

# STANDARD OPERATING PROCEDURE No: 1 FOR PRESCRIPTION RECEIPT

**1<sup>st</sup> Draft for comment and amendment 18<sup>th</sup> April 2004**

## PURPOSE

- To ensure patients have confidence that they are receiving good standards of service.
- To ensure that patient details are accurate.
- To ensure that the prescription presented is for the correct person.
- To ensure that the correct number of fees are collected.
- To ensure that the prescription is passed on promptly & that there is an audit trail.

## SCOPE

This SOP applies to all NHS and hospital prescriptions handed in over the counter. It does not apply to private prescriptions, collected prescriptions e.g from surgeries, care homes, etc. nor to telephoned or faxed prescriptions.

## PROCEDURE

1. Greet patient politely and promptly, giving them your full attention.
2. Confirm patient details -name, address. If not legible, write clearly on script above illegible word.
3. Check whether patient presenting prescription is patient or representative.
4. If non-exempt check if any items are cheaper to buy OTC (*where possible?*) and advise patient
5. If patient purchases an item as OTC, mark script item ND (not dispensed).
6. Collect correct number of charges if applicable and mark front of prescription with the amount taken.
7. Check evidence if claiming exemption and ensure that the patient/ representative writes their signature in the box and ticks the appropriate exemption. ( Enter exempt on PMR ?)
8. For age exemptions -proof of age is required if script is hand written but OK if computer generated. Enter evidence seen/ not seen on prescription.
9. For children under twelve, check date of birth and write on script.
10. If script is to be paid for, on collection, mark front of script with the amount and the words "TO PAY" clearly.

11. Annotate numbers of scripts presented at the same time i.e 1 of 3, 2 of 3, 3 of 3.
12. Check if patient is waiting or calling back. If calling back, mark front of prescription with stated return time.
13. If waiting, advise patient of realistic waiting time
14. If patient wishes to speak with pharmacist or there is a specific query, mark prescription or attach a note to the prescription.
15. Check stock, if appropriate
16. Make sure dispensary staff know the prescription has arrived and that there is system for prescriptions to be dispensed in the correct order.

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