

Writing a standard operating procedure

- Flow chart / bullet points
- Consider what / who / when / how
- Include hyperlinks to why if necessary

Patient Returns Standard Operating Procedure

- Receive from patient / patient representative
 - Ask about whether bag contains CDs or sharps
 - Ask who is returning
 - Ask why returning – does the patient need a medication review?
 - Make processing and recording the return the next task
 - Do you need any equipment? E.g. a tray, gloves
 - Separate CDs from non-CDs, consider all schedules
 - What will you do with non-CDs?
 - Complete patient returns register
 - Count and check
 - Any concerns identified at this point?
 - Dispensing error
 - Side effects
 - Hoarding
 - How to report concerns www.cdreporting.co.uk
 - Are you going to denature and dispose of the return immediately?
 - When? Tuesday afternoon? Rota and diarise.
 - Do you have enough DOOP kits?
 - Where do you purchase DOOP kits from?
 - If storing for later disposal, where?
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- Clear a space for disposal
 - Retrieve from cabinet
 - Lay out and check against register before disposing of anything
 - Any concerns at this point?
 - Returns register doesn't match
 - Dispose / denature one at a time
 - Sign off in register one at a time
 - Methods of destruction
 - Tablets / capsules
 - Patches
 - Injections
 - Liquids
 - Kit storage before putting in the yellow bin