

AT A GLANCE - 4. Receiving and Storing

ROLE	TRUST WIDE		WARD SPECIFIC
	LAST REVIEW: April 2021	NEXT REVIEW: April 2024	
STOCK MEDICINES	<ul style="list-style-type: none"> All stock items will be delivered in either a sealed box or satchel. There should be a tamper evident closure. All stock orders will arrive with a delivery note. The stock should be checked off against: <ul style="list-style-type: none"> The filed copy of the order The delivery note by an authorised member of staff and dated, signed, and filed. Where stock is known to be missing by the supplying pharmacy there will be an 'owing slip'. Owing notifications should be filed prominently with delivery noted to allow checking when stock arrives. Any owing, missing or inappropriate stock should be brought to the attention of the team manager or senior clinical staff on shift to identify relevant actions. Missing or inappropriate stock must be brought to the attention of the supplying pharmacy for rectification. Stock should be stored in the appropriate locked drug cupboard or trolley ensuring all stock is rotated such that stock with the shortest expiry date is available for first use. Drug trollies must be closed and locked when not in attendance and secured to the wall when not in use. Medicines stored in drug trollies must be regularly reviewed to be only those currently in use. For room temperature monitoring please see the Temperature Monitoring section below 		<ul style="list-style-type: none"> Staff authorised to check and put away stock are INSERT STAFF GROUP(S). Stock medicines are stored in drug cupboard in a locked room INSERT LOCATION. Signed delivery notes, owing slips are filed in INSERT LOCATION
STOCK CONTROLLED DRUGS	<ul style="list-style-type: none"> All stock CD items will be delivered in either a sealed box or satchel. There should be a tamper evident closure. This will be separate to other stock. Stock will need to be checked against the CD Order book and the delivery note. The delivery note must be signed and given to the driver as proof of delivery for the pharmacy. Stock should be stored in the CD cupboard immediately ensuring all stock is rotated such that stock with the shortest expiry date is available for first use. The CD register should be completed by a qualified member of staff and an authorised witness, thereby 		<ul style="list-style-type: none"> Staff authorised to act as witness for the CD register are: <ul style="list-style-type: none"> Qualified nursing staff Trust Pharmacist Trust Pharmacy Technician Suitably trained Nursing Associates

	<p>ensuring the total balance is correct.</p> <ul style="list-style-type: none"> • CDs not in current use MUST be checked by a qualified member of staff and verified in the CD register at least once a week. Witness is required. • Missing or inappropriate stock must be brought to the attention of the supplying pharmacy for rectification. • Any discrepancies should be reported to the shift manager and the Trust CD Accountable Officer (via the RDaSH Pharmacy services). • Senior qualified staff on shift is responsible for the security and use of the CD cabinet key. • All staff handling CDs MUST have read and signed the Controlled Drugs (with the exception of St John's Hospice and RDaSH Care Groups Community Services (Physical Health)) SOP. 	
<p>PATIENT SPECIFIC MEDICINES</p>	<ul style="list-style-type: none"> • Patient specific medicines will be delivered in a clear plastic bag, in either a sealed box or satchel. There should be a tamper evident closure. • Authorised staff should check: <ul style="list-style-type: none"> ○ All dispensed medicines are accurate against the filed request form (duplicate of "Custom Script" or handwritten TTO). ○ The quantities are appropriate for delivery of original dispensed packs only. ○ Patient Information Leaflets are available. ○ TTO's and leave medication are stored in drug cupboards separated from ward medicines. • Any CDs must be: <ul style="list-style-type: none"> ○ Entered into the back of the CD register by a qualified member of staff and a witness, with a separate page for each patient and drug. ○ Stored in the CD cupboard. 	<ul style="list-style-type: none"> • Staff authorised to check and put away patient specific medicines are all qualified nursing staff. • Patient specific medicines are stored in named patient drawers in treatment room. • Staff authorised to act as witness for the CD register are: <ul style="list-style-type: none"> ○ Qualified nursing staff ○ Trust Pharmacist ○ Trust Pharmacy Technician ○ Suitably trained Nursing Associates <p>St John's Hospice exception to recording patient's own CD's</p>
<p>ITEMS REQUIRING REFRIGERATION</p>	<ul style="list-style-type: none"> • Medicines requiring refrigeration will be received in a cool bag and will require immediate checking and appropriate storage. • When storing, staff should ensure the drugs fridge has been monitored appropriately AND is currently within the 2-8°C range. • If at any time the fridge temperature is outside of the 2-8°C range wards should decant stock into a neighbouring ward's fridge and contact RDaSH Pharmacy services on the next working day. • Refrigerated stock items should be rotated such that stock with the shortest expiry date is available for first use. • The relevant Stock Medicines Reconciliation forms should be updated to reflect new stock levels. • For fridge temperature monitoring please see the Temperature Monitoring section below 	<ul style="list-style-type: none"> ○

<p>EMERGENCY MEDICINES</p>	<ul style="list-style-type: none"> • The ward will keep a range of medicines for use in a medical emergency, for example: <ul style="list-style-type: none"> ○ Aspirin for suspected MI (Myocardial infarction). ○ GTN (Glyceryl trinitrate) spray for acute chest pain. ○ Adrenaline 1:1000 for anaphylactic reactions. ○ Glucagon for hypoglycaemia. ○ Naloxone for opioid overdose. • These must be stored securely with their dosing instructions. • Wards should check their presence and expiry dates along with dosing instructions as part of their routine check of the grab bag. 	<p>Emergency drugs are stored in an ORANGE tray in INSERT LOCATION</p>
<p>TEMPERATURE MONITORING</p>	<p>The Trust have implemented a centralised temperature monitoring system in place of staff taking manual temperature readings; the new system takes a temperature reading every 7.5 minutes.</p> <p><u>Alarm Notifications</u></p> <p>Should a fridge or room exceed the set temperature parameters the system will send an alarm notification directly to the team. How a team receives an alarm notification has been discussed and arranged with each team individually therefore please speak to your manager to find out the arrangements for your team.</p> <p>Generally, if a team has a monitored group email address with its own inbox the team will receive an email notification first. If the notification is not responded to after 30 minutes the team will receive a text to speech phone call to the team's phone number. If the team does not have a group email address, they will only receive a text to speech.</p> <p><u>Resolving a notification</u></p> <p>Upon receiving the alarm notification staff are to go to the fridge or room to try to resolve the issue, such as close the fridge door or turn on the air conditioning. Some troubleshooting solutions can be found below</p> <p><u>Fridge</u></p> <ul style="list-style-type: none"> • Has the fridge been accidentally unplugged or turned off? • Power cut or generator test • Fridge door left opened • Fridge door been opened for long periods of time due to stock take or delivery • Fridge over full air not being allowed to circulate • Fridge not having been reset after last recording 	<ul style="list-style-type: none"> •Ward log in for the centralised Temperature Monitoring System: <ul style="list-style-type: none"> ○ <u>Username:</u> xxxxx ○ <u>Password:</u> xxxxx •The ward temperature monitoring champion is: xxxxx

was taken

- Build-up of ice or water check the back of the fridge behind shelving may need defrosting
- Seal around door damaged

Room

- Turn off any lights that are available to be switched off
- Open any available windows
- Check if air con has been switched off if fitted
- Close any blinds
- Check if any radiators that are in close proximity are on and if so switch off or down (speak to estates if unsure)
- If there is a fridge in the room consider moving it to a different location, if possible

Once the issue has been resolved the staff member must log onto www.realtime-online.com using their team's username and password to resolve the alarm. A step-by-step guide can be found below.

- Log onto the online system - <https://www.realtime-online.com/>
- Click on 'Monitoring' located on the menu on the left-hand side
- The click on 'Notifications'
- Here you will see any alarms which have been **unacknowledged**, those which are **acknowledged** have been resolved. Find the unacknowledged alarm which related to your fridge/room then click edit
- In the first drop-down box select the most appropriate action taken to resolve the temperature excursion
- Enter a comment to advise what has taken place to resolve the alarm then enter your name and your phone number.
- Press save

If the staff member cannot resolve the issue they must contact Pharmacy services for further advice; however, if the fridge is broken then the fridge must be reported to estates via [Backtraq](#).

Alarm notifications must be responded to on the same day, if the notification occurs outside of working hours, then the notification must be responded to on the next working day.

Staff are to log onto the online system (www.realtime-online.com) once a week to check their fridge and/or room temperatures are ok and running within temperature.

	<p>Each team has access to their own team username and password.</p> <ul style="list-style-type: none">•	
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