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Author:	Medicines Management Team			Version:	2.0
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Contacts:	Cathy Coulson, Jackie Owen, Hasmit Parmar				

Version Control

(Only last 3 versions, earlier versions can be found in the appropriate Archive directory for the document)

DATE	CHANGE	CHANGED BY
12.09.17	Birmingham South Central Selly Park PCC added.	SO
22.05.19	Reviewed, no changes	SMcD
08.09.22	Updated: Treatment centres, prescription qty's in each pack, location of prescriptions, prescription ordering	MMT

Introduction

On the 24th January 2010 Badger changed the way in which we manage our prescriptions. The improvement to the management of the prescriptions (prescriptions being a controlled document) is to improve the safety of the document and minimise the risk to the prescribers, business and patients.

Replenishment

Birmingham Prescriptions are ordered online at pcse.england.nhs.uk Tel. 0333 014 2884 by Meds Team.

AVS prescriptions are ordered online at nhs@xerox.com (tel. 0300 1230849) by Meds Team.

Our minimal stock holding is 5 pads of the printed and two boxes of the blank prescriptions. When stock levels get to this stage the Meds Team will order 20 printed pads and 6 boxes of blank prescriptions each time. The order is requested via online or telephone to the contact shown above. Delivery will be within two weeks following the order being placed.

When the prescriptions arrive at Glover Street, they are delivered in small brown boxes which are taped up; this is so they cannot be tampered with. The order has to be checked and verified to ensure what has been delivered is correct. Details of the order and delivery are recorded in (please see appendix 1).

Distribution

The prescriptions are made up in batches for replenishing all sites/cars by the Meds Team, this is done in the middle room of the Meds Department.

Prescription Process-Treatment Centre

Prescriptions are batched up into plastic wallets by the Meds Team, each wallet contains either 25 blank or 50 printed prescriptions and a prescription log sheet which will have a list of all the prescriptions numbers on it (please see appendix 2). Inside the wallet is an envelope, this is to be used for any void prescriptions. Birmingham Prescriptions are kept in a 4 drawer cabinet on the Call Centre Floor. These are then ready to be despatched to the relevant Treatment Centres. The wallet numbers are recorded on a clipboard located on top of the cabinet on the call centre floor. When the wallets are sent to the treatment centres they have to be signed out from ABR to the relevant Treatment Centre

When the wallets are received at the treatment centre, it is the receptionist's duty to enter the date received, the number of the wallet and the first and last prescription numbers into the dedicated book at each of the centres, and the same process is followed when packs are returned back to ABR.

It is the receptionist's responsibility at the beginning of the shift to distribute one wallet to each of the clinicians using the wallet that is currently in use. The prescriptions and the log sheet are checked to ensure all prescriptions are accounted for. The receptionist will sign to say they are the issuer, and the clinician will sign to say they have been issued to them. The clinician holds responsibility for the prescriptions and will place them in the printer.

Each time the clinician sees a patient they will need to fill in the top section of the log sheet; they should sign, date and add the call number to the corresponding prescription number. It is the clinicians (prescribers) responsibility to ensure this is completed. If any clinician sees that any prescription has **not** been accounted for they should report this to the receptionist. The clinician that has **not** added the required information should be contacted so that the necessary information can be found and added. If unable to contact the clinician the receptionist must forward the details to the Team Leader /Supervisor so it can be added to the report.

At the end of each day the prescriptions must be removed from the printers (including overnight periods at weekends and bank holidays) and counted to ensure all the prescriptions are accounted for. Once they have been checked the prescriptions should be locked away; there are designated storage places at each of the centres.

Birmingham Primary Care Centres

ESG –	Cabinet in Room 13, by reception
Hurst Lane –	Cabinet in the Admin room, next to reception
ABR Drive Through –	Cabinet in Shutter room between pods 1 & 2
ABR Call Centre –	Grey cabinet on call centre floor
Glover Street –	Cabinet underneath swipe machine on 1 st floor.

Reporting Discrepancies

An incident form will need to be completed and forwarded to Meds Team for any loss or discrepancies of the prescriptions. Prescriptions that are void will need to be recorded on the prescription log sheet as void. Returning of wallets should be done once all the prescriptions in the wallet have been used.

Each treatment centre holds a backup supply of printed prescriptions; these are in batches of 50 and are kept in blue wallets. These should only be used if the Adastral system has gone down or there is a fault with the printers. The same process should be followed as with the blank prescriptions when distributing them to the clinicians.

Treatment centre- Replenishment

Each of the treatment centres have set stock levels that meet the requirements of the centre depending on the number of clinicians they have working there. When all the prescriptions in the wallet have been used, the empty wallet should be returned to ABR with the driver and a replacement wallet should be ordered on the drug stock order form.

Stock Levels

Each unused wallet of blank prescriptions contains 25 prescriptions.

Each unused wallet of printed prescriptions contains 50 prescriptions.

Treatment Centre	Number of Wallets - Blank	Number of Wallets - Printed
ESG	10	2
Hurst Lane	10	2
ABR Drive Through	6	2
ABR Call Centre Floor	10	5
Glover Street	5	2

Prescription Process- Visiting Clinician

The visiting clinician folder has a plastic wallet inserted inside; the wallet contains fifty printed prescriptions, a prescription log sheet which has the prescription numbers listed and an envelope for void prescriptions.

At the start and the finish of the shift the driver will need to count how many prescriptions are remaining in the plastic wallet and ensure the log sheet is up to date. If there are ten prescriptions or less the driver will need to collect an additional wallet from the prescriptions filing cabinet and place it in the folder underneath the current one. A clipboard is kept on the cabinet and any wallets removed should be signed out. All the required information on the clipboard must be completed each time a wallet is removed.

The clinicians should be advised not to rip up the void prescriptions; they must be placed in the void envelope so that all the scripts can be accounted for.

Visiting Clinician- Replenishment

When all the prescriptions have been used in the wallet they should be returned to ABR with the driver so they can be replaced.

□
If there are any discrepancies with the prescriptions and/or the log sheet please return the wallet to ABR at your earliest convenience. Return the wallet containing the discrepancy to the Team Leader and then collect a replacement folder from the filing cabinet and sign it out on the clipboard. This should also be documented on the Team Leader report stating the reason it has been returned.

Returned Prescriptions

When all the prescriptions have been used the driver returns the wallet with the void envelope inside back to ABR.

The Meds Team will check the wallet for any voids. The void prescriptions are checked against the prescription log to check they have been accounted for. The void prescriptions then have to be ticked on the prescription log. The void prescriptions are then shredded straight away. The prescription log sheets will be kept for 6 months by the Meds Team.

Prescription Process – ABR – Call Centre Floor

Prescriptions are batched up into plastic wallets. Each wallet contains 25 prescriptions a prescription log sheet with all the prescription numbers on and an envelope for void prescriptions. The Team Leader will place the prescriptions into the printer and the wallet will be kept next to the printer. Each time the clinician sees a patient they will need to fill in the top section of the log sheet; they should sign, date and add the call number to the corresponding prescription number. On a regular basis the team leader will check the prescription log, ensuring the clinicians are documenting the Call numbers and have signed the log sheet and the next prescription in the printer is the next prescription number to be signed for on the log sheet.

Prescription Process - Glover Street - Treatment Room 1

The prescriptions used in treatment room 1 are kept in a locked cupboard next to the swipe machine by mission control. When a patient arrives at Glover Street, the Clinician will ask the receptionist to unlock the drawer and the Clinician will then take the prescriptions to treatment room 1 and place them in the printer. When the Clinician has finished with the prescriptions they will be returned to the receptionist who will check the prescriptions and put them back in the cupboard and lock it. The key is kept behind mission control in the cabinet.

Prescription Audit

Every three months the prescription auditor will carry out an audit of the prescriptions. This will take place at each of the treatment centres. The audit will ensure the treatment

centre has the required stock level, the stock that is being held has been documented on delivery and the prescriptions are being stored in the secure place.

(Please see appendix 3). (This would be a log book held at the relevant Treatment Centres)

Appendix 1



PRESCRIPTIONS ORDERED/ RECEIVED LOG

Date Prescriptions ordered	Prescription Numbers	Storage of Prescriptions	Blank or Printed	Date px Prescriptions received

Appendix 2

Prescription Log Sheet



Glover Street ESG Hurst Lane ABR DT

Please tick as appropriate

Prescription No	Call Number	Date Issued	Clinician Name (Please Print)
20250001191			
20250001200			
20250001210			
20250001229			
20250001238			
20250001247			
20250001256			
20250001265			
20250001274			
20250001283			
20250001292			
20250001301			
20250001310			
20250001320			
20250001339			
20250001348			
20250001357			
20250001366			
20250001375			
20250001384			
20250001393			
20250001402			
20250001411			
20250001420			

Issued
by.....To.....Date.....

Issued
by.....To.....Date.....

Please ensure all prescriptions are store securely at all times

Empty Folder returned to Glover

Street..... (Insert Date)



Appendix 3
Prescription Audit

T/C Date Of Visit	SECURED PLACE OF BLANK AND PRINTED PXS.	TICK BOX	TOTAL BATCHES IN T/C BLANK OR PRINTED	RECORD BOOKS OF PXS IN SECURE PLACE.	TICK BOX	COMMENTS; i.e. Record taking. Void pxs. Delivery of pxs Ordering of pxs Queries.	SIGNED BY: