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## Overview

This standard covers issuing prescribed items that have been dispensed. 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.

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## Issue prescribed items

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### Performance criteria

*You must be able to:*

- P1 maintain the individual's confidentiality at all times
- P2 confirm that issuing of the prescription is within the limits of your occupational role
- P3 confirm the individual's identity and that it correctly matches with the prescription
- P4 identify if the individual has previously used the medication or product
- P5 establish whether the individual is taking any other medication either prescribed or non-prescription medicines
- P6 confirm the medicine(s) or products match the prescription
- P7 issue the medicine or product in accordance with Standard Operating Procedures
- P8 provide all the necessary devices/sundry items
- P9 provide advice and appropriate information to the individual relating to the use of the prescribed medicine or product clearly and accurately and in the most appropriate format for the individual
- P10 confirm the individual's understanding of any advice or information you give
- P11 identify when the individual needs further advice or information
- P12 refer the individual to an appropriate person in a polite and courteous manner, passing all the relevant information to the pharmacist or an appropriate person
- P13 complete all relevant records in accordance with Standard Operating Procedures

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### Knowledge and understanding

*You need to know and understand:*

- K1 the limits of your own role and when to refer to an appropriate person
- K2 principles for issuing dispensed medicines and products and the local Standard Operating Procedures that relate to this
- K3 the current ethical and legal requirements that govern the issuing of a prescription
- K4 how to deal with individuals with special needs
- K5 the importance of confirming the individual's identity before issuing dispensed items
- K6 the importance of providing information on:
  - K6.1 the storage and maintenance of prescribed items
  - K6.2 possible side effects
- K7 the importance of maintaining dispensary records including the use of the dispensary computer
- K8 how medicines are administered
- K9 how medicines are used and the effect they have on human physiology
- K10 different strengths, doses and quantities of medicines
- K11 the actions and use of drugs including different drug interactions and contra-indications
- K12 the information required to counsel individuals regarding their medication
- K13 the relevant national and local guidelines, policies and procedures and how to use them
- K14 the actions and use of drugs including different drug interactions and contra-indications
- K15 the importance of selecting the correct equipment for use
- K16 the properties of different types of container types and when to use each

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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: HWB10 Products to meet health and wellbeing needs

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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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