

## CQC Support Kit

# Outcome 9: Management of medicines

Applies to: England      Last reviewed: 23/11/2010      Last updated: 22/11/2010

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*This outcome reflects the requirements of Regulation 20 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010*

CQC requirement
People who use services:
<ul style="list-style-type: none"> <li>Will have their medicines at the times they need them, and in a safe way.</li> <li>Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.</li> </ul>
This is because providers who comply with the regulations will:
<ul style="list-style-type: none"> <li>Handle medicines safely, securely and appropriately.</li> <li>Ensure that medicines are prescribed and given by people safely.</li> <li>Follow published guidance about how to use medicines safely.</li> </ul>

**Patients should be given medicines at the right time and in the right way. In achieving this, you need to ensure that medicines are handled safely, patients are given the right medicine at the right time and relevant rules about prescribing and dispensing medicines are followed.**

The following suggestions aim to help you identify how you might comply with this outcome. But these are only suggestions; you may have additional or different ways of meeting the needs of your patients for this outcome.

### Effective use of medicines

- When selecting the appropriate medicine to be prescribed or administered to patients, consider whether the following might impact on the choice of medicine and/or the dose:
  - age
  - cultural/religious beliefs
  - allergies and intolerances
  - existing medical conditions and prescriptions
  - adverse drug reactions
  - recommended prescribing regimens.
- Patients are advised how and when to take the medicines, what changes to expect and are warned of any side effects and/or adverse reactions.
- Relevant staff at the practice know where to access up-to-date medicines

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- British National Formulary
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- Training essentials - Achieving high standards in infection control - Friday 6 May 2011 - Edinburgh
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- BDA Clinical Governance Kit
- A Guide to General Dental Practice
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information.

## Handling medicines

- The practice complies with the requirements of the relevant medicines legislation.
- There are practice procedures for obtaining, storing, prescribing, dispensing, administering and disposal of (a) medicines and (b) controlled drugs.
- Only staff who are competent to do so are involved with handling medicines.
- The procedures for reporting adverse drug reactions, adverse events and errors are available and made known to all staff.
- All medicine-related adverse events and errors are investigated fully to ensure the risk of them being repeated is minimised.
- Medicine-related patient safety alerts are acted upon within the required timescales.
- At the start of any treatment, a record is made of the medicines being taken by the patient.

## Patient information

Patient information accompanies all medicines provided to a patient as part of their treatment.

## Demonstrating compliance

If you are asked to show how you comply with this outcome, you might use:

- Records of medicines being taken by patients, including those not prescribed as part of their dental treatment (a practice medical history form, for example)
- Patient information leaflets for all medicines held by the practice
- Any additional information provided with the medicines describing, for example, when and how to take medicines and for how long
- Patient record card showing medicines prescribed or dispensed and the information provided
- Examples of patient information for the medicines held by the practice
- Examples of medicines-related safety alerts.

Practice policies and protocols will help show that you have systems in place to ensure a consistent approach. Those that might be useful here include:

- [Practice procedures for prescribing and dispensing medicines](#)
- Practice procedures for reporting adverse drug reactions, and medicines-related adverse events and errors.

Staff training records that detail where relevant training has been provided or undertaken will also help. This may include, for example, the practice induction programme for new staff.

## Useful information

### BDA Advice sheet

- [Prescribing in general dental practice \(advice sheet B9\)](#)

### BDA Advice note

- [Prescribing, storage and disposal of controlled drugs \(England\)](#)

### BDA Shop

- [Medical history form](#)

## UK Medicines information

- [Patient Group Directions in dental practice](#)
- [British National Formulary](#)

## Medicines and Healthcare products Regulatory Agency

- [MHRA Safety information](#)

#### Downloads

 [Prescribing-and-dispensing-policy \(40 KB\)](#)

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