

The Competent Dispenser

Step 4

AGENDA

AIMS AND OBJECTIVES

This course is aimed at dispensing staff wishing to gain a better understanding of how the dispensary works and their role within it. Amongst the topics discussed; delegates will leave at the end of the day with a clearer understanding of drug budgets • the importance of profitability • the British National Formulary (BNF) and the Drug Tariff. In addition to improving self confidence and working efficiency the course will also provide a valuable background for future professional development. The course is run interactively enabling delegates to exchange views and ideas thus helping them gain confidence in their work in the Dispensary.

Appropriate Tea/Coffee breaks will be provided during the morning and afternoon

9.30am Introduction and Aims and Objectives of the day

Knowledge

- The importance of your role as a dispenser
- Health and Safety
- Understanding the DSQS
- The prescription as an invoice to the PPD
- Risk assessment and critical incidents related to dispensing
- The differences between the practice budget, reimbursement and remuneration
- Receiving and dispensing repeat and acute prescriptions

Advice to patients and patient referral

- Confidentiality and when to refer.
- A positive look at DRUMs and how they can help you and the practice

Pharmaceutical stock

- Where to order from
- Quality of products
- Unlicensed products
- Receiving stock and stock rotation
- Month end and drug tariff changes
- The control of substances hazardous to health (COSHH)

1.00pm Lunch (back at 1.45pm)

Standard Operating Procedures - A Whistle Stop Tour

- What are they and why do we need them?
- How they benefit you and your colleagues
- How to get started and the generic approach to writing a procedure

Customer Services

- Working as a team
- Record keeping
- Keeping your patients loyal to the dispensary
- Getting it right first time, every time

Summary

- What have we learnt today?

4.30pm Finish