

STANDARD OPERATING PROCEDURE No: 3

FOR Intervention and Problem solving

1st Draft for comment and amendment 18th April 2004

PURPOSE

- To ensure patient safety
- To maintain patient confidence in prescribers
- To improve relationships with fellow healthcare professionals
- To solve problems in a timely and appropriate manner

SCOPE

This SOP applies to all NHS and Private prescriptions from all prescribers.

PROCEDURE

When a problem is detected

- I. Consult the patient as he may be able to solve the problem
- I. Inform the patient that there may be a delay whilst the problem is solved, explaining in a way that causes the minimum of alarm, and emphasizing it is for their benefit
- II. Check Standard references (BNF, Martindale etc)
- III. Check external references, including Local Drug Information centers, Online sources and colleagues in other branches
- IV. If resolution is possible, make an appropriate record, either in the Prescription Book, or on the PMR
- V. If necessary contact the prescriber, ensuring that all sources have been explored and that an alternative solution is available if appropriate
- VI. Once an outcome has been agreed, record in the PMR or in the prescription book
- VII. Should immediate resolution not be possible, find out when the prescriber is available and keep the patient informed as to any delay, and if he should need to return. It is good practice to record the patients telephone number so he can be contacted immediately the problem is resolved

VIII. If there are unusual doses or dosage schedules keep a note on the PMR to prevent duplication of intervention. It is also sensible to record items like a preference for plain tops or specific brands.

Depending on the nature of the problem it may not be appropriate that records are made at the time, but they should be made within 24 hours

It is also good practice to build a less formal relationship with prescribers so that we are not perceived solely as getting in touch when things go wrong

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