

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Procedure for Printing and Collection of Controlled Drugs Prescriptions		Doc. No.	OP026 & CL049
Scope	Operational & Clinical Directorates	Administration		
Purpose	<p>To ensure that any prescriptions for 'Controlled Drugs' are allocated out via an Urgent Care Centre and not via Wavertree HQ.</p> <p>Ensuring patient information and confidentiality is protected when collecting and signing for prescriptions.</p>			
GUIDELINES	<p>If a repeat prescription for 'Controlled Drugs' of 'Schedule 3' or above (which cannot be sent via EPS to a pharmacy) is required, the patient or their designated representative must collect the prescription from one of the Urgent Care Centres. The triaging clinician should prescribe the drug through the prescribing module but not print it, forward the case to 'Advice' and inform the shift manager or team leader who will then request the prescribing clinician in the appropriate Urgent Care Centre to print and sign the prescription.</p> <p>Patients should NOT be asked to attend Wavertree HQ.</p>			
PROCEDURE			RESPONSIBILITY	
1	<p>On occasions when a prescription is issued by a Primary Care 24 clinician, it may be necessary for the patient or a representative on behalf of the patient to present in person to collect the prescription due to the type of medication prescribed.</p> <p>Any persons collecting must present to an Urgent Care Centre only.</p> <p>Wavertree HQ is not an out-of-hours centre so patients or their representatives must not be directed here or anywhere other than an urgent care centre.</p>		<p>Primary Care 24 Clinician</p>	
2.	<p>If a clinician triages a call from Wavertree HQ and it is for a prescription to be collected. It is the responsibility of the clinician, shift manager or team leader to ensure the following:</p> <ul style="list-style-type: none"> • The triaging clinician completes the patient notes, ensuring the details of prescribed medication is clearly stated on the screen 			

2	<p>and attempts to send it to EPS. If this fails then proceed to next step</p> <ul style="list-style-type: none"> • Triaging clinician informs shift manager or team leader of 'Controlled Drug' prescription and forwards case to the 'Advice' pool to keep it active for the clinician printing the prescription • Nearest Urgent Care Centre (UCC) to the patient is identified • UCC clinician and receptionist are contacted and informed about the prescription and patients details • Prescription is sent to the 'Advice' pool for the centre clinician to read through and print • Prescription handed to receptionist ready for collection <p>There may be times when the UCC clinician may wishes to see the patient / person collecting the prescription before giving it to them. This can be done either by an appointment time given or waiting for the clinician to take them in after they have arrived. This must be stated to the shift manager / team leader at the time of initial conversation informing the UCC clinician of the prescription.</p>	Primary Care 24 Clinician / Shift Manager / Team Leader
3	<p>The identity of the person collecting the prescription must be ascertained in advance and noted, in order to make sure that we are aware if a representative is collecting in place of the patient for ID confirmation.</p> <p>If a representative is collecting they must bring with them proof of the patient's identity and their own.</p>	Primary Care 24 Receptionist
4	<p>Prescription Collection Sheet</p> <p>The information required for collection of the prescription and patient details should be completed on the prescriptions collection sheet located in each UCC. The information required is:</p> <ul style="list-style-type: none"> • Date and time • Case number • Prescription number • Name and signature of person collecting • State relationship of person if a representative of the patient (e.g. mother, father, relative etc.) • Form of identification seen (e.g. driving license) <p>Please note:</p> <p>The details documented should NOT include the patient's or their representative's address. The name of the patient or their</p>	Primary Care 24 Receptionist

	representative should not be disclosed to them in advance of them confirming who they are.	
5	<p>Upon arrival at the designated Urgent Care Centre the patient / representative should produce a current photographic driving licence / passport or other form of photographic identification (or in respect of a healthcare professional, they should be wearing their identification badge), confirming the patient's identity and the representative's identity if the prescription is being collected on the patient's behalf.</p> <p>The receptionist will ascertain the name of the person that the prescription is intended for and the name of the person collecting and cross check the ID they present.</p> <p>Once satisfied they must ask the patient or their representative to write their name and sign in the designated place in the prescription collection book to confirm receipt of the prescription, the prescription can then be given to the patient or their representative.</p>	Primary Care 24 Receptionist
6	<p>The prescription collection sheet, once completed, or any prescriptions that are not collected must be placed with the faxed / dispensed prescriptions at the end of the day.</p> <p>These will then be collected, logged and scanned by a member of the medicines management team and disposed of accordingly.</p>	Primary Care 24 Receptionist / Medicine Management Team
7	Auditing of the prescription collection sheet will be carried out by the Support Manager and Medicines Management.	Primary Care 24 Support Manager / Medicines Management
8	This Standard Operating Procedure is to be read in conjunction with the 'Records Management Policy'.	Primary Care 24

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Title	Procedure for Printing and Collection of Controlled Drugs Prescriptions		Doc. No.	OP026 & CL049
Version	v6			
Supersedes	All previous versions			
Approving Managers/Committee	Medical Lead / Head of Service Delivery Unit			
Date Ratified	March 2017			
Department of Originator	Out-of-Hours			
Responsible Executive Director	Director of Quality & Patient Safety			
Responsible Manager/Support	Medical Lead / Head of Service Delivery Unit			
Date Issued	2012 (originally)			
Next Review Date	September 2022 (or when there is a change in procedure)			
Target Audience	Clinical and Operational Directorate			
Version	Date	Control Reason	Accountable Person for this Version	
V2 - V4	2012 to 2017	Reviewed and updated accordingly	Various	
V5	March 2017	Reviewed and updated accordingly	Head of Service	
V6	August 2019	Reviewed and updated accordingly	Service Manager	
V7	March 2021	Reviewed and updated accordingly	Deputy Director of Nursing	
Reference documents		Electronic Locations	Locations for Hard Copies	
CL049		Primary Care 24 Intranet	Standard Operating Procedures File in the Call Centre	
<p>Document Status: This is a controlled document. Whilst this document may be printed, the electronic version maintained on the UC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.</p>				

PRESCRIPTION COLLECTION SHEET

Please attach prescription to the back of this sheet until collected.

Once complete please place in the prescription post box / folder as per UCC & HQ.

Date and Time	
Call No: Can be ascertained from Adastral to top right of white part of prescription.	
Prescription No(s). Please state full Number. Bottom of green side (11 digits long-no letters)	
Name Of Person Collecting: Please print your name clearly	
Signature:	
Please state relationship to prescriber.	
Name of Receptionist	
Receptionist – please state ID seen.	