

## POL60 – Collection of Prescriptions Policy and Procedure

Serendipity Healthcare Ltd  
Unit 5, Millennium Way, Dunston, Chesterfield, Derbyshire  
S41 8ND



### 1. Purpose

- 1.1 To ensure that Service Users receive their medications correctly and in a timely manner and to reduce the unnecessary waste of medication.
- 1.2 This policy must be read in conjunction with the Overarching Medication Policy and Procedure and will support any locally required policies and procedures. The policy, associated policies and procedures apply to all staff involved in medication administration within Serendipity Healthcare Ltd and must be read and followed.
- 1.3 To support Serendipity Healthcare Ltd in meeting the following Key Lines of Enquiry:

RESPONSIVE	R1: How do people receive personalised care that is responsive to their needs?
SAFE	S4: How does the provider ensure the proper and safe use of medicines?
WELL-LED	W5: How does the service work in partnership with other agencies?

- 1.4 To meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is registered to provide:
  - The Care Act 2014
  - The Controlled Drugs (Supervision of Management and Use) Regulations 2013
  - The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
  - Medicines Act 1968
  - Misuse of Drugs Act 1971
  - The Misuse of Drugs (Safe Custody) Regulations 1973
  - The Misuse of Drugs and Misuse of Drugs (Safe Custody) (Amendment) Regulations 2007

### 2. Scope

- 2.1 The following roles may be affected by this policy:
  - All staff
- 2.2 The following Service Users may be affected by this policy:
  - Service Users
- 2.3 The following stakeholders may be affected by this policy:
  - Family
  - Advocates
  - Representatives
  - Commissioners
  - External health professionals

## **POL60 – Collection of Prescriptions Policy and Procedure**

Serendipity Healthcare Ltd  
Unit 5, Millennium Way, Dunston, Chesterfield, Derbyshire  
S41 8ND



- Local Authority
- NHS

### **3. Objectives**

- 1.1 To ensure that a clear procedure for collecting prescriptions, when required, is in place as part of the agreed Care Plan.

### **4. Policy**

- 4.1 Serendipity Healthcare Ltd understands the importance of having accurate and up-to-date information about a Service User's medication at all times. This includes ensuring that there is a clear procedure on how to:
- Accurately list a Service User's medicines
  - Manage the collection of prescriptions, if agreed, as part of the Care Plan
- 4.2 Serendipity Healthcare Ltd will ensure that staff understand all these procedures and that monitoring is in place to make sure the procedures are safe and effective.
- 4.3 Service Users will be encouraged to seek at least a 6-monthly review of their medication by their GP. Where the Service User lacks capacity to consent to a medication review and there is no one to legally advocate on the Service User's behalf, a best interest decision may be required.
- 4.4 Serendipity Healthcare Ltd understands that it is the Service User's right to choose which pharmacy they use to dispense their prescriptions.

### **5. Procedure**

#### **5.1 Collecting a Prescription - General principles**

- Prescriptions will only be collected when part of the agreed Care Plan
- The Service User must give consent for the prescription to be collected
- Where the Service User lacks capacity, a best interest decision may be required if there is no one to legally consent on their behalf

## POL60 – Collection of Prescriptions Policy and Procedure

Serendipity Healthcare Ltd  
Unit 5, Millennium Way, Dunston, Chesterfield, Derbyshire  
S41 8ND



### 5.2 Collecting a Prescription from a GP Surgery

- Staff at Serendipity Healthcare Ltd can collect a repeat prescription for the Service User from the GP surgery if the Service User has given explicit consent to the surgery for you to collect the prescription. You will usually be asked to confirm the name and address of the person you are collecting the prescription for
- The GP surgery is not legally required to check your identity, but some surgeries may ask to see proof of identity to prevent the wrong prescription being given out to the Service User
- The Service User's local pharmacy may offer a prescription collection service, which means that a Pharmacist will collect the prescription from the GP surgery for the Service User. At the pharmacy, you may need to confirm your identity and prove that you are acting on behalf of the Service User with their permission. Pharmacists, like GPs, have a responsibility to make sure that all patients' details are kept confidential. Remember to take your identification badge from Serendipity Healthcare Ltd as well as another form of ID

### 5.3 Collecting a Prescription from the Pharmacy

- Staff at Serendipity Healthcare Ltd can take a prescription form to the pharmacy to collect the Service User's medication for them. The Service User must complete part 1 on the back of the prescription form (FP10) and you, as the patient's representative, must complete parts 2 and 3
- If the Service User has to pay prescription charges, the correct amount must be entered in Part 2. If the Service User is exempt, you may be asked to show evidence of the exemption e.g. an exemption card
- The Pharmacist will then check the back of the FP10 form to make sure that it is signed, that the appropriate category is ticked if the Service User is exempt from charges, and confirm that you are acting on the Service User's behalf and with their permission
- Only the Service User's Prescription Prepayment Certificate (PPC) can be used for prescriptions that have been issued to them – if you have one it cannot be used
- If a false claim of exemption is made, a penalty charge may be issued, and the Service User could be prosecuted. Routine checks are made
- If you are collecting 'controlled medication' for the Service User, the Pharmacist may request proof of identity. Controlled medication includes Morphine, Fentanyl, Oxycodone and Buprenorphine. These medicines are prone to being misused, so have stricter legal controls on their supply
- The dispensing Pharmacist will use their professional judgment to assess each situation on a case by case basis, i.e. who is collecting the prescription and why
- If there are any concerns about collecting the medication, contact Serendipity Healthcare Ltd
- Record in the Communication Visit Log when medication is collected
- Ensure that medication is returned promptly to the Service User and stored correctly
- Ensure that any changes in medication are communicated to Serendipity Healthcare Ltd so that the Medicine Administration Record (MAR) can be amended, if necessary

## POL60 – Collection of Prescriptions Policy and Procedure

Serendipity Healthcare Ltd  
Unit 5, Millennium Way, Dunston, Chesterfield, Derbyshire  
S41 8ND



### 5.4 Obtaining Medication in an Emergency

If a Service User urgently needs medicine, you must contact their GP immediately to arrange a prescription. If this is not possible, a pharmacist may be able to support in an emergency, subject to certain conditions. The Service User must have been prescribed the medicine before. In addition to this, the pharmacist:

- May want to see the Service User face-to-face (this must be discussed with the pharmacist)
- Must agree that the Service User needs the medicine immediately
- Will usually need evidence that the Service User has been prescribed that medicine before
- Must be satisfied with the dose that is most appropriate for the Service User to take
- The pharmacist may provide an emergency supply of up to 30 days' treatment for most prescription medicines, with these exceptions:
- Insulin, an ointment, a cream or an asthma inhaler – only the smallest pack size will be supplied
- The contraceptive pill – only enough for a full treatment cycle will be supplied
- Liquid oral antibiotics – only the smallest quantity to provide a full course of treatment will be supplied Only a limited range of controlled medicines can be prescribed in an emergency, such as those for epilepsy (phenobarbital). Many commonly used controlled medicines such as morphine or diamorphine
- cannot be supplied without a prescription by a pharmacist in an emergency.
- The pharmacist will then make a note in their prescription book of:
  - The Service User's name and address
  - The nature of the emergency
  - The date of the emergency supply
  - The name, quantity, form (e.g. capsules, tablets or liquid) and strength of the medicine
- Even if the pharmacist is unable to give you an emergency supply of a medicine, they will advise you on how to obtain any essential medical care that the Service User may need.

## 6. Definitions

### 6.1 MAR

- Medication Administration Record

### 6.2 Medication Review

- A structured, critical examination of a Service User's medicines with the objective of reaching an agreement with the Service User about treatment, optimising the impact of medicines, minimising the number of medication-related problems and reducing waste

## **POL60 – Collection of Prescriptions Policy and Procedure**

Serendipity Healthcare Ltd  
Unit 5, Millennium Way, Dunston, Chesterfield, Derbyshire  
S41 8ND



### **6.3 Prescription Prepayment Certificate (PPC)**

- If someone has to pay for numerous NHS prescriptions it may be cheaper to buy a Prescription Prepayment Certificate (PPC) – effectively a prescription 'season ticket'. A PPC covers all NHS prescriptions, including dental prescriptions, no matter how many items someone needs. However, this does not include other health costs, for example, the provision of wigs and fabric supports which are only provided through the hospital service
- There are two PPC options to choose from:
- A 3-month PPC could save you money if you need more than three prescribed items in three months
- A 12-month PPC could save you money if you need more than 12 prescribed items in a year

**Reviewed – 28.01.2022**

**HR Manager – Lisa Ward**

**POL60 – Collection of Prescriptions Policy and Procedure**

Serendipity Healthcare Ltd  
Unit 5, Millennium Way, Dunston, Chesterfield, Derbyshire  
S41 8ND

