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### Overview

This standard covers the provision of pharmaceutical information and advice, including the sensitivity of providing such information and the need to pay attention to detail. It highlights the importance of keeping clear and accurate documentation and when queries should be redirected to an appropriate person. Your practice will be consistent with your occupational role and carried out under the regulatory and ethical frameworks established in the context of current legislation. You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your place of work. Users of this standard will need to ensure that practice reflects up to date information and policies.

# SFHPHARM03

## Process pharmaceutical queries

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### Performance criteria

*You must be able to:*

- P1 establish the identity of the enquirer
- P2 identify
  - P2.1 what information is required
  - P2.2 why the information is needed
  - P2.3 what they know already if appropriate
- P3 record the receipt of the request accurately and clearly in accordance with SOPs
- P4 treat the enquirer in a courteous manner and in a way that is sensitive to their needs, check their understanding and repeat critical information
- P5 agree:
  - P5.1 a time scale for the response
  - P5.2 a format for the response
- P6 identify the relevant source of information and document clearly
- P7 seek approval to access the information when necessary
- P8 access relevant information and evaluate to confirm it meets the needs of the enquirer
- P9 prepare a response in:
  - P9.1 a structured manner
  - P9.2 a format that meets the needs of the enquirer
- P10 confirm your response is relevant to the needs of the enquirer with an appropriate person
- P11 respond to the enquirer within the agreed timescale or give them an update on the progress made
- P12 ensure that the information and/or advice offered is accurate, relevant and complies with legal, confidentiality, ethical issues and statutory requirements
- P13 confirm with the enquirer that your response has met their requirements
- P14 complete all relevant documentation and store appropriately

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### Knowledge and understanding

*You need to know and understand:*

- K1 the limits of your role in obtaining, interpreting and supplying information or advice
- K2 when to refer to an appropriate person
- K3 the importance of confidentiality and ethical issues
- K4 SOPs and the reasons for following them
- K5 the different ways to respond to requests for information
- K6 questioning techniques to obtain all the relevant information
- K7 how to identify information sources and how to access them
- K8 action to take if you cannot deal with the enquiry
- K9 how to prepare a concise accurate response
- K10 when and by whom your response should be checked
- K11 the importance of showing empathy with the enquirer
- K12 the importance of accurate documentation

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### Additional Information

#### External links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 1 Communication

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**Developed by** Skills for Health

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**Status** Original

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**Relevant occupations** Health and Social Care; Healthcare and Related Personal Services

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**Suite** Pharmacy

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