

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Standard Medication – Urgent Care Centre Trolleys	Doc. No.	CL003
Scope	Clinical Directorate	Operational	
Purpose	To ensure a safe and effective supply, release and re-stocking of standard medications at Primary Care 24's Urgent Care Centres.		
Guidelines	To ensure that every instance of medication being issued and replaced is accurately recorded.		
PROCEDURE		RESPONSIBILITY	
1.	A supply of standard medications (see out-of-hours formulary for list) is kept in each of Primary Care 24's Urgent Care Centres, for when there is a need to prescribe medication to patients attending appointments, when local pharmacies are closed. Clinicians should only prescribe and dispense in exceptional circumstances, where the need for the medicine is urgent and not dispensing it may cause harm to the patient.	Primary Care 24 Medicines Management Team / Clinicians	
2.	<p>At each Urgent Care Centre there is a coded key-safe which contains the key for the medication trolley / cupboard located nearby, with the exception of the Runcorn site. The codes for all of the Urgent Care Centres key-safes are held by the Medicines Management Team and issued to the Primary Care 24 Shift Managers. Primary Care 24 receptionists are issued with the relevant key-safe code for the Urgent Care Centre they work in. These codes are changed every six months by the Medicines Management Team.</p> <p>At Runcorn UCC, the keys are held by the site porters until the out- of-hours staff come on duty. Keys are then held by the staff and returned to the 'Porters Lodge' when there are no out-of-hours staff on-site.</p>	Primary Care 24 Medicines Management Team	
3.	At the start of the shift the receptionist will access the key-safe and collect the key for the medication trolley / cupboard. In most instances the key is held by the receptionist and issued to the clinician when they require access to the medication trolley.	Primary Care 24 Receptionist / Clinicians	

4.	<p>If a clinician decides there is a need to issue medications from the trolley / cupboard they will adhere to the following process:</p> <ul style="list-style-type: none"> • Clinician unlocks the medication trolley as required and takes out the medication to give to the patient. A full patient pack should be dispensed for each item <p>Clinician prescribes within Adastra and makes a note that medication has been issued, a paper prescription is generated and handed to the receptionist at the end of the shift. At the end of each shift it is the responsibility of the clinician, to hand to the receptionist, completed prescriptions for the medication dispensed from the trolley.</p>	Primary Care 24 Clinician
5.	<p>In rare circumstances, where there is an on-site emergency in one of the Primary Care 24 Urgent Care Centre's and another service from the site requests medication this may be issued but has to be dispensed via the PC24 clinician.</p> <p>Although it is not a service we provide, should such an event happen, i.e. patient attends an on-site WIC, and requires urgent medication which we could provide, this could be issued but must be approved and dispensed via the PC24 clinician as the sole responsibility will fall upon the clinician.</p> <p>Under no circumstances should any other service clinician be allowed to access or given any of PC24's medications without the permission of a PC24 clinician.</p> <p>ANPs are excluded as per prescribing limitations. The PC24 GP does have the right to refuse to dispense in these circumstances.</p>	Primary Care 24 Clinician / Receptionist
6.	<p>At the end of each shift the clinician locks the medication trolley, hands the trolley key back to the Primary Care 24 Urgent Care Centre receptionist and signs the key back in on the log sheet. The receptionist checks the medication trolley is securely locked and puts the key back in the appropriate key-safe.</p>	Primary Care 24 Clinician / Receptionist

7.	The Medicines Management Team calls in to all Urgent Care Centres twice weekly to collect completed prescriptions from the designated post box / folder.	Primary Care 24 Medicines Management Team
8.	The Medicines Management Team ensures that the appropriate stock is reordered and the medicines trollies are restocked accordingly.	Primary Care 24 Medicines Management Team
9.	<p>The Medicines Management Team completes bi-monthly, or more frequently if necessary, stock checks in each Urgent Care Centre and checks the medication trolley / cupboard for out-of-date stock. Out-of-date stock is removed from the medication trolley / cupboard and destroyed according to policy.</p> <p>During stock checks if there are any discrepancies this is reported on DATIX and investigated accordingly and the Head of Medicines Management is informed.</p>	Primary Care 24 Medicines Management

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Title		Standard Medication – Urgent Care Centre Trolleys		Doc. No.	CL003
Version			v10		
Supersedes			v9		
Approving Managers/Committee			Operational Directorate		
Date Ratified			September 2007 (original)		
Department of Originator			Service Manager		
Responsible Executive Director			Director of Quality and Patient Safety		
Responsible Manager/Support			Medical Lead / Clinical Governance Manager		
Date Issued			January 2020		
Next Review Date			January 2022 (or when there is a change in procedure)		
Target Audience			Clinical and Operational Directorate / Staff		
Version	Date	Control Reason		Accountable Person for this Version	
v1 – v5	2007 - 2013	Reviewed and updated accordingly		Various	
v6	April 2014	Reviewed and updated accordingly		Clinical Leads / CSU	
v7	March 2015	Reviewed and updated accordingly		Clinical Governance Manager / Medical Director	
v8	October 2015	Change of responsible director		Medical Lead / Governance Manager	
v9	January 2018	Reviewed and updated accordingly		Logistics Manager	
v10	January 2020	Reviewed and updated accordingly		Head of Medicines Management	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/		Standard Operating Procedures File in the Call Centre.	
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