

Standard Operating Procedure (SOP) for the collection of named patient prescription medication from community pharmacies.

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The latest approved version of this document is online.
If the review date has passed please contact the Author for advice.

Version Control:

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1	Initial Issue	September 2024

Engagement & Consultation

Key Individuals/Groups Involved in Developing this Document

Role / Designation
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Circulated to the following for Consultation

Date	Role / Designation
October 2023	Chief Pharmacist
October 2023	Community Services Pharmacy (Head of Service)
October 2023	CD LIN
October 2023	PTHB Support Services
April 2024	Representative Community Pharmacist (Stefan Fec, Talgarth Pharmacy)
September 2024	Area Prescribing Group

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1. Introduction

Medicines required by patients admitted to Powys Teaching Health Board's (PTHB's) hospital sites are routinely obtained from two neighbouring health boards (ABUHB and HDUHB). Service level agreements are in place with ABUHB for the provision of stock medicines and named patient supplies and with HDUHB for named patient supplies. Patients Own Drugs (PODs) may also be used during admissions.

There may be occasions where access to named patient supplies from ABUHB and HDUHB is not possible, and PODs are not available. In this situation, medication (including Controlled Drugs) may need to be sourced from local Community Pharmacies via the use of prescription (WP10).

2. Objective

The aim of this SOP is to provide a clear process for collecting medication from community pharmacies, ensuring that the security of the medication is maintained from collection to receipt in the clinical area and that there is a clear and robust audit trail in place for the whole journey.

This SOP can be used by both registered and unregistered staff (e.g. healthcare assistants and Support Services Site Assistants) who are deemed competent to work within the requirements of the SOP. The member of staff must be a PTHB employee and must carry a valid PTHB identity badge. This badge must be on full display when collecting the prescription medication from the community pharmacy.

When collection is made, they are acting in the capacity of a "messenger."

3. Definitions

- **PTHB** – Powys Teaching Health Board
- **POD**- Patients Own Drug
- **HCP**- Health care Professional
- **SOP**- Standard Operating Procedure

4. Role / Responsibilities

4.1 Head of Support Services Department

The Head of the Department must:

- Ensure all staff engaged in collection of medication services read and understand this procedure.
- Arrange regular review to monitor compliance with this procedure

4.2 Senior Nurse/Department Lead

The Senior Nurse has responsibility for:

- Ensure all staff engaged in using support staff to collect medication read and understand this procedure.
- Ensure that staff working to this SOP have read and understood the SOP and have the required competencies.

4.3 Medicines Management Team

The Medicines Management Team is responsible for:

- Development and review of this SOP
- Ensuring that the SOP is available to staff
- Ensure that community pharmacy contractors are made aware of this SOP.
- Monitoring compliance with this SOP

5. Process

Arrangements for the provision of medication via prescription from a designated community pharmacy must be managed by a registered health care professional on the ward or in the department where the patient requiring the medicine is located. This management includes-

5.1 Requesting Medication collection.

- Requesting an appropriate prescriber to provide a valid WP10 prescription form, completed for the patient requiring the medication, listing all items needed, signed and dated by the prescriber (placed in envelope for delivery to community pharmacy by an identified member of staff).
- Informing the nominated community pharmacy that a prescription is on its way and establishing when the prescription will be dispensed and ready for collection.
- Identifying an appropriate member of staff to deliver the prescription and collect the medication from the nominated community pharmacy.
- Completing section A of the prescription collection form (Appendix A), print and provide to the member of staff identified to deliver the prescription and collect the medication from the nominated pharmacy.
- Retaining a copy of the prescription in the patients notes.
- Retaining a completed copy of the prescription collection form (appendix A) in the patients notes.

5.2 Collection.

When collection of the prescription medication is required the requesting ward/ department will telephone the nominated pharmacy to check the items are ready for collection (if not already informed of this by the community pharmacy).

A healthcare professional from the ward or department responsible for the patient for whom the medicine/s are required will then arrange for an appropriate member of PTHB staff ('the messenger') to collect the medication from the pharmacy. This may be a registered HCP or be delegated to non-registered ward staff by a HCP.

A prescription collection form with section A completed will be provided to the messenger to present at the community pharmacy.

- On arrival in the community pharmacy, the PTHB staff member must make a member of the pharmacy team aware of their arrival. A valid PTHB identity (ID) badge must be shown (NB: the community pharmacy contractor will refuse to release the prescription in the absence of a valid ID badge)
- The prescription and prescription collection form should be handed over to a member of the pharmacy team (NB: the community pharmacy contractor will refuse to release the prescription if the prescription collection form is not provided).
- The community pharmacy team will complete section B of the prescription collection form and return to the PTHB staff member for them to complete section C before leaving the premises.

5.3 Receipt of Prescription at Ward/ Department

On return to the requesting ward/ department the PTHB staff member who was responsible for collecting the medication from the community pharmacy MUST handover the prescription medication to a registered healthcare professional (HCP). Under no circumstances should medication be left unattended. The receiving HCP must check the medication against the copy of the prescription that was placed in the patient's notes, complete section D of the Prescription Collection Form and then place the medication in safe custody (POD locker, medication TTO cupboard, medication refrigerator or CD Cupboard as appropriate). The completed Prescription Collection Form should be placed in the patient's notes.

If onsite, the pharmacy team may be asked to complete receipt of the delivered medication.

5.4 items Owing

Any items not available when collection is arranged must be treated as a new collection. A new collection form (appendix A) must be completed and the

prescription log must be updated accordingly. It is the responsibility of the ward to chase any outstanding prescription items.

5.5 Prescription Log

A log of the prescriptions sent to community pharmacy must be maintained by the ward. It is the responsibility of the registrants involved in the process to update the log as necessary. The log should contain the following information-

- Pt identifier (NHS number and pt initials)
- Date prescription sent to community pharmacy
- Which community pharmacy sent to
- Date of collection
- Names and signatures from ward staff sending and receiving prescriptions and signatures from any staff tasked with collection (as per collection form)

6. Review and Change Control

This SOP will function as a live document. Changes will be made as and when necessary (e.g. in response to incidents/audit, changes in legislation/best practice recommendations) and a complete review will take place every 3 years from date of issue.



Appendix A

Prescription Collection Form

One form needs to be completed per patient and per collection.

Ensure the prescription log has been completed.

Once fully completed this form should be stored along with a copy of the prescription in the relevant patient notes.

Section A

To be completed by ward/ department when requesting collection of medication then printed and handed to messenger.

Patient Name and Address	To be collected from (name and location of community pharmacy)	Requesting ward/ department and site
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		Tel No:
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Section B

To be completed by community pharmacy when handing over medication
 Prescription medication supplied by-

(Name and location of community pharmacy)

<p>This package contains <input type="text"/> Items. Including <input type="text"/> CDs and <input type="text"/> Fridge items.</p> <p>There are <input type="text"/> items still owing.</p>

Section C

To be completed by PTHB staff representative at point of collection from pharmacy

Name	Signature	Date

Section D

To be completed by HCP receiving medication back to requesting ward/ department

Name	Signature	Date