

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Procedure for Scanning and Posting Prescriptions to Pharmacies.	Doc. No.	CL086 / OP0291
Scope	Wavertree based clinical services		
Purpose	The purpose of this statement is to formally record the procedure for scanning and posting prescriptions to pharmacies. .		
PROCEDURE		RESPONSIBILITY	
1	During a patient consultation, if a prescription is required and EPS is unavailable the clinician prints off the prescription. Please note the current version of Community EMIS used for Extended Access does not have EPS functionality.	PC24 Clinician	
2	The clinician agrees with the patient which pharmacy the prescription is to be sent to and writes the pharmacy (name and address) in the patient's notes.	PC24 Clinician	
3	The clinician signs the prescription and writes the agreed pharmacy name and address on the blank right hand side of the prescription.	PC24 Clinician	
4	The clinician puts the signed prescription in the wire tray in the call centre ready to be scanned.	PC24 Clinician	
5	The call centre staff member tasked with scanning prescriptions takes the prescription from the wire tray, looks on service finder for the agreed pharmacy's email address and writes the email address on the blank right hand side of the prescription.	PC24 Call Centre Staff	
6	The prescription is scanned and emailed from the secure nhs.net email address (either extended access or out of hours) to the agreed pharmacy, putting the patient's name and date of birth as the subject on the email. If the pharmacy is changed for any reason the new pharmacy name and address must be written on the right hand side of the prescription and the original pharmacy name crossed out. The alteration must be initialed by the member of staff.	PC24 Call Centre Staff	
7	The call centre staff ring the agreed pharmacy to confirm receipt of the emailed prescription.	PC24 Call Centre Staff	
8	The scanned prescription is put in the 'grey trays' in the call centre (alphabetical ordered and ready for posting).	PC24 Call Centre Staff	

9	The medicines management team collect the scanned prescriptions from the 'grey trays' every morning (Monday – Friday).	Meds Management Team
10	The prescriptions are enveloped and posted to the agreed pharmacy (as written on the right hand side of the prescription).	Meds Management Team
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Title		Doc. No.	
Version		V1	
Supersedes		N/A	
Approving Managers/Committee		Head of Service	
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Department of Originator		Urgent Care	
Responsible Executive Director			
Responsible Manager/Support		Sarah McParland	
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Version	Date	Control Reason	Accountable Person for this Version
V1	25/05/2022	SOP created	Head of Service
Reference documents		Electronic Locations	Locations for Hard Copies
		PC24 Intranet	Standard Operating Procedures File in the Call Centre
Document Status: This is a controlled document. Whilst this document may be printed, the electronic version maintained on the PC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.			

