

# Section 2: Sale and Supply of Non-Prescription Medicines

Date Commenced		Name	Role	
<p><b>Review of the Sale and Supply of Non-Prescription Medicines</b></p> <p>The purpose of this section is to review how non-prescription medicines are supplied safely to patients under the personal supervision of the pharmacist, and how patients are provided with sufficient information for use of their medicines.</p> <p><b>How to Complete</b></p> <p>Observe 5 sales / supplies of non-prescription medicines from the pharmacy and record your findings.</p> <p>When selecting the supplies, consider selecting:</p> <ul style="list-style-type: none"><li>• Sales made by different members of staff</li><li>• Sales over a period of time (i.e. not all on one day if possible)</li><li>• Sales for a range of products, for example products containing domperidone, codeine, pseudoephedrine etc.</li></ul>				

SUPPLY 1		
Date Supplied:		
Medicine(s) Requested:	Patient Symptom(s):	
Medicine(s) Supplied:		
Interaction with Patient	Referral to Pharmacist	
What question(s) were asked?	Was the patient referred to the pharmacist?	Yes    No    n/a
	If yes, record reason/ referral symptom(s):	
Patient Counselling		
Was the patient provided with sufficient information to allow them to use their medicine safely and effectively? <b>Note:</b> Patients should be informed of their entitlement to a private consultation and to direct them to the consultation area if requested.	Yes	No
Did the staff member check that the patient understood the information provided?	Yes	No
Record details:		
Improvements		
Could any aspect of this interaction have been improved?	Yes	No
If yes, record details:		

SUPPLY 2		
Date Supplied:		
Medicine(s) Requested:	Patient Symptom(s):	
Medicine(s) Supplied:		
Interaction with Patient	Referral to Pharmacist	
What question(s) were asked?	Was the patient referred to the pharmacist?	Yes    No    n/a
	If yes, record reason/ referral symptom(s):	
Patient Counselling		
Was the patient provided with sufficient information to allow them to use their medicine safely and effectively? <b>Note:</b> Patients should be informed of their entitlement to a private consultation and to direct them to the consultation area if requested.	Yes	No
Did the staff member check that the patient understood the information provided?	Yes	No
Record details:		
Improvements		
Could any aspect of this interaction have been improved?	Yes	No
If yes, record details:		

SUPPLY 3		
Date Supplied:		
Medicine(s) Requested:	Patient Symptom(s):	
Medicine(s) Supplied:		
Interaction with Patient	Referral to Pharmacist	
What question(s) were asked?	Was the patient referred to the pharmacist?	Yes    No    n/a
	If yes, record reason/ referral symptom(s):	
Patient Counselling		
Was the patient provided with sufficient information to allow them to use their medicine safely and effectively? <b>Note:</b> Patients should be informed of their entitlement to a private consultation and to direct them to the consultation area if requested.	Yes	No
Did the staff member check that the patient understood the information provided?	Yes	No
Record details:		
Improvements		
Could any aspect of this interaction have been improved?	Yes	No
If yes, record details:		

SUPPLY 4		
Date Supplied:		
Medicine(s) Requested:	Patient Symptom(s):	
Medicine(s) Supplied:		
Interaction with Patient	Referral to Pharmacist	
What question(s) were asked?	Was the patient referred to the pharmacist?	Yes    No    n/a
	If yes, record reason/ referral symptom(s):	
Patient Counselling		
Was the patient provided with sufficient information to allow them to use their medicine safely and effectively? <b>Note:</b> Patients should be informed of their entitlement to a private consultation and to direct them to the consultation area if requested.	Yes	No
Did the staff member check that the patient understood the information provided?	Yes	No
Record details:		
Improvements		
Could any aspect of this interaction have been improved?	Yes	No
If yes, record details:		

SUPPLY 5		
Date Supplied:		
Medicine(s) Requested:	Patient Symptom(s):	
Medicine(s) Supplied:		
Interaction with Patient	Referral to Pharmacist	
What question(s) were asked?	Was the patient referred to the pharmacist?	Yes    No    n/a
	If yes, record reason/ referral symptom(s):	
Patient Counselling		
Was the patient provided with sufficient information to allow them to use their medicine safely and effectively? <b>Note:</b> Patients should be informed of their entitlement to a private consultation and to direct them to the consultation area if requested.	Yes	No
Did the staff member check that the patient understood the information provided?	Yes	No
Record details:		
Improvements		
Could any aspect of this interaction have been improved?	Yes	No
If yes, record details:		

# Compliance Assessment – Sale and Supply of Non-Prescription Medicines

Having completed the review, please consider the statements listed below and select the level of compliance that you think best represents your pharmacy

## Compliant:

	The sale and supply of non-prescription medicines is always carried out under the personal supervision of a pharmacist, i.e. the pharmacist can see and hear all interactions and can intervene in any sale if necessary.
	All patients are counselled on the appropriate use of their medicines.
	There is a clear, documented procedure implemented at the pharmacy for the sale and supply of non-prescription medicines, which accurately reflects practices in the pharmacy and the requirements of legislation and guidance.

## Mostly Compliant:

	The sale and supply of non-prescription medicines is mostly carried out under the personal supervision of a pharmacist.
	Most patients are routinely counselled on the appropriate use of their medicines.
	There is a clear, documented procedure implemented at the pharmacy for the sale and supply of non-prescription medicines, but this is not consistently followed.

## Partially Compliant:

	The sale and supply of non-prescription medicines is not always carried out under the personal supervision of a pharmacist.
	Patients are not routinely counselled on the appropriate use of their medicines.
	There is a documented procedure in place on the sale and supply of non-prescription medicines but this does not reflect practices in the pharmacy.

## Non-Compliant:

	The sale and supply of all on-prescription medicines is not carried out under the personal supervision of a pharmacist.
	Patients are not counselled on the appropriate use of their medicines.
	No procedure is in place for the sale and supply of non-prescription medicines from the pharmacy.

**When you have completed this, move on to the Action Plan Booklet**

**Notes:**

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