



Pharmacy Standard Operating Procedures

GLOSSARY & KEY

Advanced Electronic Signature: A legal requirement to issue an electronic prescription as set out in The Human Medicines Regulations 2012, where the electronic signature is one that is:

- a. Uniquely linked to the prescriber,
- b. Able to identify the prescriber,
- c. Created under means that remain under the control of the prescriber,
- d. Linked to the data in such a way that any changes to the data can be identified.

DOB: Date Of Birth.

eCode: An alphanumeric code composed of a total of 15 characters including the prefix ESC, uniquely linked to an eScript.

eScript: A legally valid electronic private prescription issued with an advanced electronic signature by a verified prescriber and linked to an eCode on the eScripts platform.

eToken: A downloaded Portable Document Format (PDF) or a paper printout of an eScript.

POM: Prescription Only Medicine.

SOP: Standard Operating Procedures.

Key:

Counter assistant (Ca).

Dispensing assistant (Da).

Pharmacy technician (Pt).

Accuracy checking technician (Act).

Pharmacist - either Responsible Pharmacist and/or Second Pharmacist (P).

RECEIPT OF AN ESCRIPT

Objective: To provide a friendly service in receipt of an eScript.

Training: eScripts Pharmacy Guide.

Process	Responsibility
Greet the patient or their representative at the pharmacy counter when presented with a prescription eCode shown on an official email, SMS or a printed eToken. The patient, prescriber or practice may provide this eCode and DOB directly to the pharmacy team by email or phone.	Ca, Da, Pt, Act, or P
Note down the eCode along with the patient's DOB confidentially and pass it through to the dispensary.	Ca, Da, Pt, Act, or P

ACCESSING AN ESCRIPT

Objective: To efficiently access an eScript.

Training: eScripts Pharmacy Guide.

Process	Responsibility
Visit www.escripts.co.uk * to access an eScript. Click the Rx Dispense Prescription link to be sent to the eScripts dispensing portal. You can also directly visit www.escripts.co.uk/dispense *. <i>*The above webpages should be bookmarked for future reference.</i>	Da, Pt, Act, or P
Enter the eCode and the patient's DOB in the relevant fields and click Submit to access the eScript. If the eScript cannot be found or does not display, then the dispensing portal should be refreshed. Re-enter the eCode and the DOB after a second check with the patient. If the issue persists, refer the patient to the prescriber or practice.	Da, Pt, Act, or P
Check the <i>validity</i> of the eScript. If the status of the eScript is shown as: 'Dispensed' - this electronic prescription has been dispensed by another pharmacy and must not be re-dispensed. Refer the patient to the prescriber or practice. 'Cancelled' - this electronic prescription has been cancelled by the verified prescriber and cannot be dispensed. Refer the patient to the prescriber or practice. 'Expired' - this electronic prescription has expired past its appropriate expiry date and must not be dispensed. Refer the patient to the prescriber or practice.	Da, Pt, Act, or P

<p>“To Be Dispensed” – this electronic prescription can be dispensed. The pharmacy is required to undertake the appropriate clinical and legal checks according to their pharmacy SOP prior to dispensing.</p> <p>If there are clinical queries to be made, contact the prescriber or practice. Contact details are stated on the eScript.</p>	
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DISPENSING OF AN ESCRIPT AND TAKING PAYMENT

Objective: To efficiently dispense an eScript after patient agreement.

Training: eScripts Pharmacy Guide.

Process	Responsibility
<p>Inform the patient of pharmacy stock levels and the total cost in line with the pharmacy’s own private prescription pricing policy. The total cost may be determined whilst dispensing.</p> <p>If there is insufficient stock, confirm the timeframe with the patient for the collection/delivery of the medication.</p> <p>If the patient is happy to proceed, dispense the eScript according to the pharmacy SOP.</p>	Da, Pt, Act, or P
<p>Take payment upon handover of the medication.</p>	Ca, Da, Pt, Act, or P

MARKING AS DISPENSED AND RECORD KEEPING

Objective: To prevent dispensing of an eScript elsewhere. To keep records in line with current legislation.

Training: eScripts Pharmacy Guide.

Process	Responsibility
<p>Click Mark As Dispensed and input the required pharmacy details: Pharmacy Name Pharmacy Postcode Pharmacy Telephone Pharmacy Email (Optional)</p> <p>Click the confirmation: I confirm that the prescription has been dispensed and understand that this step is irreversible.</p>	Ca, Da, Pt, Act, or P
<p>Click the download icon to save the eScript as an eToken in a PDF. The eToken can then be printed. Keep the eToken for reference for 2 years.</p> <p>Make a record in the POM register (written or electronically) if appropriate. This entry should be retained for 2 years from the date of the last entry in the register.</p>	Ca, Da, Pt, Act, or P

DECLARATION

Objective: Show evidence that pharmacy staff have read and understood the eScripts Pharmacy SOP.

DATE	NAME	JOB TITLE	SIGNATURE