
OOH EMERGENCY STOCK SUPPLY SERVICE

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1. INTRODUCTION

The Phoenix Out of Hours Emergency Stock Supply Service allows Humber Teaching Foundation NHS Trust (HTFT) to obtain emergency stock from the York Phoenix depot when it cannot be obtained by any other routes.

It is a 24/7 service for use outside of the Pharmacy departments usual operating hours (Monday – Friday 0900 – 1730, excluding bank holidays)

2. SCOPE

This applies to employees of HTFT, contract and Agency staff working on an in-patient unit.

3. DUTIES AND RESPONSIBILITIES

Nurse in charge or Clinician – to place the order and ensure that this service is only used for its intended purpose when the stock cannot be obtained by any other routes.

4. PROCESS

1. This service should only be used when the stock cannot be obtained by any other routes. Follow the flow chart [appendix 2] to rule out all other options.
2. Clinician to contact the York Phoenix depot by calling 08447369981 and request the product required.
The clinician will be required to provide the following information on the call:
 - Account number (See appendix 1)
 - Product details including: Name (if brand required please state brand name), form, strength and pack Size.
 - Quantity in original packs – it must be clear as to quantity required. Phoenix operate in packs; not units/tablets, so if 56 tablets are required, 2 boxes of 28 or 1 box of 56 must be requested accordingly.
3. When the need to use this service has arisen, an email should be sent to hnf-tr.pharmacyprocurement@nhs.net stating the product required and the outcome of the call.

5. ASSOCIATED DOCUMENTS

- Safe and Secure Handling of Medicines Procedure

Appendix 1 – Phoenix Account numbers:

Customer	Account
Avondale In Patient Unit (RV945)	25715
Darley House In Patient (RV936)	25716
Derwent In Patient (RV936)	25718
ECT In Patient Unit (RV945)	25719
Fitzwilliam Ward (RV91T)	25720
Hawthorne Court In Patient Unit (RV941)	25731
Inspire In Patient (RV90D)	25732
Lilac Ward In Patient (RV915)	25733
Maister Lodge In Patient (RV938)	25734
Mill View Court In Patient (RV942)	25735
Mill View Lodge In Patient (RV942)	25721
Newbridges In Patient (RV934)	25722
Occupational Health	25754
Ouse In Patient Unit (RV936)	25723
Pharmacy, THQ (RV901)	25706
PICU In Patient Unit (RV945)	25724
Pine View In Patient (RV946)	25725
Specialist Treatment & Recovery (STARS)	25753
Swale In Patient Unit (RV936)	25726
Ullswater In Patient Unit (RV936)	25727
Westlands In-Patient Unit (RV933)	25730
Whitby Minor Injuries	25755
Whitby Ward In Patient Unit (RV91W)	25728
Willow Ward In Patient (RV915)	25729

Appendix 2 – Service process flow chart

Phoenix Out of Hours Emergency Stock Supply - Ordering Process

