

NHS Community Pharmacy Contractual Framework Essential Service – Dispensing

1. Service Description

1.1 The supply of medicines and appliances¹ ordered on NHS prescriptions, together with information and advice, to enable safe and effective use by patients and carers, and maintenance of appropriate records.

2. Aims and intended service outcomes

- 2.1 To ensure patients receive ordered medicines and appliances safely by:
- ◆ the pharmacy performing appropriate legal, clinical and accuracy checks;
 - ◆ the pharmacy having safe systems of operation, in line with clinical governance requirements;
 - ◆ the pharmacy having systems in place to guarantee the integrity of products supplied;
 - ◆ the pharmacy maintaining a record of all medicines and appliances supplied which can be used to assist future patient care;
 - ◆ the pharmacy maintaining a record of advice given, and interventions and referrals made, where the pharmacist judges it to be clinically appropriate.
- 2.2 To ensure patients are able to use their medicines and appliances effectively by:
- ◆ Pharmacy staff providing information and advice to the patient² on the safe use of their medicine or appliance;
 - ◆ Pharmacy staff providing when appropriate broader advice to the patient on the medicine, for example its possible side effects and significant interactions with other substances.

3. Service outline

- 3.1 Orders for NHS medicines and appliances are dispensed for patients on demand, with reasonable promptness.
- 3.2 Records of all supplies will be maintained to facilitate continued care of the patient.
- 3.3 Appropriate advice is given to the patient to enable them to utilise the medication or appliance and to meet their personal need for general information on the item.
- 3.4 Patients are advised on the safe storage and keeping of medicines and of the recommendation that unwanted medicines should be returned to the pharmacy for safe destruction.
- 3.5 Where deemed clinically appropriate by the pharmacist records will be made of advice given and interventions and referrals made.
- 3.6 Patients are provided with a written note for any medicine which is owed, and they are informed when the medicine is expected to be available. A record of items owed is made in the patient's medication record.

¹ As now, pharmacies will not have to supply any (listed) appliance that is prescribed, rather only such appliances as they supply in the normal course of business.

² For patient where appropriate read patient's carer.