



## Dealing with owing and partly dispensed items

Procedure for managing an NHS or private prescription where insufficient stock is available to complete the assembly process (not CHS)

PROCESS STEPS	RESPONSIBLE	KEY POINTS
<ol style="list-style-type: none"> <li>1. If an item is owed or there is insufficient stock to complete a prescription, order the required stock from the supplier.</li> <li>2. If the patient/representative returns to the pharmacy before the owed item has arrived from the supplier, ascertain whether the patient has any of the outstanding medication available and consider how urgently the item(s) is needed. Record this information along with the patient/representative's contact telephone number on an owing docket.</li> <li>3. If the outstanding item(s) is required urgently, refer to the pharmacist to consider the options available.</li> <li>4. If the patient/representative is returning at a pre-arranged later time to collect the item(s), produce an owing label using the Pharmacy System (this must be done for every owing).</li> <li>5. Apply the owing labels to the relevant sections of the owing docket. Indicate clearly on both parts of the owing docket (i.e. for the store and the patient), from which supplier the stock has been ordered and when the medication is expected to arrive in store (e.g. "Alliance Healthcare, Monday pm"). Attach the owing docket to the prescription and store securely with the retained Pharmacist Information Form (PIF).</li> <li>6. Give a realistic collection date for 'specials' items that may take longer to arrive from the supplier. It may be appropriate to ask the patient if he/ she would prefer to be contacted when the item(s) arrives in store.</li> <li>7. For Schedule 2, 3 and 4 Controlled Drugs, ensure the patient/ representative is aware that the validity of the prescription is <b>28 days</b> and therefore any owings <b>must</b> be collected before that time has elapsed.</li> <li>8. If the patient/representative is unable to call back for the outstanding item(s), consider alternatives and find a solution.</li> <li>9. If the balance of the prescription is to be delivered, follow core and delivery SOPs and confirm the delivery address.</li> <li>10. Ensure that owings or partly dispensed prescriptions are reviewed twice a day or after each delivery of stock and the appropriate action is taken. Contact the patient if the owed item(s) has not arrived and the notes made previously indicate that he/she may run out of the medication in question to discuss a resolution.</li> <li>11. Complete prescriptions with owings before the patient/ representative returns to collect the item(s) wherever possible.</li> <li>12. Follow core SOPs for dispensing and labelling and then pass on to the pharmacist for a clinical and accuracy check (or to an Accuracy Checking Pharmacy Technician (ACPT) if the clinical check has been completed by the pharmacist).</li> <li>13. When dispensing the owed item(s), the <b>Dispensing Stamp</b> should be initialed by the dispenser and accuracy checker involved and the team member handing out the medication adjacent to the original initials, to ensure a robust audit trail is maintained for the owing part of the dispensing process (see example).</li> </ol>	<p style="text-align: center;">Dispensary Team Member/ Pharmacist</p>	<p>✓ If only a part supply is possible, it may be helpful to retain a small amount, in case another patient presents a prescription for that item before your next stock delivery.</p> <p>⚠ If the owed medication is needed urgently, consider alternatives (e.g. borrowing from another store or pharmacy). Contact the prescriber to discuss alternatives if necessary (e.g. for long term out of stock items).</p> <p>✓ When speaking to the patient/ representative, apologise for not being able to complete the prescription in full. Ensure that an appropriate audit trail is kept of the agreed actions.</p> <p>✓ Retain the PIF with the prescription until the owing has been completed.</p> <p>⚠ If the owing is an item that requires reconstitution before handing out (e.g. antibiotic powders, Zineryt™), or a liquid with a limited shelf life once opened, and the customer is not present, discuss with the pharmacist whether or not the item should be dispensed immediately or when the patient/ representative returns. Take care that these do not pass into the retrieval system without clear annotation on the dispensing bag and the PIF that reconstitution is necessary before the actual supply is made to the patient/ representative.</p> <div style="text-align: center;"> </div> <p>Stamp <b>all</b> prescriptions with the <b>Dispensing Stamp</b> ("Quad Stamp") to ensure a full audit trail of the persons involved at every stage of the dispensing process is recorded: clinical check (cc), accuracy check (ac), dispensed (d) and handout (h). The audit trail for processing the owed item(s) should be made by initialing the relevant three quadrants just outside the original Stamp imprint.</p>

ACCOUNTABLE SIGNATURE:

DATE:

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**Version 1**

Standard Operating Procedure

(Formerly SOP 004)