

# STANDARD OPERATING PROCEDURE FOR INTERVENTIONS AND PROBLEM SOLVING

## PURPOSE

To ensure that interventions are dealt with appropriately and promptly, and that patient's confidence in the prescriber is maintained.

## SCOPE

The procedure covers interventions and problem solving for all NHS and private prescriptions.

## PROCEDURE/PROCESS

1. Consult patient, as he or she may be able to help solve the problem
2. Inform patient, if present, without causing undue alarm, that there may be a delay in dispensing the prescription
3. Inform patient, if present, if a prescribed item is likely to take some time to obtain, eg. long-term out-of-stocks, special orders
4. Check dispensary reference sources
5. Contact external reference sources for advice or information if necessary, eg. manufacturer's medical information department. There is a book of useful telephone numbers located in the dispensary
6. Contact prescriber and discuss the problem
7. If prescriber cannot be contacted, refer problem to prescriber's deputy
8. Come to an agreement with prescriber on action to be taken (if the matter cannot be solved by the dispensary team)
9. Record details of intervention and outcome

## RESPONSIBILITY

Dispensing doctor. All steps may be delegated to any dispenser.

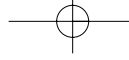
## REVIEW PROCEDURE

This procedure will be reviewed following:

- Changes in the law affecting dispensing
- Changes in DDA or other guidelines affecting the dispensing process
- Change of staff
- Any adverse dispensing incident
- In the absence of any of the above, on or before the date shown below

## KNOWN RISKS

1. Problems presenting during busy periods
2. Problems not followed up or progressed



NAME	SIGNATURE	DATE

PREPARED BY: \_\_\_\_\_

EFFECTIVE FROM: \_\_\_\_\_

VERSION NO. : 1 \_\_\_\_\_

DATE OF PREPARATION: \_\_\_\_\_

DATE OF REVIEW: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_



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