

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

| Title | PROCESSING CONTROLLED DRUG PRESCRIPTIONS DURING DOWNTIME OF ELECTRONIC PATIENT RECORDS | Doc. No. | CL065 & OP256 |
|-------------------|---|--|--------------------------|
| Scope | Clinicians and Operational Staff | | |
| Purpose | To ensure prescriptions for controlled drugs are processed timely, effectively in line with NQR and patient expectations | | |
| Guidelines | Clinicians and Operational to follow this process for dealing with requests for prescriptions for controlled drugs during times of electronic downtime and the service is on paper records | | |
| PROCEDURE | | RESPONSIBILITY | |
| 1 | <p>To be followed when the electronic system(s) become unavailable and the service goes to paper</p> <p>The UCC despatcher, along with the Shift Manager will designate one centrally located Urgent Care Centre for all controlled drug prescription appointments.</p> <p>The Shift Manager will liaise with the clinician on duty at the designated Urgent Care Centre to communicate point 3. Shift Manager to ensure clinician is aware of the requirement for patient/patient representative to provide adequate identification evidence in order to receive the controlled drug prescription</p> | Shift Manager/UCC Despatcher | |
| 2. | Clinician will triage the patient using the paper consultation record sheet | PC24 Clinician | |
| 3. | <p>If following triage, the patient is identified as requiring a prescription for controlled drugs the clinician will forward the patient/patient representative for a UCC appointment</p> <ul style="list-style-type: none"> The clinician will inform the UCC despatcher the patient requires an appointment for controlled drug prescription | PC24 Clinician/ UCC Despatcher/ UCC Receptionist | |

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| | <ul style="list-style-type: none"> • The UCC despatcher will pass this information to the UCC receptionist for next step action • The receptionist will contact the patient/patient representative and give an appropriate appointment time. • The receptionist will remind the patient/patient representative to bring appropriate identification evidence such as a previous prescription or box of previous supplied medication with the patient's name and address on • The receptionist will then enter the time of the appointment on the paper diary planner for that day | |
| 5. | <p>Once the patient/patient representative has attended the appointment, the clinician will complete the paper consultation record documenting the details of the controlled drug prescription. The complete record is then passed to the receptionist who will log the date, time and venue of the appointment on the front of the record and store for collection by PC24 admin/meds management</p> | <p>PC24 Clinician/Receptionist /PC24 Admin</p> |

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| Title | PROCESSING CONTROLLED DRUG PRESCRIPTIONS DURING DOWNTIME OF ELECTRONIC PATIENT RECORDS | | | Doc. No. | |
| Version | V1 | | | | |
| Supersedes | New SOP | | | | |
| Approving Managers/Committee | Head of Integrated Urgent Care | | | | |
| Date Ratified | August 2019 | | | | |
| Department of Originator | OOHs | | | | |
| Responsible Executive Director | Executive Director for Service Delivery | | | | |
| Responsible Manager/Support | Head of Integrated Urgent Care | | | | |
| Date Issued | 21.08.2019 | | | | |
| Next Review Date | 21.08.2022 | | | | |
| Target Audience | Clinical and Operational Staff | | | | |
| Version | Date | Control Reason | Accountable Person for this Version | | |
| 1 | 21.08.2019 | New | Head of Service | | |
| | | | | | |
| Reference documents | | Electronic Locations | Locations for Hard Copies | | |
| | | Primary Care 24 Intranet / Corporate Policies/ Current SOPS/ | Standard Operating Procedures File in the Call Centre. | | |
| <p>Document Status: This is a controlled document.</p> <p>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.</p> | | | | | |