

Community Pharmacists and the Out of Hours Service *Working in Partnership to Deliver Seamless Patient Care*

Champions Checklist for Pharmacy Visits

1. Ensure the pharmacist (and other Pharmacy staff) know about the Unscheduled Care folder and its contents also available on http://www.communitypharmacy.scot.nhs.uk/Unscheduled_care.htm
(If not, go through the folder with the pharmacist at the visit)
2. Ensure the the folder is kept in a readily accessible place for locums to access
3. Ensure all locums who work in the Pharmacy are signed up to use the PGD (Keep a supply of PGD Health Board authorisation forms for new locums to sign if required)
4. Ensure that the CP (US) forms are always kept in the same place and that all staff know where they are kept
(Ensure there is always a supply of the forms available and they know where to order the forms from)
5. Does the pharmacist (and other pharmacy staff) understand the Direct Referral process? Remember you can speak to an OOH professional to discuss referral options if unsure.
(If not, explain the process, highlight appropriate reasons for referral and show them where the number is in the folder)
6. Ensure the Direct Referral number is displayed in a prominent place for all pharmacists working in the shop to see
7. Pharmacist to ensure that all counter staff are aware of the consequences of sending patients away if their prescription is not in the Pharmacy and to seek advice of the Pharmacist on duty if this is the case
8. Ensure pharmacist knows that they can also use the Hub number to check prescriptions or to arrange for replacement prescriptions in the case of an item being out of stock
9. Remind pharmacist that they can substitute the form of a medication on a prescription eg: capsules to liquid and endorse it appropriately
10. Remind pharmacist that they do not have to supply a full month under the PGD and that the Emergency Supply regulations allow for a supply to be made if the patient has had the medication before on one occasion only eg: eye drops prescribed by hospital after cataract operation

If you have any further enquiries please contact
pharmacyenquiries@nhs24.scot.nhs.uk