

Section 3 - Supply of Medicines from Pharmacy

Note: - Controlled drugs are dealt with in Sections 19 and 20.

1. Ordering

- 1.1 Pharmacy is the sole ordering and supply point for all medicines, including clinical trial medicines and samples.
- 1.2 Medicines are ordered on pharmacy approved indents or electronic systems. Indent books are controlled stationery and must be kept secure. The registered nurse/midwife in charge will ensure that such stationery is stored and utilised according to procedures detailed within this manual. Loss or theft of any controlled stationery shall be reported immediately to the person-in-charge of the ward/department and to pharmacy.
- 1.3 Where ordering is done using an approved electronic system the NHS Lanarkshire IT Security Policy re Secure Use of Passwords must be adhered to.
- 1.4 Medicines will only be supplied by pharmacy on :-
 - a. receipt of a completed medicines requisition, which complies with the following requirements
 - Hospital Name
 - Ward number and date entered.
 - End of order is 'short ruled' to prevent additions.
 - Signature of authorised staff (see no. 3 below)
 - Any amendment to indents has been initialled by the authorised member of staff who signed the original order or is signed in full by another authorised member of staff.
 - b. As part of a pharmacy top-up service.
 - c. Through individual patient supply systems.
 - d. By pharmacy emergency supply via the on call pharmacist.
- 1.5 Medicines added to an indent after it has been short-ruled **WILL NOT** be issued by pharmacy.
- 1.6 Any indents written then not required must be marked and signed "Cancelled."

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2. Pharmacy "Top Up" Service

- 2.1 Pharmacy offers a pharmacy top up service to designated wards/departments.
- 2.2 Designated members of pharmacy staff will make regular visits to the ward, they are responsible for:-
 - Ordering items detailed on the ward stock list/profile.
 - Ordering non-stock items that are prescribed on patients' medicine prescription forms.
 - Ordering temporary stock items required for specific long term patients.
 - Removing excess stock or items no longer required.
- 2.3 Ward/Department staff are responsible for ordering all other medicines and pharmaceutical products and maintaining cupboards in an orderly manner.
- 2.4 Ward/Department staff are responsible for transferring non-stock medicines with the patient when the patient is transferred to another ward.

3 Signatures.

- 3.1. Requisitions for medicines must be signed by either:-
 - The registered nurse/midwife from the ward or department.
 - The doctor/dentist/officer in charge of the department requiring the medicine.
- 3.2 Where a top-up service is provided by pharmacy staff the requisition for medicines will be signed by the individual member of pharmacy staff producing it.
- 3.3 For wards supplied with an individual patient supply system, an indent is generated by the pharmacy department, or individual prescriptions written. For these the original prescription and associated pharmacy paper work represents the signed order.

4 Emergency Supplies

- 4.1 For emergency supplies when pharmacy is **closed** please refer to Section 4 of the Medicines Code of Practice.
- 4.2 Telephone/fax requisitions to pharmacy for a medicine for ward/department stock may be accepted from outside hospitals/clinics only and must be done in

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accordance with current NHSL Information Governance Standards. The procedure detailed below in 4.3 & 4.4 must be adhered to.

The person authorised to order medicines should telephone the appropriate pharmacy store/distribution. Clear details of the nature of the emergency and the product required must be given. It must be agreed at the point of ordering who will be responsible for arranging delivery and the timescale for this. An indent will be created by the member of pharmacy staff accepting the emergency request and a copy will be sent to the requesting ward.

- 4.3 The member of pharmacy staff receiving the telephoned request, will record all relevant details in the "Telephone Requisition Book". This is signed and dated, before the order is actioned. The following details are recorded along with the order :-
- ward/department indent number.
 - name and status of the person placing the order.
 - where there is any doubt, the pharmacy will return the call to confirm details and verify the source of the request.
- 4.4 The pharmacy must be provided with a signed written confirmation of the order within 24 hours. This indent must be clearly marked "Confirmation of Telephone Order"

5. Receipt of Medicines by Wards & Departments

- 5.1 All deliveries of medicines must be unpacked and checked on receipt. The indent/delivery note, and where appropriate computerised picking list, must be signed in the appropriate section by the nurse checking the goods received, having completed the check.
- 5.2 Pharmacy must be notified immediately of any discrepancies.
- 5.3 A signed copy of the delivery note must be returned to the pharmacy to confirm receipt.