

# *The Competent Dispenser*

## Step 4

### AGENDA

#### **AIMS AND OBJECTIVES**

This course is aimed at dispensing staff wishing to gain a better understanding of how the dispensary works and their role within it. Amongst the topics discussed; delegates will leave at the end of the day with a clearer understanding of drug budgets • the importance of profitability • the British National Formulary (BNF) and the Drug Tariff. In addition to improving self confidence and working efficiency the course will also provide a valuable background for future professional development. The course is run interactively enabling delegates to exchange views and ideas thus helping them gain confidence in their work in the Dispensary.

**Appropriate Tea/Coffee breaks will be provided during the morning and afternoon**

#### **9.30am Introduction and Aims and Objectives of the day**

##### **Knowledge**

- The importance of your role as a dispenser
- Health and Safety
- Understanding the DSQS
- The prescription as an invoice to the PPD
- Risk assessment and critical incidents related to dispensing
- The differences between the practice budget, reimbursement and remuneration
- Receiving and dispensing repeat and acute prescriptions

##### **Advice to patients and patient referral**

- Confidentiality and when to refer.
- A positive look at DRUMs and how they can help you and the practice

##### **Pharmaceutical stock**

- Where to order from
- Quality of products
- Unlicensed products
- Receiving stock and stock rotation
- Month end and drug tariff changes
- The control of substances hazardous to health (COSHH)

#### **1.00pm Lunch (back at 1.45pm)**

##### **Standard Operating Procedures - A Whistle Stop Tour**

- What are they and why do we need them?
- How they benefit you and your colleagues
- How to get started and the generic approach to writing a procedure

##### **Customer Services**

- Working as a team
- Record keeping
- Keeping your patients loyal to the dispensary
- Getting it right first time, every time

##### **Summary**

- What have we learnt today?

#### **4.30pm Finish**