

## STANDARD OPERATING PROCEDURE TRANSPORTATION OF PHARMACY SUPPLIES BY TAXI

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<b>Name of Trust Strategy/Policy/Guidelines this SOP refers to:</b>	Safe and Secure Handling of Medicines Procedures Proc431

**VALIDITY – All local SOPS should be accessed via the Trust intranet**

### CHANGE RECORD

Version	Date	Change details
1.0	Jan 2023	Transferred existing document to correct format (Trust SOP). Updated contact details. Approved at DTG (26 Jan 2023) with 3 year date of next review.

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## 1. INTRODUCTION

This standard operating procedure (SOP) aims to ensure that all in-patient unit/wards are able to obtain essential medicines for patients when the usual route of supply is not available.

## 2. SCOPE

This SOP applies to all in-patient unit/wards.

## 3. PROCEDURE STATEMENT

To be used for the transportation of Pharmacy supplies between the dispensing pharmacy and HTFT Ward/Unit.

Only to be used under the following conditions:

- The usual supply route would cause an unacceptable delay
- It is considered essential for the clinical need of the patient(s).

This document must be used in conjunction with the current Safe and Secure Handling of Medicines Procedures (SSHMP) and all other relevant Humber NHS Foundation Trust (HFT) policies, procedures and guidance.

## 4. DUTIES & RESPONSIBILITIES

### Chief Executive

The chief executive is responsible for ensuring that a policy for the safe and effective use of medicines is in place

### The Medical Director

The Medical Director The medical director ensures that all medical staff, allied health professionals and other staff within the Medical Directorate are aware of and operate within this procedure.

### Chief Pharmacist and Controlled Drugs Accountable Officer

The chief pharmacist is responsible for optimising the use of medicines within the Trust, ensuring that the relevant standards relating to medicines optimisation set by the Care Quality Commission (CQC) and the National Institute for Health and Clinical Excellence (NICE) are achieved. The chief pharmacist is also the Controlled Drugs Accountable Officer (CDAO) who is responsible for the safe and effective use of Controlled Drugs within the Trust.

### Chief Technician and Pharmacy Technicians

These Technicians are responsible for:

- Ensuring the safe and effective medicine stock control, handling and storage at all in-patient units and community team bases by providing advice and support to the units and teams
- Leading and developing a series of training sessions and an e-learning package for nurses and other health and social care professionals on the safe and secure handling of medicines
- Supporting Clinical Pharmacist in liaising with primary and secondary care teams regarding medicine management issues

## All Clinical and Support Staff

All staff who have dealings with medicines must be aware of and operate within this procedure and in conjunction with the Safe and Secure Handling of Medicines.

## 5. PROCEDURES

### 5.1. Transport of Medicines

#### Before booking a Taxi:

- Contact the dispensing pharmacy and ensure the items are available.
- If appropriate, email relevant documentation/prescription to the dispensing pharmacy.
  - Please liaise with the pharmacy if the order is for a refrigerated item whereby the cold chain (2-8°C) needs to be maintained.
- Confirm and agree collection and delivery arrangements (including time order will be ready for collection).
  - The pharmacy may be able to deliver, check if this is possible before using the Taxi option.
  - If the pharmacy can deliver hand the original prescription to the pharmacy staff on delivery to the Ward/Unit.
- If the pharmacy cannot deliver, contact the appropriate taxi company to organise transport using the details below:

#### Contact details:

	Taxi	Tel	Email
<b>MH and LD in-patient units</b>	57 Taxis	01482 575757	office@drivehull.co.uk
<b>Whitby Community Ward</b>	Whitby Taxis (2012) Ltd	01947 605423	
<b>Malton Community Hospital</b>	Station Taxis Norton Ltd	01653 696969	

#### Arrange & confirm transport (including required time(s) for collection/delivery):

- From the pharmacy for delivery to the Ward/Unit.
- If the FP10 contains a controlled drug, the pharmacy will require the original FP10 before supply can be made, arrange transport to collect original FP10 from the Ward; deliver to the pharmacy; then return delivery to the Ward.
- Delivery can be to another Ward/Unit within the Trust if it is more convenient for the patient/patient's representative and Trust staff. This must be agreed with all parties concerned.
- Taxi delivery **must not be** directly to a patient/patient representative's address.
- Ensure you have obtained all the relevant details required to complete Form PTAX4 (Appendix 1) i.e.: Taxi Company Name, Email address, Taxi 'Job' Reference.
- PTAX4 (Appendix 1) is available on the v:drive here:  
<V:\Corporate\Pharmacy\Pharmacy Team\Public\Taxi Procedure>

#### Confirmation of the Taxi request

- Confirm the Taxi transport request by emailing the completed Form PTAX4 to the Taxi Company.
- All Sections of the form are to be completed before sending the email.

- Telephone the Taxi Company to confirm they have received the email.
- Record the names of the people you have spoken to and the time.

**Invoice Details** – This information can be found on the PTAX4 form

**Supply of the original prescription to the dispensing pharmacy:**

- Annotate the original as follows: *'Supplied against email dd/mm/yy'* Sign & Print.
- Put annotated original into an envelope and address:  
     'FAO PHARMACIST',  
     Address of dispensing pharmacy,  
     Sign across the seal of the envelope & record Unit address.
- Agree with the dispensing pharmacy the method by which the original prescription is to be delivered to them. This can be via:
  - The Taxi driver **or**
  - The pharmacy delivery staff

The service **does not** stipulate that the taxi company must meet a request by HTFT within a certain time frame. Therefore staff must take into account the usual demands made upon such services over the Bank Holiday times and at Weekends.

Inform the Trust Pharmacy Department 01482 389113 if there are any problems the Ward/Unit encounters when accessing this service.

## 6. EQUALITY & DIVERSITY

An Equality and Diversity Impact Assessment has been carried out on this document using the Trust approved EIA, see appendix 2.

## 7. IMPLEMENTATION

This procedure will be disseminated by the method described in the Trust's Document Control Policy.

The implementation of this procedure requires no additional financial resource.

## 8. MONITORING & AUDIT

This procedure will be monitored via DATIX or PALS/complaints that arise as a result of the use of the procedure and reported to Humber NHS Foundation Trust which will then be processed at the Clinical Risk Management Group.

Monthly medication audits are completed. Missed doses are evaluated to establish if medication could have been obtained via alternative means when the usual route of supply is not available.

## 9. REFERENCES

[Safe and Secure Handling of Medicines Procedures Proc431.pdf \(humber.nhs.uk\)](#)

# APPENDIX 1 - PTAX 4



## CONFIRMATION FORM FOR THE TRANSPORTATION AND DELIVERY OF PHARMACY SUPPLIES BY TAXI

1.	<p>TAXI COMPANY NAME:</p> <p>TAXI 'JOB' REFERENCE: (Please ask)</p> <p>TAXI TEL No:</p> <p>DATE:</p>
2.	<p>Transport Ordered by (name of staff member):</p> <p>Designation:</p> <p>Ward/Unit: <span style="float: right;">Tel No:</span></p>
3.	<p>Collection from (Including post code):</p> <p>Date: <span style="float: right;">Time:</span></p>
4.	<p>Delivery to (Including post code):</p> <p>Date: <span style="float: right;">Time:</span></p>
5.	<p>Return delivery address (Including post code):</p> <p>Date: <span style="float: right;">Time:</span></p>
6.	<p>Invoice details:</p> <p style="text-align: center;">Name of Ward/Unit ..... Humber NHS Foundation Trust Finance Department Willerby Hill Willerby HU10 6ED</p>

The content of this email is confidential to the sender and the recipient. It may also be privileged information. If you are not the intended recipient, please notify us immediately. It is important that you should not disclose its contents to any other person or photocopy it for your own or others' use.

We are grateful for your co-operation and apologise for any administrative inconvenience caused.

Form PTAX4

## APPENDIX 2 – EQUALITY AND DIVERSITY IMPACT ASSESSMENT

For strategies, policies, procedures, processes, guidelines, protocols, tenders, services

1. Document or Process or Service Name: **Transportation of Pharmacy Supplies by Taxi**
2. EIA Reviewer (name, job title, base and contact details): **Leanne Bloor, Chief Technician**
3. Is it a Policy, Strategy, Procedure, Process, Tender, Service or Other? **Procedure**

<p><b>Main Aims of the Document, Process or Service</b> To ensure that all Mental Health (MH) and Learning Disabilities (LD) in-patient units are able to obtain essential medicines for patients when the usual route of supply is not available.</p> <p><i>Please indicate in the table that follows whether the document or process has the potential to impact adversely, intentionally or unwittingly on the equality target groups contained in the pro forma</i></p>
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<p>Equality Target Group</p> <ol style="list-style-type: none"> <li>1. Age</li> <li>2. Disability</li> <li>3. Sex</li> <li>4. Marriage/Civil Partnership</li> <li>5. Pregnancy/Maternity</li> <li>6. Race</li> <li>7. Religion/Belief</li> <li>8. Sexual Orientation</li> <li>9. Gender re-assignment</li> </ol>	<p>Is the document or process likely to have a potential or actual differential impact with regards to the equality target groups listed?</p> <p>Equality Impact Score  <b>Low = Little or No evidence or concern (Green)</b>  <b>Medium = some evidence or concern (Amber)</b>  <b>High = significant evidence or concern (Red)</b></p>	<p>How have you arrived at the equality impact score?</p> <ol style="list-style-type: none"> <li>a) who have you consulted with</li> <li>b) what have they said</li> <li>c) what information or data have you used</li> <li>d) where are the gaps in your analysis</li> <li>e) how will your document/process or service promote equality and diversity good practice</li> </ol>
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Equality Target Group	Definitions	Equality Impact Score	Evidence to support Equality Impact Score
<b>Age</b>	Including specific ages and age groups:  Older people Young people Children Early years	Low	This procedure is consistent in its approach regardless of age.
<b>Disability</b>	Where the impairment has a substantial and long term adverse effect on the ability of the person to carry out their day to day activities: Sensory Physical Learning Mental health (including cancer, HIV, multiple sclerosis)	Low	This procedure is consistent in its approach regardless of disability. For patients who have a communication need or have English as their second language consideration must be given to providing information in an accessible format.
<b>Sex</b>	Men/Male Women/Female	Low	This procedure is consistent in its approach regardless of gender.
<b>Marriage/Civil Partnership</b>		Low	The procedure applies to all irrespective of relationship status.
<b>Pregnancy/ Maternity</b>		Low	This procedure is consistent in its approach regardless of pregnancy/maternity status.
<b>Race</b>	Colour Nationality Ethnic/national origins	Low	The procedure applies to all irrespective of race. Services must ensure where translator services are provided to ensure 'all practicable steps' are taken to ensure understanding in line with the five key principles of the MCA 2005.
<b>Religion or Belief</b>	All religions Including lack of religion or belief and where belief includes any religious or philosophical belief	Low	The procedure applies to all irrespective of religion or belief

Equality Target Group	Definitions	Equality Impact Score	Evidence to support Equality Impact Score
<b>Sexual Orientation</b>	Lesbian Gay men Bisexual	Low	The procedure applies to all irrespective of sexual orientation
<b>Gender Reassignment</b>	Where people are proposing to undergo, or have undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attribute of sex	Low	This procedure is consistent in its approach regardless of the gender the individual wishes to be identified as.

### Summary

*Please describe the main points/actions arising from your assessment that supports your decision.*

EIA Reviewer: **Leanne Bloor**

Date completed: **13 Feb 2023**

Signature: **L. Bloor**