

## Reflective account form – military pharmacy

1. Provide us with a reflective account of how you met one or more of the standards for pharmacy professionals. We will tell you which standard(s) to choose from each year.

As part of my responsibilities as a pharmacy technician employed by the military (my service users being military personnel) I am responsible for ensuring that the medicines management across a number of medical centres is conducted in line with service SOPs. During an audit of the medical centres recording of prescriptions, PGD issues and Out of Hours issues I noticed that their paper records did not reconcile with electronic patient records. This was because of a number of different records that needed to be maintained simultaneously. I also spoke to the staff within the med centre and noted that they had a protocol but it required updating and communication to affected people.

With this information I produced a revised Prescription Handling Protocol to standardise the recording process within the med centre. This included one form to record all medication issues instead of the multiple ones that were being used. I also held a training session to ensure all staff members were fully trained on the use of the new protocol.

The use of the new protocol is still being trialled but the med centre staff have provided positive feedback on the new protocol. I have noticed that record keeping is more accurate from looking at the prescriptions held against the electronic medical records and stock levels held on the electronic stores system are more accurate during random stock checks of over labelled items. I am planning on conducting a full audit of the new system within the next two months and holding a peer discussion with staff members to identify any alterations to the system that will improve the process.

There is a description of your area(s) of practice

There is a description the typical users of the service(s) you provide

There is a description how you are meeting one or more of the standards for pharmacy professionals, illustrated with real example(s)