

# **Basics of a Competent Dispenser**

## **Step 1**

### **AGENDA**

#### **AIMS AND OBJECTIVES**

This module is designed to give delegates who are new or inexperienced an insight of basic essentials for dispensing encouraging development and confidence within their role.

Amongst the topics covered are: Brief Introduction to Dispensary Services Quality Scheme (DSQS), Dispensing Knowledge, Dispensary Organisation, Dispensing Prescriptions and Starting out with the Drug Tariff – Endorsing and Reimbursement.

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

**Please bring a copy of the BNF and Drug Tariff with you**

**9.30am**

#### **Introduction**

##### **Explanation of a Dispensing Doctor**

##### **Dispensary Services Quality Scheme**

- What it means to your role in practice.
- Training & Continued Professional Development
- SOP's / Errors / DRUMs / Audits

##### **Dispensing Knowledge**

- What are your limits as a dispenser
- Patient confidentiality and patient counselling
- Know your reference books
- Prescriptions and Practice budgets

##### **Dispensary Organisation**

- Your role in the dispensary
- Effective dispensary lay out
- Communication within practice and importance of teamwork

##### **Stock control procedures**

- Ordering, stock rotation and date checking

##### **The Prescription**

- Who can prescribe – BNF and different types of prescriptions

**13.00pm**

#### **Lunch**

**13.45pm**

#### **Dispensing a Prescription**

- Understanding terminology and abbreviations
- Branded and Generic Medication explained
- Patient Information Leaflets

#### **Correct labelling procedures in line with The Medicines (Labelling) Regulations 1976**

##### **Checking Procedures**

- Checking patient details
- Checking prescriptions and potential sources of errors

##### **Storage and collection of a Prescription**

- Prescription exemption, reimbursement and legislation
- Storage area
- Patient confidentiality and Counselling

#### **Starting out with the Drug Tariff – Whistle Stop Tour!**

##### **Sources of Reference**

- The BNF and The Drug Tariff

##### **Questions**

**16.30pm**

#### **Close**