

# STANDARD OPERATING PROCEDURE FOR TAKING IN PRESCRIPTIONS

## PURPOSE

To ensure best customer service and the safe, secure, and efficient handling of prescriptions received at the dispensary.

## SCOPE

The procedure covers the receipt of NHS and private prescriptions presented at the dispensary.

## PROCEDURE/PROCESS

1. Greet patient
2. Confirm patient details – name, address, age/date of birth. Clarify incomplete details if necessary
3. Advise patient if medicine is cheaper to buy OTC (if a P or GSL medicine)
4. Check availability of stock – consult a dispenser if necessary
5. Advise approximate waiting time if appropriate
6. Pass prescription to dispensary staff

## RESPONSIBILITY

All dispensary staff are potentially involved in this procedure.

## 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

None.

NAME	POSITION HELD	SIGNATURE	DATE

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

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

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

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

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

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

