



What all good dispensers should do to dispense medicines safely – full day workshop

DD&P Training Services are a leading training and education provider to healthcare professionals. We provide interactive courses of the highest standards, ensuring all delegates receive up to date information and are provided with an opportunity to raise their concerns and have their issues addressed.

This interactive workshop is aimed at dispensers who are new to the job. It will also serve as a great update for experienced dispensers. It covers the basic aspects of working as a dispenser— from understanding the different legal categories of drugs to processing NHS and private prescriptions. A summary of the law and ethics of dispensing is also covered together with how best to organise your dispensary to achieve maximum efficiency in workflow. An overview of endorsing and managing dispensing errors is also covered as part of this workshop. The focus of this workshop is very practical. We minimise and clarify jargon and bring in real life practice situations. There will be several scenarios and group work sessions to help you make the learning applicable to your work.

Workshop Agenda:

- 09.30 Registration and Coffee
- 10.00 Introduction and Overview of medicines
 - what are the different forms of drugs
 - legal categories and the requirements for dispensing
 - reference books in the dispensary
 - useful internet websites
- 10.30 The prescription form
 - different types of prescription, with hints and tips on what to look out for when dispensing
 - front of the prescription form – legal requirements of a valid prescription
 - back of a prescription form – charges and exemptions, who should sign the back
- 11.30 Coffee
- 11.45 What is an SOP
 - hints and tips on writing SOP's
 - A full set of template dispensing SOP's will be provided
- 12.15 The dispensing process
 - Health & safety
 - managing work flow
 - what checks are required when assembling medicines
 - the prescription label and what this should include
- 12.45 lunch
- 13.30 Introduction to good dispensary management
 - hints and tips on organising your dispensary for maximum efficiency
- 14.00 Endorsing
 - What you should know
 - How to endorse
 - Group work exercise
- 14.30 Checking the dispensed items
 - good practice procedures in checking your own work
 - good practice procedures in checking the work of others
- 15.00 Coffee
- 15.15 Problem solving exercises
- 15.45 Question and answer session
- 16.00 Close



Beginners guide to Dispensing

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Workshop booking form

Workshop Date:

Venue:

Only a limited number of places are available on each workshop. To reserve your place please complete the form below and fax the whole sheet back to DD&P Training Services on: 0116 2413508

Reservation form

Practice Name		Contact Name	
Address		Telephone /fax	
		Please reserve.....(insert number) of spaces for us at the workshop	
Post Code		Workshop date	
E-mail address:			

Please list the names and job titles of all those attending this workshop

Full Name	Job title	Number of years / months worked in a dispensary