

**OWINGS**

**AND**

**OUT OF STOCK**

**AUDIT**



Background	A key measure of the quality of a dispensing service is whether the pharmacy is able to supply medicines without undue delay. In addition, Section 2.1.4 of the contractual framework for community pharmacy in England and Wales, states that “Medicines owed to patients or out of stock should be monitored”. This audit enables pharmacists to do that.
Audit Topic	The level of prescription items owed, and the reasons for out-of-stock situations. (Items are owed due to the fact they are not currently in stock at the pharmacy)
Criteria	Patients will receive all prescribed items on the day the prescription is presented. Dispensing stock levels will be maintained at levels sufficient to meet local needs.
Standards	<p>Less than x % of prescription items dispensed each week to be dispensed incompletely when collected by the patient, carer or representative.</p> <p>Less than x % of items dispensed to be owed due to incorrect stock levels.</p> <p>No one item to be repeatedly (more than 5 times) out of stock (owed) during the audit period.</p>
Data to be collected	<p>At a given time each day (eg 5.00 pm) count the number of owing items. Record on sheet(s) provided the products, and reasons for owing of each, (see page 3) and the total number of owings and items dispensed for that day.</p> <p>At the end of the audit period, record the total number of items dispensed, the total number of items owed and the average percentage owed over the audit period. Also record the number and percentage of items owed for each reason for owing.</p> <p>Person responsible for data collection:</p>



Reasons for Owings	<p>A. Incorrect Stock Level</p> <p>B. New/Unusual item</p> <p>C. Expensive item to be ordered in for regular patient</p> <p>D. Unusually high demand</p> <p>E. Unusually high amount prescribed on one prescription</p> <p>F. Wholesaler is out of stock</p> <p>G. Manufacturer is unable to supply</p> <p>H. Out of stock on a Sunday/Bank Holiday/Rota</p> <p>I. Extemporaneous preparation requiring ingredient(s)</p>
Evaluation of data	<p>Is data complete and accurate?</p> <p>Have totals been correctly calculated?</p> <p>Are any items owed more frequently than usual?</p> <p>Person responsible for evaluation of data: (name)</p>
Summary of results	<p>Total number of items dispensed</p> <p>Total number of items owed</p> <p>Percentage of items owed x %</p>

### Reasons for owing

	A	B	C	D	E	F	G	H	I	Total
No										
%										

Items owed more than five times during audit period : -

.....

.....

.....

What have you learnt from undertaking this audit?

What changes do you propose to make?



## Data Collection #1

Drug Owing	Part or Full	Reason	Day of Week

## Data Collection #2

w/c	No. Items Disp	No. Items Owed	w/c	No. Items Disp	No. Items Owed
Monday			Monday		
Tuesday			Tuesday		
Wednesday			Wednesday		
Thursday			Thursday		
Friday			Friday		
Saturday			Saturday		
Sunday			Sunday		
Total			Total		

w/c	No. Items Disp	No. Items Owed	w/c	No. Items Disp	No. Items Owed
Monday			Monday		
Tuesday			Tuesday		
Wednesday			Wednesday		
Thursday			Thursday		
Friday			Friday		
Saturday			Saturday		
Sunday			Sunday		
Total			Total		

w/c	No. Items Disp	No. Items Owed	w/c	No. Items Disp	No. Items Owed
Monday			Monday		
Tuesday			Tuesday		
Wednesday			Wednesday		
Thursday			Thursday		
Friday			Friday		
Saturday			Saturday		
Sunday			Sunday		
Total			Total		