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Community Pharmacy & Management
Chapter 2 : Good Pharmacy Practice

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Chapter 2

Good Pharmacy Practice

Professional Responsibilities of Community Pharmacists

- → A community pharmacist is a practitioner who has direct contact with the public and whose services are in high demand by both the public and patients.
- → He provides medications with a prescription, and in some situations, without prescription (ie., OTC drugs)

Professional Responsibilities

Professional Responsibilities of Community Pharmacists

1. **Drug Related Responsibilities :** A community pharmacist ' s responsibility is very important in the field of disease prevention and promotion of health . He should guide people about proper use of OTC (over the counter = non prescribed drugs) and prescribed drugs .
2. **Counseling The people :** The pharmacist have better knowledge about drug , diseases and good health care centers , so they should guide the people about them .
3. **Communicable Diseases :** A community pharmacist has knowledge about communicable diseases and methods to control them . so he should pay efforts to controle them.
4. **Chronic Disease Control :** If any patients is suffering from a chronic disease the pharmacist should send him to an appropriate physician for treatment.
5. **Health Education :** A community pharmacist must promote good heath by teaching people about key points to maintain good health.
6. **Drug Information Awareness Programme :** It is also a responsibility of a pharmacist to held this type of programme to aware the people about side effects of OTC and other drugs like Narcotic , psychotic etc.
7. **Environmental Health :** It is also a responsibility of a pharmacist to aware the people about the benefits of good environment and harm effects of bad environment on the health . He should guide them how to improve the environment.
8. **Disaster management :** A pharmacist should help people in disaster condition . He should provide them proper guidance and healthcare services.

Good Pharmacy practice

→ It is a pharmacy Practice that responds to the need of people who use the pharmacist 's services , to provide them optimal (best) and evidence based care.

Requirement of Good Pharmacy Practice

The main Important part of pharmacy activity to help patients through :

- The supply of medicines and healthcare products.
- The provision of appropriate information and advices to the patients.
- The administration of medicines.

Roles of Pharmacists in Good Pharmacy Practice

➢ Roles of pharmacists in GPP are to prepare , obtain , secure , distribute , administer , dispense and dispose of medical products.

Some Principles of GPP / Structure Guidelines

1. Facilities :

→ The pharmacy must have following facilities :

- **Premise :** The pharmacy must be easily found and recognised by the general people .
- **Furniture :** The pharmacy should have clean shelves for storing medicines and other products in a neat , dust free , moisture free place.
- **Equipments :** The Pharmacy should have the basic equipment required in pharmacy like refrigerated storage facilities , sphygmomanometer , stethoscope , weighing machine etc.

2. Guidelines :

→ Some important guidelines should be given by Chief Pharmacist to the staff and make them adhered to follow them :

- Procurement and inventory management
- Storage inventory management
- Prescription handling
- Dispensing
- Information for patients
- Patients Counseling
- Profession Interaction

3. Procurement & Inventory management

◈ The Pharmacist should have the list of authorised suppliers as well as their specimen signature.

- Before buying a product the Pharmacists should check if the product has been sold or present in stock.
- All the new purchased items must added in inventory.

4. Storage

→ A pharmacy should maintain storage policies :

- **Storage Management :** The products entering in pharmacy should be quarantined in a separate place , before being verified for quality , batch No , expiry etc.
- **Disposal Of Expired Pharmaceutical Products :** The expired drugs should be listed and returned to the vendor / distributer , and he will send them back to the manufacturer , if this is not possible , the medicines should be disposed .

5. Prescription handling

→ When a client enters the Pharmacy , he must be made to feel welcomed and encourage to express his / her demand for prescribed and non prescribed drugs or for advice.

→ Upon receiving the prescription the pharmacist should confirm and care :

- The doctor's name , address , and registration nom.
- Patient's name . potency , dose , and total to be given.
- Signature of prescribing doctor.
- Instruction for patients.

6. Dispensing

→ The pharmacist should remove the medicines from the storage area , count them , make an invoice / bill and do the final review .

→ He should neatly pack the medicines .

→ He should give proper counseling to the patients .

→ The dispensed medicines should be provided with following point in written form :

- Patient's name
- Instructions on the dosage and usage
- Delivery date
- Instruction on storage
- Name and address of pharmacy .

7. Information For Patients

→ The pharmacist informed the patients about proper use of medicines and other healthcare products.

8. Enhancement Of professional role

→ The pharmacist should be aware of the latest development in Pharmacy Profession .

→ The pharmacist should maintain healthy relationship with other health care providers .

SOPs (Standard Operating Procedure)

→ A standard operating procedure is a set of written instructions that document a routine or repetitive activity followed by an organization.

→ The use of SOPs is a necessary part of a successful system , it provide a proper information to perform a job properly.

Some important objectives of SOPs

- To enhance the quality of services .
- To promote uniformity in the provided services .
- To eliminate errors

On the varying the circumstances the SOPs may be different , and a pharmacist can make SOPs in the light of these principles :

- Name and address of pharmacy .
- SOPs No. , date of SOP prepared
- Aim of SOP
- Steps to carry out the SOPs
- Who is responsible for specific SOP

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