



SOP 01

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- Overarching SOP for SOPs (000)
- Prescription Reception (001)
- Pharmaceutical Assessment (002)
- Intervention and Problem Solving (003)
- Label Production (004)
- Assembly of Rx (005)
- Accuracy Checking (006)
- Transfer of Rx to Patient in the Shop (007)
- Prescription Owings (008)
- Repeat Dispensing (009)
- Prescription Collection Services (010)
- Disposal of unwanted medicines (011)

SOP 02

- Supplying medicines in a compliance aid (012)
- Assessing eligibility for supply in a compliance aid (013)
- Dispensing Private Rx (014)
- Dispensing Controlled Drugs (015)
- Sale of OTC medicines by counter staff (016)
- Sale of OTC involving the Pharmacist (017)
- Methadone Dispensing (018)
- Medicines Use Review (019)
- Emergency Supply (020)
- Extemporaneous Dispensing (021)

SOP 03

- Obtaining Specials (022)
- Chronic Conditions Advice (023)
- Assessing Clinical Significance (024)
- MDS in Nursing Homes (025)
- Dealing With Other Healthcare Professionals (026)
- Stock Control (027)
- Stock Ordering (028)
- Stock Receipt and Integrity Checking (029)
- Complaints Procedures (030)
- Confidentiality (031)



SOP 04

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- Near miss incident recording (032)
- Dispensing Error Recording and Reporting (033)
- Minor Ailments Scheme (Enhanced) (034)
- Health and safety of the public (035)
- Health and safety for the staff (036)
- Sale of Emergency Hormonal Contraceptives (037)
- Blood pressure monitoring (038)
- Self care advice for Diabetics (039)
- Self care advice around smoking (040)
- Prescription Counting (041)

SOP 05

- Prescription Filing (042)
- Sending Prescriptions to the PPA (043)
- Syringe Exchange (Enhanced) (044)
- Observed Consumption (Enhanced) (045)
- Pregnancy Testing (046)
- Root Cause Analysis (047)
- Self care advice for those who are overweight (048)
- Self care advice for those with hypertension (049)
- Signposting (050)
- Monitoring owings (audit) (051)

SOP 06

- Drug Alerts and Recalls (052)
- Staff Training (053)
- Induction for new staff (054)
- Induction of new Pharmacists (055)
- Dealing with Fire (056)
- Cleaning the Premises (057)
- Opening the Pharmacy (058)
- End of Day / Closing the Pharmacy (059)
- Refrigerator Maintenance (060)
- Equipment Maintenance (061)
- Giving Advice for Malaria Prophylaxis (062)



SOP 07

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- Dealing with violent customers (063)
- Smoking Cessation (064)
- Blood Glucose testing (065)
- Running tally of CDs (066)
- Clinical Audit (067)
- Child Protection (068)
- Preparation of Methadone Mixture (069)
- Prescription Delivery System (070)
- Data Protection (071)
- Promotion of Healthy Lifestyle (072)

SOP 08

- Running a patient satisfaction survey (073)
- Delivery of CDs to patients (074)
- Receipt, Storage and Destruction of CDs (075)
- Managing changes from POM to P (076)
- Maintaining a Smoke Free environment (077)
- Managing an Accuracy Checking Technician (078)
- Cashing up at the end of the day (079)
- Sending and receiving faxes (080)
- Demonstrating how to use a peak flow meter (081)
- Dealing with the Freedom of Information Act 2000 (082)

SOP 09

- Advice on anticoagulant therapy (083)
- Influenza Vaccination under a PGD (084)
- Advising on Falls in the Elderly (085)
- Dealing with a Fall in the Pharmacy (086)
- Measuring and Fitting a truss (087)
- CD Requisitions (088)
- Supply of EHC under a Patient group Direction (089)
- Supplying Methotrexate (090)
- Cholesterol Measurement (091)
- Measuring and fitting Surgical Hosiery (092)
- Electronic Transfer of Prescriptions (Phase I) (093)



SOP 10

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- Appliance Dispensing (094)
- Procedures when the pharmacist is absent (095)
- Chlamydia Testing (096)
- Procedures when the CD key is missing (097)
- Procedures when a CD Rx is missing (098)
- Needle Stick Injury (099)
- Continuity Planning (100)
- The OTC sale of Clamelle (101)
- The OTC sale of Alli (102)
- Pandemic Planning (103)

SOP 11

- RP Certificate and Pharmacy Log (104)
- RP The Responsibilities of a RP (105)
- RP Handing over to the next RP (106)
- RP Planning After an Incident (107)
- RP Allowable Absences (108)
- RP Staff Competencies (109)
- RP SOP Changes and audit trail (110)
- Handling computer failure (111)
- Disposal of clinical waste (112)
- Vascular Risk Assessment (113)

SOP 12

- IG Staff and Third Party Confidentiality Clauses (114)
- IG Mapping Information Flows (115)
- IG Transfers of Patient Identifiable Information abroad (116)
- IG Collecting Patient Consents (117)
- IG Access Rights to the PMR (118)
- IG Secure transfer of Digital Information (119)
- IG Monitoring Mobile Computer Systems (120)
- IG Incident Management for loss of PII (121)
- IG Creating & Maintaining a Safe Haven (122)
- Dispensing Methadone via Methameasure (123)
- IG Safe use and storage of Smart Cards (124)



SOP 13

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- [Dealing with Lithium Patients \(127\)](#)
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- [Stoma Appliance Customisation SAC \(129\)](#)
- [Appliance Use Review \(130\)](#)
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- [Whistleblowing \(132\)](#)
- [Giving Advice about Alcohol \(133\)](#)
- [Handling for Paraffin Based Products \(134\)](#)

SOP 14

- [Healthy Diet Advice \(135\)](#)
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