

## **Syllabus for National Frameworks for Accuracy Checking in Pharmacy**

### **ACPT – Final Accuracy Checking of Dispensed Items**

#### **AIMS:**

The scope of this specification is to define the underpinning knowledge and skills requirements to enable the Accuracy Checking Trainee to carry out the final accuracy check of dispensed items and/or aseptically prepared items that have been clinically approved by a registered Pharmacist for dispensing/preparation and annotated, according to Standard Operating Procedures.

The full accuracy checking syllabus aims to provide:

- A sound understanding of the knowledge and skills required to perform the final dispensing accuracy of any prescription previously screened/approved by a Pharmacist.
- Development of the individual's professional awareness of pharmacy practice
- Development and application of effective communication skills
- Understanding of the a professional interaction between pharmacy technicians, pharmacists, patients, colleagues and health care professionals
- Ability to critically evaluate the appropriateness of different approaches to solving problems.

Some training providers may elect to deliver the units of knowledge as co-taught across cohorts from different Accuracy Checking Frameworks, whereas others may deliver as separate courses. This document aims to facilitate either delivery option.

NB: for in-process checking in either dispensaries or technical services, providers may elect to use those units relevant to scope of practice.

Common understanding and practice across all checking frameworks includes

1. Patient safety, error theory, identifying problems and preventing errors
2. Work flow and safe systems
3. Regulation and legal frameworks
4. Communication
5. Developing a checking process
6. Dealing with errors
7. Personal and professional responsibilities

8. Collection of evidence for portfolio assessment and reflective learning

Suggestions for additional teaching (Unit 6) for Technical Services is provided within a separate document

**Acknowledgements:**

- NHS Pharmacy Education & Development Committee ACPT/PIPC Task & Finish Group. Nationally Agreed Frameworks for Final Accuracy Checking of Dispensed Items , Pre and In-Process Checking within Aseptic Services  
<http://www.nhspedc.nhs.uk/>
- PETO: Pharmacy Education & Training Office. Northern Sector Course for Technician Checking of Dispensed Items  
[http://www.newcastle-hospitals.org.uk/services/pharmacy\\_education-and-training.aspx](http://www.newcastle-hospitals.org.uk/services/pharmacy_education-and-training.aspx)
- Health Education North West/ Preston's College: BTEC Professional Development Certificate in Dispensing Technician Checking, BTEC Professional Diploma in Final Accuracy Checking within Technical Services <http://www.preston.ac.uk/course/dispensing-technician-checking/>
- South West Medicines Information & Training  
<http://www.swmit.nhs.uk/>
- Yorkshire & Humber Pharmacy Development Unit /University of Huddersfield Accuracy Checking for Pharmacy  
<https://www.ewin.nhs.uk/groups/medslearning-resources/activity>

## **CONTENTS:**

### **Core Units:**

- Unit 1 Roles, Responsibilities and Protocols
- Unit 2 Good Dispensing practice
- Unit 3 Checking of prescriptions
- Unit 4 Communication skills
- Unit 5 Risk Management and Patient Safety

### **Appendices:**

- Appendix 1 Common Considerations when Checking Prescriptions
- Appendix 2 National Occupational Standards – NOS Accuracy Checking (Skills for Health)

## **UNIT 1: ROLES, RESPONSIBILITIES AND PROTOCOLS**

### **Rationale:**

This unit provides participants with the opportunity to develop the understanding required in the role of Accuracy Checkers. It allows candidates to explore the issues surrounding Accuracy Checking personnel in the role and enhance understanding of their significance in the process of dispensing of medicines or medicinal products.

### **Learning Outcomes:**

On completion of this unit, the participant will be able to:

- Describe the legal and ethical requirements for dispensing of medicines and medicinal products
- Outline the role of the Accuracy Checker in the dispensing of medicines within their own pharmacy organisation.
- Identify and discuss responsibility and accountability issues around the Accuracy Checkers role within the pharmacy organisation.
- Differentiate between the Pharmacist's Prescription clinical/validation check (also known as pharmaceutical assessment) and the Accuracy check
- Identify and use the local standard operating procedures for dispensing and accuracy checking, and the GPhC guidelines for SOPs.
- Identify possible benefits and limitations of the Accuracy Checkers role and possible barriers you may encounter within Pharmacy

### **Element 1.1 - Law and Ethics relating to Accuracy Checking**

- Current legislation and Code of ethics for Pharmacists and Technicians
- Standard Operating Procedures
- The components of the Clinical Check / Prescription Validation
- Accuracy check
- Accountability, Responsibility and delegation
- Liability and Vicarious liability
- Raising concerns

### **Element 1.2 – The Role of Key Personnel in Dispensing**

- The role of the Accuracy Checker
- The role of the Pharmacist
- The role of the Dispenser
- The role of the Organisation and lines of accountability.
- Checking stages within the workflow process

### **Element 1.3 – The range of activity within the remit of Accuracy Checkers**

To be identified from:

- Organisational policy in relation to medicines
- Pharmacy managers
- Pharmacy protocols
- Knowledge of range of dispensed items within candidate's Pharmacy
- Exceptions to the range of drugs permitted to be checked by the Accuracy Checker (agreed locally).

### **Element 1.4 – Professional Development**

- The Accuracy Checkers role
- The candidate's own role within Pharmacy and the identification of possible barriers to success
- Time management
- Reflection on learning outcomes

## **UNIT 2: GOOD DISPENSING PRACTICE**

### **Rationale:**

This unit provides participants with the opportunity to develop the knowledge and skills, which will be required in the role of Accuracy Checker. It allows candidates to make an assessment of the prescriptions/orders and received in the pharmacy and their dispensing requirements and review legal aspects of the process. This unit will also cover the physical process of dispensing, including types of prescription, and reviewing the suitability of labelling and packaging of the final product.

### **Learning Outcomes:**

On completion of this unit, the participant will be able to:

- State the laws and guidance relating to the dispensing of medicines and medicinal products
- Interpret prescriptions and assess the dispensing of the drug/product
- Identify the criteria which indicate the suitability of the packaging of the drug/product
- Demonstrate knowledge of legal requirements and the appropriateness of the labelling of the drug/product in relation to the labelling policy.
- Demonstrate knowledge of the appropriate documentation necessary for the dispensing of a prescription.

### **Element 2.1 – Policies in Relation to Prescribed Medicines**

- Prescription validation
- In patient/non-stock medicines
- Out patient medicines
- Discharge medicines
- One-stop dispensing
- Ward Stock
- Extemporaneously dispensed medicines
- Controlled drugs
- Clinical trial medicines
- Medicines prescribed on FP10, FP10D, FP10P, etc.
- Medicines prescribed on private prescriptions

### **Element 2.2 – Review the Dispensing Process**

- Legal requirements
- The local process of dispensing and the GPhC SOP guidelines
- Labelling requirements
- Safe and effective dispensing
- Patient details

- Directions and warnings
- The suitability of containers/packaging
- Completion of legal documentation

### **Element 2.3. – Professional Development**

- Reflection on achievement of learning outcomes

## **UNIT 3: CHECKING OF PRESCRIPTIONS**

### **Rationale:**

This unit provides participants with the opportunity to develop the knowledge and understanding, which will be required in the role of Accuracy Checker. It allows candidates to develop safe systems of checking (see Appendix 1) and explore the issues surrounding the checking of prescriptions.

### **Learning Outcomes:**

On completion of this unit, the participant will understand:

- The function of the clinical check/prescription validation
- The process of labelling and dispensing by a dispenser
- The criteria for the suitability of labelling of the final product
- The process of the final accuracy/technical check of dispensed items
- The significance of the correct quality and quantity of the prescribed drug/product
- Why the completion of the documentation is important in a Pharmacy organisation
- Their own limitations within the checking process and when to make appropriate referrals

### **Element 3.1 – Reading and Interpreting Prescriptions**

- Problems in reading prescriptions/orders in a Pharmacy
- The interpretation of prescriptions/orders
- Ambiguous prescriptions and how to deal with them

### **Element 3.2 – The Accuracy/Technical Check**

- The process of accuracy checking
- Good practice guidelines – see local SOPs and GPHC guidelines
- Understand checking consistency
- Significance and consequence of distractions and interruptions
- Criteria for referral to the dispenser
- Criteria for referral to the Pharmacist (prescription validation)

### **Element 3.3. – Continuing Professional Development**

- Consider own limitations
- Identification of personal strategies for the checking process
- Reflection on achievement of learning outcomes



## **UNIT 4: COMMUNICATION SKILLS**

### **Rationale:**

This unit provides the candidate with an opportunity to understand the range of skills required to be able to communicate effectively as an Accuracy Checker.

The physical, verbal and social aspects of communication will be explored through group work, exercises and the use of visual aids.

### **Learning Outcomes:**

On completion of this unit, the candidate will be able to:

- Employ effective communications skills with healthcare staff and patients
- Identify when to refer, and to whom
- Outline the need for confidentiality and describe how they will maintain confidentiality
- Describe their level of authority
- Provide others with feedback (both positive and negative)

### **Element 4.1 - Assumptions / perceptions**

Describe how assumptions can be made about a situation or an individual and how this affects communications

- Assumptions
- Visual differences
- Emotional differences
- Personal preferences

### **Element 4.2 - Verbal and non-verbal communications**

#### **Verbal communications**

Describe and employ the different types of questions used when communicating

- Open questions
- Closed questions
- The difference they can make

## **Non-verbal communications**

Describe and employ how non-verbal actions can be used to impair and improve communications

- Body language
- Non-verbal sounds
- Physical contact

## **Barriers to communication**

Identify how different barriers can prevent communication and employ strategies to overcome these

- Environmental
- Physical
- Verbal
- Cultural
- Emotional
- Special needs
- Language etc.

## **Element 4.3 – Giving Feedback**

- Understanding the position of others
- Being clear and factual
- Using tact and discretion
- Techniques e.g.: sandwich technique
- Requesting rectification of errors

## **Element 4.4. - The Handling of Conflict**

Employ strategies to avoid or reconcile communication difficulties

- Verbal/non verbal
- Emotional
- Perception
- Understanding the position of others
- Problems that may occur.
- Resolving Conflict
- Identification and avoidance of possible difficult situations, using appropriate communication skills.
- Be able to implement appropriate behaviour using skills highlighted in Element 1 & 2

#### **Element 4.5 – Personal Development**

- Identification of personal communication strategies
- Reflection on learning outcomes.

## UNIT 5. RISK MANAGEMENT AND PATIENT SAFETY

### Rationale:

This unit provides candidates with the opportunity to develop the knowledge and understanding, which will be required in the role of Accuracy Checker. It allows candidates to explore the issues surrounding the identification of errors and methods for dealing with and reporting errors, including formal documentation.

### Learning Outcomes:

On completion of the unit, the candidate should be able to:

- Describe how errors occur within dispensed prescriptions/orders
- Describe the consequences of dispensing/checking errors
- Employ strategies to enable the successful development of error reduction
- Contribute to risk management strategies in the dispensary, including effective workflow
- Accurately identify different types of errors
- Identify communication issues around potential errors/near misses.

### Element 5.1 – Errors in Dispensing

- Clinical Governance and risk management
- Nature and types of errors
  - Human error
  - System error
- Causes of errors
  - Environmental
  - Internal/External conversation
  - Similar names
  - Similar packaging
  - Abbreviations
  - Calculations
  - Rushing
- Error detection
- Operational protocols and procedures for dealing with errors
- Awareness of common errors
- Awareness of recent errors

### **Element 5.2 – Dealing with Errors**

- Good practice guidance, e.g. local and GPhC
- Errors detected within pharmacy
- Errors leaving pharmacy
- Error rectification
- Error/incident reporting (national, regional, in-house)
- Analysis of errors/incidents
- Communicating awareness of a near-miss

### **Element 5.3. – Professional Development**

- Reflection on achievement of learning outcomes
- Reflection on personal experience of making an error.
- Reflection on giving feedback of an error.

## APPENDICES

## **Appendix 1: Common Considerations when Checking Prescriptions**

### **Check and Read prescription,**

Confirm all details are clear and prescription is complete

Check that the prescription has been endorsed and a clinical check has been made

Confirm a check has been made that there are no allergies

### **Check label, start at top left hand corner and work down:**

Drug name form and strength,

Directions

Additional Warnings

Quantity issued on label

Cost Code

Patient name

Date

Batch number

Expiry Date

Ward

(Look for correct spellings, and make sure that there are no bits of additional information that you do not require.)

### **Check contents/product**

Check is it the correct drug, form and strength,

Check quantity/volume

Check expiry date of bulk items

Patient information leaflets/additional information?

Think about the container; is it suitable for the patient/product?

Closure/packaging – Is it appropriate, is the Child resistant cap on securely, tamper-evident?

Do they need any additional items e.g. spoons, warning cards, specific instructions etc.

Ensure prescription is signed by dispenser and checker

Suggested method for check:

1. Prescription

2. Label



3. Contents/product

4. Container/leaflets/signatures/secondary packaging etc

You may want to use this as a prompt when you are checking. Read details out loud if this helps to make sure you read it!

**If you are unsure about anything, do not check it! ASK!!**

Appendix 2: National Occupational Standards – NOS Accuracy Checking (Skills for Health [www.skillsforhealth.org.uk](http://www.skillsforhealth.org.uk) )

Skills for Health NOS	NHS KSF	NOS PDF
<p><b>PHARM27</b>  <u><b>Undertake an in-process accuracy check of assembled prescribed items prior to the final accuracy check</b></u>                      Updated: 31st Mar 2011, 15:32                      This standard describes the skills, knowledge and understanding required to demonstrate competence in undertaking the in-process accuracy checking of assembled prescribed items against prescriptions received from individuals prior to the final accuracy check of a prescription. This involves ensuring that the correct item is dispensed against a valid prescription and errors in dispensing are reduced. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1</p>	<p><b>NHS KSFHWP102</b>  <input type="text"/></p>	<p>HFM: <b>B15.13</b> </p>
<p><b>PHARM28</b>  <u><b>Undertake the final accuracy check of dispensed medicines and products</b></u>                      Updated: 31st Mar 2011, 15:44                      This standard describes the skills, knowledge and understanding to demonstrate competence in undertaking the final accuracy check performed for items prescribed on a prescription, which has been dispensed after a clinical check has been carried out. The final check is made prior to the items being released for issue to individuals or their representatives. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1</p>	<p><b>NHS KSFHWP103</b>  <input type="text"/></p>	<p>HFM: <b>B15.12</b> </p>