

Roles and Responsibilities of Pharmacy Staff

Responsible Pharmacist

Standard Operating Procedure

Date of preparation :	Date of next review:			
Prepared by:				
Signature:	Date review takes place and signature			
Version number: V4				

STANDARD OPERATING PROCEDURE

The Roles and responsibilities of Pharmacy Staff

This SOP has been designed to be used in a working pharmacy environment however we recommend that the SOP is tailored to reflect processes in your pharmacy where appropriate.

PROCEDURE

P1 Establishing the pharmacy task and role matrix

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- Using the template pharmacy task matrix in Appendix 2:
 - Review the task list and add/amend/delete tasks applicable to your pharmacy.
 - Review the job role/titles and add any additional job roles/titles which are applicable to your pharmacy.
 - Tick to indicate which pharmacy tasks should be performed only by persons with the appropriate job title/role.
 - Sign and date the pharmacy task matrix.

P2 Establishing the qualifications and job/title role of individual pharmacy staff

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- For each member of staff or new member of staff
 - Consult induction or training records and determine the qualification and job title of the member of staff and enter into Appendix 3.
 - Based upon the individual competency of the staff member enter any restrictions to the pharmacy tasks they can perform or any authorisation to perform additional pharmacy tasks beyond the default tasks listed in appendix 2.
 - Ask the staff member to sign and date the entry
 - Sign and date the entry
 - Ensure that details are communicated to appropriate pharmacy staff and other Responsible Pharmacists as appropriate.

P3 Review

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- The completed Appendix 2 should be reviewed:
 - At least once every 2 years when the SOP is reviewed.
 - When new pharmacy tasks are found which are not included in the matrix.
 - When an incident occurs which indicates that a review would be beneficial.
- The completed Appendix 3 should be reviewed:
 - At least once every 2 years when the SOP is reviewed.
 - When the qualification or level of competency of a member of staff changes.
 - Whenever any staff changes occur.
 - If it becomes necessary to restrict the pharmacy tasks an individual is authorised to perform.
 - If it becomes necessary to expand upon the pharmacy tasks an individual is authorised to perform.

P4 Adherence to the restrictions and authorisations for pharmacy tasks

All Pharmacy staff

- All pharmacy staff must adhere to the restrictions and authorisations detailed in the completed Appendix 2 and Appendix 3 tables within this SOP.

APPENDIX 1

I have read and understood this standard operating procedure

Date	Name	Signature

Responsible Pharmacist

APPENDIX 2

Table showing the default tasks which pharmacy staff of a certain job/role title can usually perform

	Pharmacist	Pharmacy Graduate (Pre-registration pharmacist)	Accuracy Checker	Pharmacy Technician	Dispensary assistant	Medicines Counter assistant	Pharmacy Student or trainee medicines counter assistants	Delivery Driver
Ordering Medicines - Placing an order - Checking the order before sending - Sending the order electronically - Sending the order manually								
Receipt and storage of CDs (requires interaction with pharmacist) - Receiving medicines - Checking the order - Putting away the stock - returning unwanted or unsuitable medicines - Dealing with missing items - Date checking and stock rotation - Entries into the CD register								
Receipt and storage of medicines - Receiving medicines - Checking the order - Putting away the stock - Returning unwanted or unsuitable medicines - Dealing with missing items - Date checking and stock rotation - Checking the fridge temperature								
Sale of GSL medicines (within competence)								
Provision of GSL medicine advice (within competence)								
Sale of P medicines (within competence)								
Provision of P medicine advice (within competence)								
Sales of Levonelle (Pharmacist only)								
Provision of POM medicine advice								
Taking in a prescription								
Dispensing Process Labelling a prescription Assembling a prescription								
Clinical check (pharmacist only)								

Responsible Pharmacist

Standard Operating Procedure

APPENDIX 2 (continued)

Table showing the default tasks which pharmacy staff of a certain job/role title can usually perform

	Pharmacist	Pharmacy Graduate (Pre-registration pharmacist)	Accuracy Checker	Pharmacy Technician	Dispensary assistant	Medicines Counter assistant	Pharmacy Student or trainee medicines counter assistants	Delivery Driver
Giving out a prescription								
Completing the POM register								
Completing the CD register								
Preparation for delivery								
Delivery of medicines								
Collection of prescriptions								
Management of the prescription collection service								
End of day prescription procedures								
End of month prescription procedures								
Investigating a potential incident								
Dealing with a complaint								
Disposal of patient returned controlled drugs								
Disposal of patient returned medicines								
Disposal of expired medicines (not controlled drug)								
Extemporaneous preparation of medicinal products								
Dealing with prescriptions for unlicensed 'special' medicines								
Public Health Services								
- Provision of opportunistic healthcare advice - Stocking and checking that all advisory leaflets are current and up to date								
Initial smoking cessation patient interview								
Follow up smoking cessation patient interview								
Provision of Chlamydia PTKs								
Chlamydia treatment under PGD								
Provision of EHC under PGD								

Responsible Pharmacist

Standard Operating Procedure

APPENDIX 2 (continued)

Table showing the default tasks which pharmacy staff of a certain job/role title can usually perform

	Pharmacist	Pharmacy Graduate (Pre-registration pharmacist)	Accuracy Checker	Pharmacy Technician	Dispensary assistant	Medicines Counter assistant	Pharmacy Student or trainee medicines counter assistants	Delivery Driver
Minor Ailment Service								
Registering patient for MAS								
Initial patient interview for MAS								
Pharmacist patient interview for MAS								
Chronic Medication Service								
Registering patient for CMS								
Completing risk assessment for CMS (pharmacist)								
Pharmaceutical care planning for CMS (pharmacist)								
Filing CMS serial prescriptions								
Re-ordering CMS serial prescriptions								
Miscellaneous								
Checking generic mailbox								
PMR housekeeping tasks								
Other Services								
Advice to Care Homes								
Injection Equipment Provision								
Supervised administration of Methadone and Buprenorphine								
COPD Service								
Brief alcohol intervention								
Anticipatory care interviews								
Supply of Naloxone Kit using PGD								
Unscheduled Care - Patient Interview - Writing CPUS script - Checking CPUS script								

Responsible Pharmacist

Standard Operating Procedure

APPENDIX 3

Table showing the qualification of pharmacy staff and notes as to any additional restrictions or authorisations on the tasks which they can perform.

Name of staff member:									
Job title:									
Qualification (s):									
Date	Restrictions/additional authorisations		Responsible pharmacist signature					Additional notes	

Name of staff member:									
Job title:									
Qualification (s):									
Date	Restrictions/additional authorisations		Responsible pharmacist signature					Additional notes	

Name of staff member:									
Job title:									
Qualification (s):									
Date	Restrictions/additional authorisations		Responsible pharmacist signature					Additional notes	

Responsible Pharmacist

Standard Operating Procedure

APPENDIX 3 (continued)

Name of staff member:
 Job title:
 Qualification (s):

Date	Restrictions/additional authorisations	Responsible pharmacist signature						Additional notes	

Name of staff member:
 Job title:
 Qualification (s):

Date	Restrictions/additional authorisations	Responsible pharmacist signature						Additional notes	

Name of staff member:
 Job title:
 Qualification (s):

Date	Restrictions/additional authorisations	Responsible pharmacist signature						Additional notes	

Responsible Pharmacist

Standard Operating Procedure