
Overview

This standard covers your role in supplying appliances to individuals. This may involve working in the pharmacy, outside the pharmacy in the individual's home, a residential or nursing home or at a GP surgery or another healthcare setting. 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 work place. Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

You must be able to:

- P1 carry out all the necessary preparations, as required including arranging a convenient time for the visit if required, in accordance with SOPs
- P2 match the appliance to the requirements of the individual and/or the prescriber
- P3 where appropriate take the individual's measurements to ensure that the appliance will fit correctly
- P4 confirm that the appliance prescribed on the prescription form matches the drug tariff criteria
- P5 clarify any missing information with the appropriate person
- P6 provide all relevant information on the use, maintenance and care of the appliance in a manner that is clear and at an appropriate level for the individual
- P7 explain how the appliance should be used in a calm manner with empathy
- P8 respect individuals' privacy, dignity, wishes and beliefs, minimising any unnecessary discomfort (e.g. arrange a suitable setting for the consultation to preserve privacy and confidentiality)
- P9 confirm that the individual has understood the information
- P10 conduct all operations, which involve physical contact with the individual, in a manner which is polite, puts the individual at ease
- P11 check that the new appliance can be used appropriately and make any adjustments necessary to ensure:
 - P11.1 the individual's comfort
 - P11.2 the correct use of appliance
- P12 confirm that the individual can fit and use the appliance correctly
- P13 complete the required records and receipts clearly and accurately
- P14 communicate with the individual in an appropriate, open, accurate and straightforward manner
- P15 maintain confidentiality at all times

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Knowledge and understanding

You need to know and understand:

- K1 the SOPs for dispensing and issuing appliances and the importance of adhering to them at all times
- K2 the purpose of the drug tariff, including:
 - K2.1 which items are allowed on prescriptions
 - K2.2 the classifications and criteria for the payment
- K3 the correct methods to measure individuals for appliances, including elastic hosiery
- K4 the importance of the correct methods to measure individuals for appliances, including elastic hosiery
- K5 the sources of information and how they can be accessed
- K6 the use and maintenance of appliances
- K7 the use and maintenance of devices
- K8 the codes of practice and conduct, and standards and guidance relevant to your own and the roles responsibilities, accountability and duties to others
- K9 the importance of valuing and respecting individuals
- K10 the importance of confidentiality and ethical issues
- K11 the rights that individuals have to:
 - K11.1 be respected
 - K11.2 privacy
- K12 communicate using their preferred methods of communication and language

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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: HWB4 Enablement to Address Health and Wellbeing Needs

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Suite Pharmacy

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