

MERSEY CARE NHS TRUST – HOW WE MANAGE MEDICINES

**MM 16 OUT OF HOURS ACCESS TO MEDICINES FOR THE SPECIALIST
LEARNING DISABILITIES DIVISION
(Forensic and High Support Services)**

Medicines Management Services aim to ensure that

- (i) Service users receive their medicines at times that they need them and in a safe way.*
- (ii) Information on medicines is available to staff, service users and their carers*

KEY ISSUES

Procedure for Specialist Learning Disabilities Division Staff to obtain medication outside of normal working hours.

Medicines Management Procedure – MM 16
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For Review
June 2017
This procedure replaces Calderstones
Procedure No. M4.1 dated 1.07.13

CONTENTS

SECTION		PAGE NO
	SUMMARY OF AMENDMENTS	3
1	PURPOSE	4
2	PROCEDURE OF ACCESS TO EMERGENCY DRUG CUPBOARD (OFFICE HOURS)	5
3	PROCEDURE FOR ACCESS TO EMERGENCY DRUG CUPBOARD (OUT OF OFFICE HOURS)	5
4	INTER WARD LENDING OF MEDICATION	6
5	OUT OF HOURS PHARMACY	6
6	HEALTH CENTRE PROCEDURE	7

SUMMARY OF AMENDMENTS

Section 1.1 – There may be occasions when medication is required outside of Pharmacies opening hours. Out of hours is classed as:

- 9am – 5pm for supply on that day
- 5pm – 9am weekdays
- Weekends
- Bank Holidays

Section 1.3

If the item(s) can wait until the next delivery day:

Mon-Fri 9am – 5pm scan to MedicationInbox@calderstones.nhs.uk and **FOLLOW UP** with phone call to Pharmacy BGH (01282 804335).

Section 6.1 Health Centre Stock

- Complete fax cover sheet.
- Fax to Burnley General Hospital Pharmacy, 01282 805017 Monday to Friday before 10.00am for same day delivery.

Section 6.2 Out of Hours Stock

- Complete fax cover sheet.
- Fax to Burnley General Hospital Pharmacy, 01282 805017 Monday to Friday before 10.00am for same day delivery.

Section 6.3 Expiries

- Each month, Pharmacy will check expiry date book remove all items that expire that month and order replacements.
- All expired items will be returned to Return to BGH Pharmacy on next available run in a yellow bag.

Section 6.5 GP Day

- Ensure the Doctor is aware that all items prescribed will not be available until 1.30pm the next day (*items scanned on Friday will not be received until Monday*).

**SUBJECT: Out of Hours Access to Medicines
(Forensic and High Support Services)**

1. PURPOSE

1.1 There may be occasions when medication is required outside of Pharmacies opening hours. Out of hours is classed as:

- 9am – 5pm for supply on that day
- 5pm – 9am weekdays
- Weekends
- Bank Holidays

This should ordinarily only be in response to an urgent prescription after review by a Medical Officer.

1.2 If there is a new or changed prescription initially check the stock held on the ward and use the stock until pharmacy need to be notified of changes.

1.3 If the item(s) can wait until the next delivery day:

Mon-Fri 9am – 5pm scan to MedicationInbox@calderstones.nhs.uk and **FOLLOW UP** with phone call to Pharmacy BGH (01282 804335).

Sat and Sun 9am-2.30pm scan to MedicationInbox@calderstones.nhs.uk and **FOLLOW UP** with phone call to Pharmacy RBH (01254 732252/3).

NB. Transport to be arranged by Calderstones Site staff.

1.4 If there is no stock and the prescription cannot wait then in these situations, medicines are available from the either:

- Emergency Medicine Cupboard based at the Health Centre list of drugs available at - G:\(Common Tools)\Medicine Management\Emergency Drug Cupboard List
- Inter ward lending, list of drugs held on ward available at - G:\(Common Tools)\Medicine Management\Ward Medicine Stock Lists
- Out of hours Pharmacy

1.5 The Emergency Drug Cupboard can be used at any time for urgent items only.

2. PROCEDURE FOR ACCESS TO EMERGENCY DRUG CUPBOARD (OFFICE HOURS)

2.1 Monday to Friday office hours the keys to the emergency drug cupboard are held by the Health Centre Staff.

- 2.2 To access these medicines the registered nurse in charge of the ward will liaise a registered nurse from the Health Centre. Both registered nurses will check the prescription and the Emergency Drug Cupboard Stock List available G Drive: (CommonTools)\Medicine Management\Emergency Drug Cupboard List and must concur that the medicine is urgently required and available.
- 2.3 Both registered nurses will check the medicine removed against the MAR. The Dispensing Record from Emergency Drug Cupboard Record will be completed and signed by both registered nurses

NB: Take the whole box not single tablets or dose units

3. PROCEDURE FOR ACCESS TO EMERGENCY DRUG CUPBOARD (OUT OF OFFICE HOURS)

- 3.1 The keys for access to the Emergency Drug Cupboard will be held in Woodview Reception (*will also include Health Centre keys*).
- 3.2 To access these medicines the registered nurse in charge of the ward will liaise the Clinical Lead. Both registered nurses will check the prescription and the Emergency Drug Cupboard Stock List and must concur that the medicine is urgently required and available.
- 3.3 Both Nurses will present at Woodview Reception to retrieve the Emergency Drug Cupboard keys. Both nurses must present their Calderstones Partnership NHS FT/Mersey Care NHS FT ID badge.
- 3.4 Reception staff will take the ID cards from both staff and log the names of both staff on the Woodview Reception's key issue record
- 3.5 Reception staff will return the IDs and ask both registered nurses to sign against their names on the Issue of Keys Record, and only then issue the keys.
- 3.6 Both registered nurses will visit the Emergency Drug Cupboard with the MAR.
- 3.7 Both registered nurses will check the medicine removed against the MAR. The Dispensing Record from Emergency Drug Cupboard Record will be completed and signed by both registered nurses.
- 3.8 Both registered nurses will return the keys to Woodview Reception and the reception staff will receipt the keys on the Woodview Reception's key issue record
- 3.9 The registered nurse initially requesting medication will ensure that a note is made on the ward 24 Hour Report Book.

4. INTER WARD LENDING OF MEDICATION

- 4.1 Medicines must not be borrowed from another ward except in an urgent situation where supply is needed and cannot be sourced from the Emergency Drug Cupboard and the delay in routine dispensing from Pharmacy would cause significant problems

- 4.2 If the nurse in charge of a ward needs to borrow medicine they can check the stock availability of wards via - G:\(Common Tools)\Medicine Management\Ward Medicine Stock Lists If a lender can be found only whole containers can be borrowed.
- 4.3 There must be **no** ad-hoc dispensing from one ward's container into another's
- 4.4 If there is only one stock bottle then the bottle will be taken to the borrowing ward and returned to the lender when administration is completed
- 4.5 Any ward lending/borrow medicine must make a record on both wards 24 hour report book and notify Pharmacy at the earliest opportunity.
- 4.6 Controlled Drugs cannot be transferred from one ward to another.

5. OUT OF HOURS PHARMACY

- 5.1 If the medicine is not available in the Emergency Drug Cupboard or via Inter Ward lending then out of hours Pharmacy will be contacted for advice to see if the medicine is urgently needed. Telephone 01254 263555 and ask switchboard for On Call Pharmacist.
- 5.2 Trust staff will collect the prescription using only Trust Lease vehicles

There should be no reason for service users/patients to run out of medicines on a routine prescription. This can only be because of poor medicine management at ward level. If however, this situation arises it is permissible to use this procedure, however, a PRISM form must be completed as a medication error.

**NB: Pharmacy opening hours
9-5pm Monday-Friday BGH
9-2.30pm Saturday and Sunday RBH
Bank Holidays RBH**

6. HEALTH CENTRE PROCEDURE

6.1 Health Centre Stock

- Check health centre stock against stocklist weekly or as appropriate.
- Complete stock request if items required.
- Sign and date the appropriate column.
- Complete fax cover sheet.
- Fax to Burnley General Hospital Pharmacy, 01282 805017 Monday to Friday before 10.00am for same day delivery.
- When items arrive check against delivery note to ensure correct items sent.
- Enter items in expiry date book.

- Put away in designated stock area.

6.2 **Out Of hours Stock**

- Check daily-Monday to Friday the 'out of hours cupboard book' to see if any items have been taken out.
- Complete stock request if items required.
- Sign and date the appropriate column.
- Complete fax cover sheet.
- Fax to Burnley General Hospital Pharmacy, 01282 805017 Monday to Friday before 10.00am for same day delivery.
- When items arrive check against delivery note to ensure correct items sent.
- Enter items in expiry date book.
- Put away in designated stock area.

6.3 **Expiries**

- Each month, Pharmacy will check expiry date book remove all items that expire that month and order replacements.
- All expired items will be returned to Return to BGH Pharmacy on next available run in a yellow bag.
- When items arrive check against delivery note to ensure correct items sent.
- Enter items in expiry date book.
- Put away in designated stock area.

6.4 **Controlled drugs (Out Of Hours)**

- Check twice weekly, quantities of items in Controlled drug cupboard against Controlled drug register balance.
- Record and witness, balance check completed.
- Order any replacements in Controlled Drug order book.
- Place book in yellow bag at porter's lodge for delivery to BGH before 1pm Monday to Friday.
- When Controlled Drugs are received from Burnley, check and sign the correct items have been received.
- Enter items in expiry date book.
- Record the receipt in the Controlled Drug register and check balance.

- Lock controlled drugs away in controlled drug cabinet.

6.5 **GP Day**

- Ensure the Doctor is aware that all items prescribed will not be available until 1.30pm the next day (*items scanned on Friday will not be received until Monday*).
- The GP needs to determine the urgency of the prescription.

Urgent Items	Obtain stock from Out of Hours Cupboard
	Follow Out of Hours Procedure.