

# Basic House Keeping Standards / Checklists

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# Introduction

## **1.1 Context**

The objective of this Policy is to highlight basic housekeeping standards within the pharmacy.

## **1.2 Purpose**

We have this policy to ensure basic standards of housekeeping are maintained.

## **1.3 Scope**

This policy applies to all team members and basic duties, responsibilities and tasks that form part of their role.

# Procedure

## **2.1 Checklists to Maintain Standards**

Checklists are provided to ensure all our pharmacies are working to the same standards and to ensure standards are maintained and observed at all times. Cleanliness and everyday tasks are vital to the successful running of the pharmacy business and help ensure our sustainability along with creating a more pleasant shopping experience for our customers.

## **2.2 Dispensary Checklists – Daily / Weekly / Monthly**

All dispensary checklists can be located at the front of the **Dispensary Diary**.

These tasks should be performed daily in order to maintain standards in the dispensary.

## **2.3 Front of Counter Checklist – Daily**

The Front of Counter checklist can be located at the front of the **FOC Diary**.

These tasks should be performed daily in order to maintain standards on the shop floor.

## **2.4 How are Standards Monitored and Observed?**

The Territory Manager will complete the Allcare visit scorecard on their visits to ensure standards are being maintained in your pharmacy.

The Allcare visit scorecard has been put in place across the business to ensure standards are met and prioritised across the network.

The scorecard will be amended from time to time to ensure we put focus on areas for improvement across the network.

## **2.5 Common issues to look out for**

### **Walls**

Watch out for hand prints and grubby marks on walls. Wipe them down regularly to prevent the pharmacy looking too grubby.

- If you have done that and it still looks un-clean contact your **TM** to discuss a fresh coat of paint where possible.

### **Photo Kiosks**

Wipe the touch screen down regularly to remove finger prints

Check machine branding / stickers are intact and clean

- Contact Siobhan Flynn in Marketing if your branding begins to peel from the machine).

### **Staff areas, canteens and bathrooms**

Because staff areas are not always visible to the Customers they are often left in an un-tidy manner. It is important that all staff / canteen and bathroom areas are kept clean and tidy at all times.

### **Area behind computers**

The area behind PC's (where all the cables sit) is an extreme dirt and dust trap. It is important that these areas are not forgotten about when maintaining the standards of cleanliness required in Allcare Pharmacies.

- Gently Hoover behind the PC.s regularly to ensure that dust and dirt trapped there is cleared away.
- Pay special attention not to dislodge cables while doing this.

# Appendix

## 3.1 Dispensary Daily Checklist (Monday)

<b>DAILY CHECKLIST FOR DISPENSARY - MONDAY</b>
All staff wearing uniform correctly
Send Pharmaconex timesheet <b>or</b> 'no locum' email by 12 <b>account@pharmaconex.com</b>
Sign off TMS, check anomalies
Record fridge and room temps morning
Record fridge and room temps evening
MPSI to sign into PSI duty register
Check emails in morning and evening
Vacuum/mop floor
Clean bench tops, tablet counter
Verify RX's. Separate and bundle as you go
File RX's
Complete rolling stock take and date check – dispensary
Print daily audit report
Leave master computer on and run back-Up
Check yesterday's diary notes

### 3.2 Dispensary Daily Checklist (Tue / Wed / Fri)

<b>DAILY CHECKLIST FOR DISPENSARY – TUE / WED / FRI / SAT / SUN</b>
All staff wearing uniform correctly
Check yesterday's diary notes
Record fridge and room temps morning
Record fridge and room temps evening
MPSI to sign into PSI duty register
Check emails in morning and evening
Vacuum/mop floor
Clean bench tops, tablet counter
Verify RX's. Separate and bundle as you go
File RX'S
Complete rolling stock take and date check – dispensary
Print daily audit report
Leave master computer on and run back-Up

### 3.3 Dispensary Daily Checklist (Thurs)

<b>DAILY CHECKLIST DISPENSARY – THURSDAY</b>
All staff wearing uniform correctly
Check yesterday's diary notes
Record fridge and room temps morning
Record fridge and room temps evening
MPSI to sign into PSI duty register
Check emails in morning and evening
Vacuum/mop floor
Clean bench tops, tablet counter
Verify RX's. Separate and bundle as you go
File RX'S
Complete rolling stock take and date check – dispensary
Print daily audit report
Leave master computer on and run back-up
Finalise rotas for next week



### 3.4 Dispensary Weekly Checklist

<b>WEEKLY CHECKLIST FOR DISPENSARY</b>
Ensure external bins are left out for collection
Prepare bank lodgement
Prepare change order for bank
Send invoices and relevant paperwork to Allcare office
Sign off TMS, check anomalies (Monday)
Clean toilet
Clean, count, date and price check as per rolling stock take – shop
Finalise rotas for next week - (Thursday)
Tidy, clean and sweep/mop store room
Print and distribute the weekly bulletin to the team
Check outstanding credits and update payments made
Confirm CD balances are correct and record in CD register
Top up vials and bags
Supervising pharmacist to review and sign duty register
Place dispensary PI orders
Send loan RX'S report to GPs

### 3.5 Dispensary Monthly Checklist

<b>MONTHLY CHECKLIST FOR DISPENSARY</b>
<b>CLAIMS PROCESSES</b>
Pull out all under threshold DPS
Submit high-tech patient care fees for relevant patients
Submit all hardship claims to local HSE office
Prepare and send claim by 1st working day
Post PCRS paperwork by 1st working day of the month
Download current IPU price file from the IPU website and run this price update on MPS
Download exception claims, amend and resubmit by 2nd working day of the month
Download final claim file 20th/21st of the month
Check itemised claims listing for payment of outstanding rejects and new rejects
Correct and re-submit rejected claims by 23rd of the month
Check payment listings for Hardship, against Claims made
<b>ACCOUNTS PROCESSES</b>
Balance credits with Uniphar credit/returns book
Check credits have been received (all other suppliers) on MPS
Send required reports to Allcare Support Office 4th
Send claims analysis sheet by 9th
<b>DISPENSARY HOUSEKEEPING</b>
Check expired stock book for coming month, isolate and dispose of expired medications
Remove uncollected RX'S from shelf, return to stock and amend PMR
Remove expired RX'S from file for shredding, make note on PMR and in prescription file
Re-Print owed items report and check
Check all high tech RX'S are in date
Clean medicine fridge
<b>PHARMACY MANAGEMENT</b>
Send out customer accounts
Place staples order
Hold staff meeting
Clean shop frontage
Clean windows
Arrange removal of confidential waste if applicable (Tonic)
Arrange removal of clinical waste if applicable (Tonic)

### 3.6 Front of Counter Checklist

<b>DAILY CHECKLIST FOR FRONT OF COUNTER</b>
All staff wearing uniform and name badge correctly
Check yesterday's diary notes
Vacuum/ Mop shop floor
Clean canteen area
Tidy and fill display stands (front counter, reading glasses stand)
Stock out and face-off shelves
Ensure all current promotions and POS are in place
Place orders needed
Check change in float
Do the cash up and prepare bank lodgement
Read the Bulletin when it arrives
Leave a note for tomorrow's team with any tasks required along with tasks completed
Leave Master Till On And Run Back-Up

