

Hints and Tips for Completing the Clinical Governance Multidisciplinary Audit 10/11



The aim of this audit is to improve the quality and presentation of FP10HNC prescriptions to ensure accuracy and reduce queries.

Three Easy Steps to completing the audit:

1. Audit the first 20 FP10HNC prescription items that you receive from Derriford Hospital and the Royal Eye Infirmary over a four week period. It is important to include those with no queries as well as those with problems.
2. Complete a separate line for each item on a prescription form. For prescriptions with more than one item questions 1,2 and 8-12 will be the same.
3. Stop at the end of four weeks even if you haven't audited 20 items.

Here are some hints and tips to help you to complete the table:

No	Question	Hints and tips
1	Is the patient's name and address clear?	Is it legible?
2	Are any of the patient's details missing?	Does it have the full name, address and age or DOB if for a child?
3	Is the name and strength of the drug clear to allow you to dispense	Is it legible and complete?
4	Are there full and complete directions?	For example, should not say "as directed" or "as required" without maximum dose interval specified.
5	Is there sufficient information to allow you to dispense accurately?	For example, where a generic has been written but it is essential to specify the brand e.g. lithium.
6	If "PRN" dosage, was quantity to be supplied included?	If PRN dosage please indicate yes, no. If not PRN dosage mark N/A.
7	How many days' supply?	Please record the number of days supply from the prescription. If directions are "PRN" with no number of days specified, please mark 'PRN'.
8	Date of dispensing?	Record date when it was dispensed.
9	Date prescription was written?	Record date from prescription.
10	Has the prescriber printed his/her name clearly?	Is the prescriber's name clear in case they needed to be contacted?
11	Has the prescriber included a bleep/pager number?	Is there a bleep number on the prescription as a point of contact?
12	Is the clinic address pre-printed or is it a stamp?	Please specify.

No	Question	Hints and tips
13	What colour is the drug in the Plymouth Area Joint Formulary?	Please tick relevant box Green - First line drugs. Blue - Second line drugs. Orange - Specialist initiated drugs. Red - Hospital only drugs
14	Were there any problems with the prescription?	
	• No problems	Please tick and stop, no need to continue
	• Yes, there was a problem, please answer the following question:	
	Clarified Issues with the patient	Yes/No
	Contacted the prescriber	Patient waited patient had to call back
	Could not contact the prescriber patient had to return to hospital	Patient returned later with new/revised prescription Patient did not return
	Issue could not be resolved over the telephone – patient had to return to hospital (or GP) e.g. CD prescription incorrectly written	Patient returned later with new/revised prescription Patient did not return
	What was the delay to the patient in receiving their medication	Specify time or DNR if did not return
	Did you have to return the prescription to the prescriber for alteration?	Yes/No
		Yes, please specify how long it took to get the prescription back.

Completed forms should be returned in the envelope provided by Monday 22nd November