you must double click on this icon in order to change the script type to the correct one. (It will reset to default after that prescription)
PMR System

These four options all bring up the information library and are useful for looking up Drug information leaflets, also medical conditions and advised treatment (including Prophylaxis for Malaria).

Further information on using the PMR can be found on the Operations Homepage of the intranet > Essential Guide to Pharmacy Branch Systems & IT.

PMR basic working knowledge

Find patient In the Dispensary screen, enter the patient's name and press ENTER. You can enter the name as initial, space, then surname; or full first name, space, and surname. The system will do a search for a matching record. Select the name from the list and use the keyboard arrows to move the dark blue bar up or down to highlight the name you want. Then press ENTER.

Script Information Enter the number of items in the 'No Items Box'.

Select Drug Enter the first few letters of the required drug and press ENTER. On the Find Product page, single click on the required item then click 'OK' box (Bottom right).

Add quantity Enter quantity and press ENTER.

Add Directions Click on the 'Directions Box' and enter one word from the required directions (e.g. EYE) to view available directions. Highlight the required directions and press ENTER.

Interactions In the event of an interaction warning, confirm any action and press F11 to authorise and proceed.

To Print Label Press F12 or 'Finish'.

Endorsing Place the prescription in the endorser and press 'ALT & P' or click 'Print'.

To Finish/Go to Next Patient Press 'ALT & O' or click 'OK'.

Well computer systems must not be used to plug in personal devices for charging, connecting or downloading purposes.
**Nominations**
You can set nominations by clicking the button on the eMessages tab, remembering to click the update button and waiting for the nomination to change before clicking finish. Remember to stamp the signed nomination form with your branch date stamp.

**Downloading Scripts**
Remember to download scripts regularly throughout the day using the button. You can also download scripts by scanning the barcode on a token or manually entering a barcode number (uuid) using the button.

**Tokens**
Always print a token for each Rx as they are used for counting and for patients to sign for their exemptions. You print tokens by highlighting the required token and clicking the button.

**Dispensing tips**
By scanning the barcode on the token or downloaded barcoded Rx in the dispensing tab, the PMR will automatically start the dispensing process for you. This saves time by not having to search through emessages to find the Rx! Don’t repeat from history – repeating from history actually takes longer to process than dispensing by just clicking finish, it can also cause problems in the program when repeating an old item. You also lose one of the main benefits of electronic Rx – accuracy.

**Collect, Notify & Claiming**
Have a separate basket or sorting hole for barcoded Rx and tokens that have been collected by the patient, so you can collect them in the PMR later during the day when you get time. Collect only when picked up – if you collect rx before they are picked up you can accidently notify them, thereby not only are you committing fraud but also stopping yourself from editing the script easily if there is a problem with it later. Use the barcode to collect – by scanning the barcode on the token or Rx whilst on the emessages tab the PMR will automatically select the appropriate script for you. This results in only needing to click collect. Collect throughout the day and you can bulk notify any Rx that have the status ‘ready to notify’. By doing this regularly you will be keeping your emessages tab clear (it finishes and removes R1 prescriptions) and ensures that you will get paid in the appropriate month, providing you claim the Rx within 5 days of month end.
Our PMR system places all orders with our Healthcare Service Centre (HSC). If the HSC does not stock a required item the order will transfer automatically to Alliance our second line supplier.

Direct to Pharmacy (DTP) lines will be transferred automatically to the relevant wholesaler.

Items supplied by the HSC will be delivered the following day by the Alliance delivery driver. Items supplied by Alliance or AAH will be delivered twice daily.

Dressing and appliances should be ordered from Wardles, our Dispensing Appliance Contractor. The branch will have full details of the ordering procedure. If there are no drugs on the prescription the items can be ordered through the FP10 scheme whereby the prescription is sent to Wardles once we have received the items. If there are drugs on the prescription along with dressings or appliances the items should still be ordered from Wardles but they will be classed as trade purchases and the prescription is processed in the normal way through the NHSBSA.

*Some hosiery lines are available at Wardles, others will need to be ordered via the PMR – check with Wardles first.

Quantum are our preferred specials supplier though other companies may be used for specific lines. You should refer to the specials guidance available on the intranet > http://www.pharmacyintranet.co.uk/Content/ContentPage.aspx?id=43509&epslanguage=en-GB

Oxygen (Scotland only) is ordered from BOC

**Brand Equalisation deals** Occasionally our NHS Commercial Team will negotiate that we dispense a branded product on prescriptions written generically. You should follow the information provided by the PMR system.
Our Business Continuity Plan aims to ensure we can continue to provide continuity of care for patients and ongoing support for branch teams should there be a disruption to normal service.

The plan is a reference tool that helps prioritise activities and resource and ensure patient and colleague safety is maintained until service provision returns to normal.

Every branch has a Business Continuity Plan and an Essential Guide to Business Continuity. These should be used together.

Whilst we will make every effort to continue to trade, occasionally this may not be possible. Any decision to close will be made between the Pharmacy Superintendent’s Team and the Regional Development Manager utilising information supplied by you and the branch team.

If there is a requirement to close you will need to make arrangements for:

- Vulnerable patients including substance misuse clients
- Urgent medication requests
- Urgent deliveries of medication

The Essential Guide summarises information for the most likely Business Continuity issues that might occur. Full details can be found on the intranet homepage > Business Continuity.
Health & Safety

Our policy is to ensure, as far as is reasonably practicable, the health, safety and welfare of everyone working in our branches and to conduct our business in such a manner as to make sure that we do not expose customers, and the public generally, to health and safety risks.

As a contractor in our business you have responsibilities for your own safety and that of others. These basic health and safety principles introduce you to what you should do to protect yourself, your colleagues and our customers and visitors.

Your Responsibilities
The Health and Safety at Work Act imposes duties on everyone working in our branches and that we are required by law to carry out. You must also co-operate with these so that we are able to carry out our safety responsibilities. Always work in such a way that you do not cause injury to yourself, branch colleagues, customers and other persons in the vicinity of our premises.

Policy and Consultation
A copy of our Health and Safety Policy is located on the staff Notice Board and on the Pharmacy Intranet. You should familiarise yourself with its contents and with the Safety Rules and Regulations for your role.

Reporting of Accidents and Notifiable Diseases
All accidents, including those for all employees, customers, contractors and visitors must be reported. Efficient reporting will enable us to investigate so that we can take corrective action to prevent a repeat and a potentially more serious outcome.

If there is an accident in branch, the first priority is to get help for any injured persons and prevent further injuries. Accidents must be recorded on the online report form found on the intranet Pharmacy Risk & Insurance > Accident/Crime Reporting.
Health & Safety

Personal Safety at Work
To protect everyone there should always be two people to open and close the branch. You may be asked to support this process. When exiting the building, lock the doors internally, secure the premises quickly and activate the alarm where appropriate. Be vigilant and if you have any concerns, phone the police.

If you are confronted with an difficult situation:
• Stay calm and do not panic
• Do not argue, attempt to fight back or show any signs of hostility
• Try to remove yourself from danger (i.e. move away from the abuser) and retreat to somewhere safe
• Call for assistance. Use the panic button if appropriate.
• If necessary call the police.
• Do not put you or the branch colleagues at risk

Robbery Attempts
If any person demands goods or money under the threat of a weapon or physical violence, you must hand over the articles or cash demanded if you are able to. Do not attempt to apprehend the offender or raise the alarm until you are satisfied that there is no longer a risk to yourself or others.

Personal Property
Whilst every effort is made to ensure the security and safety of the branch, you are reminded that we cannot accept responsibility for loss of, or damage to, personal belongings. If lockers are provided, they should be used and all personal belongings secured whilst on duty.

Security Search Policy
The Security Rules apply to all colleagues, locums and visitors, and are designed to safeguard our people and protect the business. It is important that you have read and understand the Security Rules, available in branch or on the intranet in Pharmacy> Pharmacy Risk and Insurance > Crime and Security.
Health & Safety

Slips trips and Falls
There are a variety of potential hazards in branch that could cause an injury, so it is important that you recognise and deal with them quickly and effectively.

Ladders, Stepladders and Kickstools
If you need to reach something from higher shelves you should use the approved stepladders or kick stools.

Manual Handling
Principles of Good Lifting (where lifting and carrying cannot be avoided).

Electricity
Electric shocks can be serious therefore: do not use any equipment if faulty or labelled “faulty”. A supervisory member of staff must label the equipment “Faulty – Do Not Use” and take it out of use.

Fire Drills
Fire drills are carried out periodically. You are asked to co-operate at all times when a fire drill takes place by observing any local instructions, which will include the location of the assembly point.

COSHH Regulations
A hazardous substance is a solid, liquid, dust, fume, vapour, gas or micro-organism that may be harmful to your health. COSHH information is available on labels and Data Sheets available on the Pharmacy Intranet for chemicals used in the branch.

Risk Assessments
Risk assessments have been completed for most branch activities. These consider the hazards and the likelihood of anyone being injured. Importantly they also list the safe methods or control measures to use to reduce the risk of injury from that activity. You should comply and co-operate with all of these safe methods as notified to you to prevent injury to yourself, colleagues and the public. These risk assessments are available to view in section 21 of the Health & Safety compliance folder in branch.

If you believe there is a hazardous situation that requires action or a risk assessment, then report it to the Risk and Insurance Team via Well Support Team.
Useful Contact Numbers

Operations Resource Planning Department 0333 010 0111
Office Hours: 8.30am-6.00pm
Out of office hours inc. Sat, Sun & Bank Holidays
0333 010 0111 Option 8 for ORPD followed by Option 1
Operations Resource Planning Department > Intranet

Pharmacy Superintendent’s Team 0333 010 0111 Option 4
Office Hours: 8.30am-6.00pm
Out of office hours inc. Sat, Sun & Bank Holidays
Division 1—07736 385 768, Division 2—07713 315 086
Division 3—07714 062 410, Division 4—07872 968 858
superintendent@well.co.uk
Pharmacy Superintendent’s Team > Intranet

Well Support 0333 010 0111 Option 4
Office Hours: 8.30am-6.00pm
Well Support > Intranet