

# SOP 08 Working with Locum Pharmacists

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Approved by (Supervising Pharmacist)	
Pharmacy to which this SOP relates	
Date of Implementation in this Pharmacy	
Roles to which this SOP relates	Pharmacists Pharmacy Assistants Pharmacy Interns/APPEL Students Pharmacy Technicians and Trainee Pharmacy Technicians Front of Shop Staff

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# 1 Introduction

## 1.1 Context

Locum pharmacist services are required on occasion in Allcare pharmacies and form an integral part of the pharmacy team. Locum pharmacists must demonstrate peak professional performance and provide the highest quality of customer service and patient care that Allcare customers have come to expect.

## 1.2 Purpose

- Adherence to this SOP ensures that in Allcare pharmacies, medication will be supplied safely and appropriately to all patients while adhering to the legislation and guidelines that govern this supply. Locum pharmacists should have easy access to the relevant information on the operation of the pharmacy, communicated in advance where possible.
- **This SOP covers:**
  - Locum Bookings
  - Preparation and handover to the locum
  - Locum presentation and conduct
  - Locum communication
  - Errors and incidents involving locums
  - Locum follow up and feedback
- **This SOP must be used in conjunction with all relevant SOPs and guidance including: (This list is not exhaustive)**
  - SOP 09 Emergency Supply and Loan Prescriptions
  - SOP14 Prescription Processing
  - SOP 13 Managing Pharmacy Errors and Near Misses
  - SOP 15 Management of CDs
  - SOP 16 Methadone Dispensing Procedures and Guidelines
  - SOP 19: Sourcing, Storage and Disposal of Medicines
  - SOP 27: Sale and Supply of Codeine Containing Medicines
  - PSI Pharmacy Practice Guidance (Current Version)
  - Regulation 9 of the Regulation of Retail Pharmacy Businesses Regulations (S.I. No. 488 of 2008)

## 1.3 Scope

- This SOP provides guidance on how locum pharmacists and locum pharmacy technicians should be dealt with and what is expected of them whilst working in an Allcare Pharmacy.
- This SOP applies to all staff in the pharmacy.
  - It is the ultimate responsibility of the supervising pharmacist to ensure that all staff are appropriately trained, and the SOP is implemented.
  - It is also the responsibility of the supervising pharmacist to ensure this SOP reflects the day-to-day practice in their pharmacy.
  - All pharmacists are expected to exercise their professional judgement when needed.

## 1.4 Staff training

All staff in the pharmacy who may be involved in interactions with locums (including pharmacists, pharmaceutical assistants, technicians, trainee technicians, interns, APPEL students and front of shop staff) should be trained on this SOP.

**All locums must read and comply with the procedures set out in this SOP.** Any queries can be directed towards the supervising/superintendent pharmacist.

## 2 Procedure

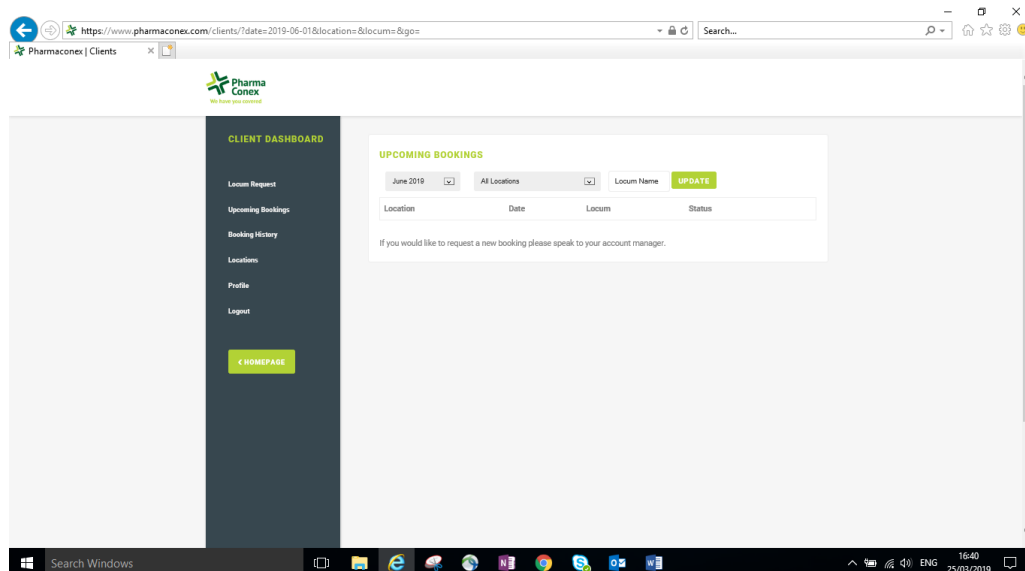
### 2.1 Booking a locum

- Locums should ideally be booked six weeks in advance of the date required.
- Territory managers should be contacted if booking is within the six-week window.
- If you have a preferential locum and have booked with the locum personally, the booking must then be secured through Pharmaconex, the Allcare preferred agency.
- Locums cannot be arranged through any other agency or individual without prior approval of your Territory Manager (TM).
- **All bookings must be added in advance to the store's weekly roster on Time and Attendance software (TMS) via "future work planner". Contact Allcare HR or your TM if you need any assistance with this.**

#### 2.1.1 Contacting Pharmaconex

- Pharmaconex can be contacted by phone (01) 4853522 or by email [info@pharmaconex.com](mailto:info@pharmaconex.com).
- The link for the pharmacy's account can be accessed on: <https://www.pharmaconex.com/wp-login.php>. ( Use Microsoft Internet Explorer® browser to access, not Google Chrome®.) Contact your account manager or Territory manager if you need assistance is setting this up. This link will bring you to the "Client Dashboard" whereby you can request bookings, view upcoming bookings or view historical bookings. See Figure 1:

**Figure 1: Pharmaconex client dashboard.**



- When a booking is successful, a confirmation email will be despatched to the store's email.
- Confirm the booking by following the link on the email.

### 2.2 Preparation for a locum

The day preceding a locum shift, nominate one staff member that will be working that day to introduce the locum and explain the store and dispensary layout.

This staff member should also be briefed on the content of any notes left from the previous day.

The following should be left readily available for the locum:

- ✓ Dispensary Diary
- ✓ Duty Register
- ✓ Locum Guidance Sheet and Locum Compliance Sheet :(adapted for the pharmacy): See Appendix One and Two
- ✓ Daily Audit Report Folder
- ✓ Controlled Drug and Methadone Register

- ✓ The controlled drug safe key (stored securely)
- ✓ Methadone folder (where relevant)
- ✓ Preferred generic and PI listings.
- ✓ The SOP folder and Pharmapod login details to access the Allcare SOP module
- ✓ Any other operational documents necessary to the running of the individual store
- ✓ Allcare Health Services Consent and Results forms
- ✓ Any relevant passwords or access to them, stored in a secure format
- ✓ A "Locum" swipe card to access and use MARS

## 2.3 Locum conduct

- Locums are expected to treat all staff and customers with respect and courtesy, and this is how the locum should be treated.
- Anti-social, abusive or aggressive behaviour is not acceptable.
- Locums are expected to arrive in the pharmacy five minutes before their shift begins, the nominated staff member should also arrive at this time. This will ensure the store opening/ staff handover occurs in a timely manner.
- On arrival the Locum will introduce themselves as the pharmacist for the day, they should then be introduced to staff members on duty.
- If any member of staff is concerned that a locum pharmacist does not appear to have the ability to accurately dispense, supervise the pharmacy or is under the influence of alcohol or drugs they must contact their supervising pharmacist, Territory Manager or superintendent pharmacist without delay.
- Pharmaconex must be contacted (01 4853522) and the issue highlighted to them.

### 2.3.1 Locum Clock Ins

- Locums (pharmacist and technician) must clock in and clock out at the beginning/end of their shift using the Mitrefinch icon on the desktop or via the following link on Google chrome.

<http://89.101.228.100:8080/empclockinout.aspx>

- Log in details are available in each store. See Figure 2.

- **Figure 2: Mitrefinch Time and Attendance: Locum clock-in portal**

Web Clock

Log in details

Employee number:   Remember my employee details.

Employee PIN:

Select the "Show clockings" option to see your clockings for today

TMS - clock

Optionally select an hours category to "clock in" or "clock out" for TMS purposes.

TAS - Time Allocation

TAS code(s) can also be changed by selecting the new code(s) and clicking "Start job".

Location:

Press F11 to exit full screen

Silverlight v6  
ASP.NET v6

## 2.4 Key Holding

- Delegated Allcare Pharmacy staff members will open and close the pharmacy.
- Locums must remain with staff until store is fully closed and securely locked.
- If the store has an issue with a locum leaving early or arriving late, the supervising pharmacist and/or Territory Manager must be informed.

- **Allcare Pharmacy staff members must not enter the Pharmacy until a pharmacist can accompany them as per Allcare Pharmacy Keyholding policy.**

## 2.5 Ordering

- Where possible regular dispensary staff should take charge of ordering.
- If the Locum is expected to place orders: clear ordering guidelines must be provided.
- This information should include;
  - Suppliers in order of preference including account and contact numbers/Login details for online accounts including Marketplace (see Appendix One: Locum Guidance Sheet)
  - Details of any special or procured items.
  - The locum should be alerted where possible, to any overstocks or discontinued/non-preferred lines.

## 2.6 Locum Purchases

- All supplies of POMs to locums must be made on foot of a valid prescription, and SOP 14 Prescription Processing followed.
- Purchases of P-Meds should be made in accordance with SOP27 Sale and Supply of Non-prescription Medicines.
- Locum staff cannot avail of staff discount but can avail of the Allcare Loyalty scheme.

## 2.7 Communication with Locums

- A Locum Guidance Sheet (Appendix one) must be completed and left for the locum, the staff member meeting the locum in the morning should be aware of where the sheet is.
- The pharmacist working the day before the locum should leave comprehensive notes of any outstanding issues from that day. This will avoid patient frustration at having to explain a problem for a second time.
- Locums have been requested to leave information regarding;
  - All emergency supplies given
  - All specialist products ordered
  - All customer queries
  - All dispensing errors made
  - Their contact details
- These notes should be followed up by the regular dispensary staff.

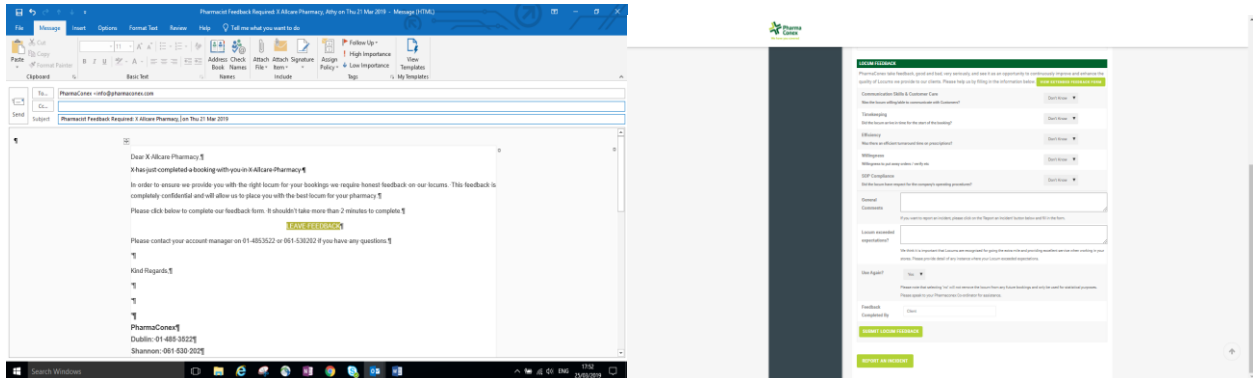
## 2.8 Post Locum review

- On return to work, after a locum has worked in the pharmacy, all supervising pharmacists should review the previous day's Daily Audit report for the pharmacy.
- In particular emergency supplies, supplies of controlled drugs (CD2 to CD4), unlicensed and High Tech supplies must be evaluated to ensure they are complying with the relevant Allcare SOP's.

## 2.9 Locum Feedback

- Each pharmacy will receive an automated Locum feedback email following completion of a locum shift in store. This email should be open and the hyperlink "Leave Feedback" clicked through and the form completed. See figure 3 below.
- It is important that the forms are completed, as this will ensure that Allcare Pharmacy, as a business is only using locums with the necessary competencies to deliver the high professional standards that we expect of our business.
- The locum feedback form should be received the day after a locum has worked, or if the locum is booked for several days, **it can be completed the day after the final day that the locum works.**
- If you do not receive this email, contact Pharmaconex directly and request.
- Supervising pharmacists may also discuss locum feedback with your Territory Manager and superintendent pharmacist where you deem appropriate to highlight any concerns or recommend a locum.

**Figure 3 Locum Feedback email and Phamaconex locum feedback form.**



### 3 References:

IPU Locum Checklist: [https://ipu.ie/home/professional/sop-and-guidelines/locum\\_checklist/](https://ipu.ie/home/professional/sop-and-guidelines/locum_checklist/) (accessed 28/3/19)

PSI code of conduct for Pharmacists: [https://www.thepsi.ie/Libraries/Publications/Code\\_of\\_Conduct\\_for\\_pharmacists.sflb.ashx](https://www.thepsi.ie/Libraries/Publications/Code_of_Conduct_for_pharmacists.sflb.ashx) (accessed 28/3/19)

### 4 SOP Revision History

Version 2 – September 2015 Required Review.

- Change of company name from URS to Allcare Pharmacy.
- Updated that daily audit report must be reviewed following a locum shift.
- Updated to include that all locum shifts are included on the future work planner.
- Change that locum appraisal form emailed to pharmacies.

Version 3 – March 2017 required review

- Updated to include add locum shift to future work planner on the TMS
- Updated to include reply to confirmation email and add to diary
- Updated to include locum must clock in and out via Mitrefinch icon on desktop and anomalies checked
- Change of locum appraisal form to feedback form
- Change to Uniphar Marketplace
- Updated to read SOPs listed in 2.2

Version 4– June 2019: required review and reformat. Updated to include:

- Section 1.3: New: Pharmacy Technicians
- Section 2.1: New: Locums cannot be arranged through any other agency or individual without prior approval of your Territory Manager (TM).
- Section 2.1.1: New section includes change of phone number for Pharmaconex
- Section 2.2: Increased detail
- Section 2.3: New: “supervise the pharmacy “
- Section 2.8: Reworded to reflect emergency supplies, supplies of controlled drugs (CD2 to CD4), unlicensed and High Tech supplies
- Section 2.9: Expanded section with graphics and advice to consult with territory manager and/or superintendent pharmacist.
- Appendix One: Updated locum guidance document to reflect feedback supplied by the Allcare Listening Forum February 2019

## Appendix One: Locum Guidance Sheet



### LOCUM GUIDANCE SHEET

Dear Locum

Thank you for working in our pharmacy today. The purpose of this guidance is to assist our supervising pharmacist in ensuring our Allcare SOPs are complied with, that any queries you may have are addressed, and that you have an enjoyable day alongside our team looking after our patients.

**In the event you need to talk to one of us, please contact the following: (insert as applicable)**

Role	Name	Contact Number and/or email
Superintendent Pharmacist		
Supervising Pharmacist		
Territory Manager		

### Start of Day

<ul style="list-style-type: none"> <li>• <b>Locums (pharmacist and technician) must clock in and clock out at the beginning/end of their shift using the Mitrefinch icon on the desktop or via the following link on Google chrome.</b> <a href="http://89.101.228.100:8080/empclockinout.aspx">http://89.101.228.100:8080/empclockinout.aspx</a>.</li> <li>• <b>Please do this immediately on arrival.</b> The pharmacy team will help you if required.</li> </ul>
<ul style="list-style-type: none"> <li>• Sign the <b>Pharmacist Duty Register</b></li> </ul>
<ul style="list-style-type: none"> <li>• Access Allcare Pharmacy SOPs and ensure they are read and understood. The SOP's are available printed in hard copy and located in _____. Alternatively, they are available to download as PDF's on <a href="http://www.pharmapodhq.com">www.pharmapodhq.com</a>. A member of our team will direct you to the login details.</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure that the daily ambient and fridge temperatures are recorded in the morning and also in the afternoon on the Environmental and Refrigerator Temperature Monitoring Log. (Follow SOP 06 Refrigerator and Environmental Temperature Monitoring in the event of a deviation)</li> </ul>
<ul style="list-style-type: none"> <li>• <b>The computer is left on at all times.</b> To activate the dispensing software, just move the mouse and double click on the MPS icon</li> <li>• The software system used in our store is MPS and the password for locum use is _____</li> <li>• <b>Note: Do not turn off the computer system in the evening when leaving. Just exit all programmes.</b></li> </ul>
<ul style="list-style-type: none"> <li>• Please consult the pharmacy handover notes from the previous day. These notes are located in the Dispensary Diary. Please initial as actioned and outline any follow up or resolution in the Dispensary Diary and/or patient PMR as applicable.</li> </ul>



<ul style="list-style-type: none"> <li>The controlled drug safe key is located _____. The safe must be kept locked when not in use and the key under the pharmacist’s personal supervision throughout the day.</li> </ul>
<ul style="list-style-type: none"> <li>At the rear of this guide is a map of our dispensary which may assist you in locating items in the dispensary. (Note inclusion of this map is at the discretion of the supervising pharmacist)</li> </ul>
<ul style="list-style-type: none"> <li>The team will provide you with a locum swipe card, so you can undertake transactions on MARS at our tills. <b>All locum staff are expected to supervise, provide professional support, advice and information to all staff and customers.</b> Ask a staff member to demonstrate the use of the till if you are not familiar with the MARS system. Staff will undertake any necessary refunds or returns.</li> <li>Familiarise yourself with the layout of the front of shop, particularly all products that are sold by or under the supervision of a pharmacist or are subject to additional sale restrictions.</li> </ul>
<ul style="list-style-type: none"> <li>Communicate clear instructions to staff on your expectation on the supply of products and prescriptions requiring pharmacist consultation, counselling and supervision.</li> </ul>
<ul style="list-style-type: none"> <li><b>Locum Pharmacists are fully expected to personally provide counselling on dispensing and supply of any high risk medications, and counselling points necessitated to ensure safe usage of medicines by patients</b></li> </ul>

### Dispensary Responsibilities

<b>Prescription Date</b>	Ensure that the <b>correct date of prescribing</b> is always entered on the PMR	SOP14
<b>Repeat prescription</b>	Ensure doctor, brand, generic, and pack size are accurate, and directions are <b>double checked</b> . Please maintain patients on any generic substitutions already dispensed to them previously to ensure continuity of care unless unavailable. A copy must be kept, and the details must be documented of any previous dispensing’s of a private prescription in the daily audit report and scanned to the patient’s file where available. Ensure that all patients are aware when the prescription is complete or expired. (Use Allcare Stickers)	SOP14
<b>Emergency Supplies</b>	We endeavour to help our patients where we can. Ensure a <b>maximum of 5 days</b> is dispensed and if GMS, item is entered as “collect”. <b>It is compulsory to enter a valid detailed reason for an emergency supply and this must appear on the “Daily Audit report” . (not just on the item comment)</b> . Keep endorsed copies of all faxed prescriptions and clear notes on patient PMRs of all emergency supplies at the request of a prescriber. Make a note of the above in the dispensary diary for the supervising pharmacist where appropriate, of any emergency supplies given.	SOP09
<b>CD2 to CD4</b>	<b>No emergency supplies to be issued under any circumstances.</b> The prescription must be endorsed with the <b>total quantity</b> given of each CD item.	SOP15
<b>Owings</b>	Items must only be put up as owing’s if there is a genuine expectation a patient will return for the item. <b><i>(Supervising Pharmacist: include details of locations of any owing’s baskets/files here)</i></b>	SOP17
<b>Non-dispensed items</b>	Must only be claimed for where applicable and a <b>detailed reason</b> entered under “Non dispensed”. The prescription should be endorsed to reflect this.	SOP17
<b>Filed prescriptions</b>	Consult the staff as to where the filed prescriptions are stored. Ensure an offer is made to all patients who hand in repeat prescriptions to keep the prescription on file. Offer all patients new and existing the <b>Allcare Prescription Texting Service</b> for their convenience and assist with their compliance.	SOP43

	<b>Please ensure you know familiarise yourself with this service when you commence your shift in the pharmacy by consulting staff and reading the SOP.</b>	
<b>Prescription endorsements</b>	All prescriptions must be endorsed in full as per legislative requirements. <b>Ensure GMS copies are stamped and endorsed on both original and copies.</b> Pay special attention to the correct endorsement of High-Tech, controlled drugs, EMPs and veterinary prescriptions. Ensure all MDS Checking sheets and prescriptions and <b>endorsed and dated</b> by the pharmacist who performed the final check.	SOP14 SOP15 SOP07 SOP04 SOP11
<b>Items with reimbursement restrictions</b>	Please dispense and check carefully that the patient <b>has not exceeded their entitlement for the item that month</b> or has <b>valid approval for the item or phasing</b> so that the pharmacy does not incur PCRS rejects. Common rejected items include: <b>NOACs, test strips, erectile dysfunction medications, Versatis, Erntresto, Prolia</b> <b>Check validity of phasing approvals as you dispense the prescriptions.</b>	URS Claims Manual

### Stock Management and Ordering:

<b>Orders</b>	Our primary wholesaler is Uniphar. The cut off time(s) are _____ Our secondary wholesaler is United Drug. The cut off time(s) are _____ The pharmacy uses Marketplace for our PI supplies. The cut off time is _____ You may also order online via the Uniphar/United Drug websites. The order setting in this store is pack replacement ( <b>unless otherwise</b> ) so please edit the order carefully to ensure our stock levels are maintained and accurate stock procurements are achieved. All orders must be booked in on MPS including single items ordered online.	SOP19
<b>EMP's</b>	Only order on foot of a valid prescription. Our primary wholesaler for EMP's is Pharmasouce. Cut off as above Our secondary wholesaler for EMP's is UD Elements. Cut off as above <b>Always attach invoices when dispensing EMP's to the prescription copy/claims form. The Batch no, expiry, wholesaler details and any ADR's must be recorded on the PMR in the item comments.</b>	SOP20
<b>Special Orders</b>	<b><i>Insert details as appropriate to your pharmacy of any special orders e.g.: ostomy, compounded products etc. if applicable</i></b>	SOP19 SOP20
<b>High Tech Hub</b>	Please leave a note in the diary of any stock ordered in via the High Tech Hub so that the dispensary team can track the order progress.	SOP07
<b>Inter-pharmacy Loans</b>	Please ensure items are only lent or borrowed from an adjacent pharmacy to address <b>immediate patient need.</b> Leave a note in the dispensary diary outlining any items borrowed/loaned for the supervising pharmacist.	SOP19

### Miscellaneous

<b>Health Services</b>	Allcare Pharmacy offer a selection of core health services to patients that locums must be familiar with and competent to offer if requested. These include:	SOP HS1 HS2
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	<p>Inhaler technique assessments, blood pressure checks, BMI checks, blood glucose testing, emergency hormonal contraceptive. Cholesterol and 24 hour blood pressure monitoring are available on request. Please take patients details and record in diary.</p> <p><b>Patients must sign the Allcare Health Services Consent and Results form and details and results must be entered of the health service delivered as if you are dispensing it as a product for the patient on MPS</b></p> <p>See Allcare Pharmacy Guide to Recording Health services or contact the Allcare Health Services and Training Coordinator if you need assistance with this.</p>	<p>HS3 HS4 HS5</p>
<b>Errors and Near Misses</b>	<p>If you become aware of or make a dispensing error, <b>it must be recorded on Pharmapod</b>. The login details are available on _____</p> <p>Details of the error must also be included in the dispensary diary.</p> <p><b><u>If the error results in harm to the patient, the territory manager and superintendent pharmacist must be notified immediately for guidance.</u></b></p> <p><b>Near misses</b> must also be continuously recorded on Pharmapod.</p>	SOP13

**Before you leave for the evening, check:**

<b>Orders</b>	Are end of day orders sent?
<b>Procurements</b>	Are any specific products requested/prescribed for patients ordered?
<b>Health services</b>	Have they all been loaded correctly to the patient's PMR on MPS?
<b>Controlled drugs</b>	Are all CD2's and methadone (incoming and outgoing) written up accurately and key returned to the secure location?
<b>Daily audit</b>	Is the daily audit signed and dated and left for review for the supervising pharmacist?
<b>Temperature checks</b>	Have morning and evening checks of all thermometers including storage areas, completed and any deviations resolved or noted in dispensary diary?
<b>Sharps bins</b>	All sharps bins in use are stored securely in dispensary?
<b>Housekeeping</b>	<p>Is the dispensary left clean and tidy with counters wiped down, glassware rinsed, and bins emptied? (Record on Operational Checklist)</p> <p>Are all endorsed prescriptions filed away tidily in their designated locations in order?</p>
<b>Store Specific Notes and Issues</b>	<p>Ensure a comprehensive set of follow-up notes is left in the Daily Dispensary Diary for the duty/supervising pharmacist to follow up in the morning.</p> <p>These should include any inter-pharmacy exchanges that need to be returned, claims related issues and items owed to patients.</p> <p>Contact number should be noted also in the event of a follow up query.</p>

**Store Specific Notes:**

*Dispensary Map: Please insert below for the store if supervising pharmacist deems necessary*

## Appendix Two Allcare Locum Compliance Sheet V1

*This form can be left out for locums to sign on commencement of their scheduled rota (or once for multiple shifts).*

**Locums engaged in Allcare Pharmacies will endeavour to comply with Allcare Standard Operating Procedures to ensure best practice in the discharge of their professional duties, and to assist the locum in protecting the safety of staff, patients, and members of the public.**

**I confirm by signing this form that I have reviewed and understood the Locum Guidance Sheet and any relevant Allcare SOP's.**

Locum Name (Please Print)	Signature	Date