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# PHARMACY REGISTRATION BOARD OF WESTERN AUSTRALIA

(A.B.N. 75 635 660 854)

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## Communiqué

27 January 2016

### Written Operating Procedures

The Board notes that pharmacies frequently lack adequate written operating procedures when pharmacists are requested to respond to compliance issues during and following inspections.

The Board reminds pharmacy owners of their responsibilities as the holder of a pharmacy business licence and advises that in order to be able to effectively discharge those responsibilities it is essential that up-to-date written operating procedures are maintained and followed at the premises.

Quality written operating procedures are an important tool for the provision of safe, consistent and effective pharmacy services. As a pharmacy owner, would you be confident that there are sufficient written procedures at your pharmacy to enable a locum pharmacist to step in at short notice and run the pharmacy safely and confidently in your absence, or the absence of the pharmacist regularly and usually in charge? This is a good test of whether procedures are up to standard.

Procedures should be relevant and tailored to the operations of the pharmacy. They should be concise, accessible and capable of being carried out.

Areas of particular concern to the Board, where appropriate written operating procedures should be in place, are in respect of the safe supply of medicines. These areas would include:

- Monitoring of refrigerator temperatures;
- Use of scanners;
- Supervision of Schedule 2 and Schedule 3 medicines.

**John Harvey**  
Presiding Member