

# *Receptionists in the Dispensary*

## **AGENDA**

### **AIMS AND OBJECTIVES**

The aim of this course is to provide Receptionists, working occasionally in the Dispensary, with sufficient knowledge and understanding of Dispensing to work efficiently within Practice guidelines in the Dispensary.

Amongst the topics covered are; Definitions and terminology associated with dispensing • FP10s – their purpose and importance to a dispensing practice • Best practice in the dispensing process • Controlled Drugs • Standard Operating Procedures

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

**9.30am**

### **Introduction**

#### **Definitions and Terminology**

- Prescribing, Issuing and Dispensing
- Acute medication
- Repeat medication and repeat prescribing
- Generic and branded medication

#### **Medicines Knowledge**

- Groupings of medication and their use
- Generic name endings
- 28 day prescribing and exceptions
- Reference points – MIMs, BNF, Drug Tariff and their use

**Lunch**

**1.00pm**

#### **FP10s**

- Formats, and restrictions
- Their function as order form and invoice
- Legal requirements
- CD requirements

#### **Issuing, Dispensing and Checking**

- Repeat prescribing and issuing: knowing your boundaries
- Pack selection: dates and stock rotation
- Labelling
- Patient information leaflets
- CDs
- Checking procedures and what to look for
- DDA Good Practice Guidelines
- Confidentiality in the Dispensing Process
- Customer Care in the dispensing process
- Fees and exemptions
- Completing prescriptions
- End on month activity

**4.30pm**

**Close**