

A day in the life of.....the Dispensers at Church Street Practice

Origin	No. prescriptions
Printed ready for GP signature	183
Queried with a GP	36
By telephone	18
From answer phone messages	43
From web messages	5
E-mailed from district nurses	1 (requested scripts for 5 patients)
Requests from reception to go and speak to patients re queries about prescriptions	9
Total for day	295

The following is a snapshot of a single day when two of them were on duty.

9.00am We discussed anything that needed to be handed over from the day before and sorted and recorded the scripts to be sent to the chemists.

We looked at the 3 on-line requests, one of us read them out and the other entered them on to the computer, which is the quickest way of doing it.

Made a cup of tea to start the day.

There were 14 messages left on the answer phone, one of which led to a discussion with a doctor as it was not straightforward.

Called to reception to deal with a patient who had left their medication behind when returning from holiday and needed an urgent replacement.

Called again to reception to answer another query.

Another message on the answer phone, patient had not received all the required medicines from the chemist, needed investigation. Script was found in 'Where to?' box with no chemist specified. Patient was telephoned and a message left to say that it would be forwarded to the chemist.

Two more telephone calls were made to patients.

One telephone call made to hospital re request for TTOs. (Drugs To Take Out).

10.05am Two new answer phone messages left. E-mail message from district nurses for 5 prescriptions needed for patients they are visiting.

Another phone call from patient wanting to know where script was after visit by doctor. Will need to speak to doctor concerned tomorrow.

Called to reception again to answer query.

Phone call meaning we need to speak to a doctor about a change of script after a hospital visit by a patient.

Called again to reception about a script which was not at the chemist.

Another query, called again to reception

Now 8 new messages on answerphone.

Called again to reception, patient had put in a request 2 days ago for some painkillers but no script had been done. Patient given appointment at 11.00am to discuss matter with GP.

11.00am Emptied script box outside our window – very full.

Telephone call about a web message requesting script which has not been received. Did the script, but told the patient they needed to speak to our information manager about any problems being encountered using the web site.

One more message on answerphone.

Changed ink cartridge for printer.

1.00pm Answer phone turned on, went for lunch.

2.00pm Three more answer phone messages left over lunchtime.

Called to reception about a script requested by a nurse yesterday but not yet signed by doctor. Went and got it signed by GP then gave it to patient.

Two more queries at reception.

3.00pm Two more messages on answer phone.

One of the District Nurses came in to request a script for a patient she was visiting.

2 more requests received on the web page.

2 more requests left on answerphone.

5.00pm Turned on answerphone, finished work and went home.

Other duties carried out on other days as required

Injection audit and ordering. Doctor's bags have to be checked for out-of-date drugs and injections and re-stocked after home visits if necessary. Items such as injections, dressings etc. also have to be ordered for the practice nurses and clinics.

We also arrange home Oxygen Therapy for patients and medication-only visits with Social Services.

Prescription forms for both computer generated and handwritten versions have to be ordered and we arrange with the chemists for the supply of Nomads which are trays made up for individual patients which hold specific combinations of pills for each day.