

REQUESTS

FOR

NON-
PRESCRIPTION

MEDICINES

AUDIT



General Subject	Requests for specific products by name..
Background	Non-prescription medicines are increasingly marketed directly to the public through television, radio and the press. The public are more aware of trade names than ever before and often ask for medicines by name. However, since most non-prescription medicines have some contra-indications or limitations to their use, how does the community pharmacist ensure that customers are buying medicines that are appropriate for them?
Topic	This audit measures the safety of Pharmacy Only Sales for a certain drug or group of drugs.
Standard	Sufficient information will be obtained to ensure that the product requested is suitable for use by the patient. You must decide how much information you need in order to ensure that the patient is obtaining an appropriate medicine. E.g., you may decide that you want to know who the medicine is for, whether it has been taken before and whether any other medicines are being taken in all circumstances. You may also want to know further information from the customer depending on their answers.
Audit Period	<u>(Time during which you collect data)</u> This should be at least two weeks - this will vary depending on the turnover of the product(s) being studied.



Product(s) to be studied

The choice of product to study will depend on several factors.

It will be important to choose a product or group of products which are requested fairly frequently in your pharmacy. The product(s) should be Pharmacy Only medicines that would be unsuitable for some patients.

Suitable examples could include:

H2 antagonists

Antihistamines for adult sleep disorders

Antifungals for vaginal thrush

NSAIDs

etc.

Data Collection

Record the information that you either obtain or already know about a patient when a request for the product(s) is made. You will also need to record the outcome of the sale i.e. whether a sale is made; the patient is referred to the GP; etc.

It will be useful to record instances where the customer is either reluctant to share information with you or is unable to answer your questions.

Evaluation

Determine number of times sufficient information is obtained from the customer compared with the times when insufficient information is obtained.

You will also be able to determine the outcome of your questioning and whether you refer patients to the GP, etc.

Implement Change

If necessary, alter questioning technique by pharmacist and counter staff to obtain sufficient information in the future. If you find that customers do not want to share information with you or your staff, you may want to think why this is. E.g. do you need to change your approach to customers or do you need to display a poster explaining the need for the questions.

Data Collection Form

<u>Transaction number</u>	1	2	3	4	5	6	7	8	9	10
<u>Did you know or find out?</u>										
Who the product was for										
Age (approx.)										
Nature of symptoms										
Duration of symptoms										
Action taken already										
If product has been taken before										
Other medication being taken										
Medical condition(s)										
Pregnant/lactating (if appropriate)										
Other (please specify overleaf)										
Customer reluctant to talk to us										
Customer unable to supply info.										
<u>Result of transaction</u>										
Requested product sold										
Other product sold										
No product sold										
Referral to GP advised										
Product/dosage information given										
Lifestyle/symptom advice given										
Other (please specify overleaf)										
<u>Who was involved in the transaction?</u>										
Pharmacist										
Counter Assistant										
Pre-reg										
Other										

Definitions of questions

This form attempts to be comprehensive about the sort of information that you may obtain or already know about the patient. It is unlikely that you will know all the information in every case and we are not trying to suggest that you should. The form is designed to cover all possibilities rather than suggest what best practice is. Please be honest when completing this form, it is important that you obtain a realistic picture of your practice rather than a idealised one.

Did you know or find out?

Who the product was for	Was the product for the customer or was he/she buying the product for someone else?
Age (approx.)	Do you know the approximate age of the person who will be taking the medicine?
Nature of symptoms	What symptoms is the patient treating? This is to check that the symptoms are treatable with the medicine that has been requested.
Duration of symptoms	How long has the patient had the symptoms? Long term problems may need referring to the GP for a full examination.
Action already taken	What treatment has the patient already had for this condition? This will determine whether the patient has already tried similar therapy, etc.
If product has been taken before	Has the patient taken this medicine before?
Other medication being taken	Is the patient taking any other medication? This is to check for any medication which might interact with the medicine being purchased.
Medical condition(s)	Has the patient any relevant medical conditions which might affect whether the patient should take the medicine being purchased?
Other (please specify)	Did the patient give you any other relevant information?
Customer reluctant to talk to us	Did the customer refuse to answer your questions? (e.g. in a hurry or finds any questions intrusive)
Customer unable to supply info.	Was the customer unable to answer your questions? (e.g. buying the medicine for someone else)

Result of transaction

Requested product sold	You sold the product requested.
Other product sold	You sold a different product to the one requested. This may either be a similar product or a different type of product.
No product sold	You did not sell any product to the customer.
Referral to GP advised	You advised the patient to see their GP. This may be in addition to selling a product or instead of making a sale.
Product/dosage information given	You gave the customer advice about the dose to take or other product related information (e.g. side effects, warnings, etc.)
Lifestyle/symptom advice given	You gave general advice about how to deal with symptoms or how to avoid symptoms, etc.
Other (please specify overleaf)	Was there anything else you did for the customer as a result of this transaction?

Who was involved in the transaction?

Pharmacist	Please include all those involved in the sale.
Counter Assistant	E.g. if the counter assistant refers the sale to the pharmacist, please tick both the pharmacist and the counter assistant.
Pre-reg	
Other	