

## **Introduction**

### **Objectives**

The Standard Operating Procedure (SOP) for the Snorer Pharmacy Service

<https://pharmacy.snorer.com> brings benefits to the pharmacy and patient care in the following ways:

- Ensuring the quality and consistency of the Snorer Pharmacy Service
- Ensuring best practice is always achieved
- Providing an opportunity for trained pharmacy staff to take on some of the pharmacists' tasks so the pharmacist can concentrate on the more technical aspects of the service
- Defining who does what
- Providing consistent guidance to locums
- Providing a useful tool for training new members of staff

### **Scope**

The SOP sets out the process stages for the Snorer Pharmacy Service. Specifically, the use of the **“Snorer.me Signposting” software**. It incorporates the practical issues of operating the Snorer Pharmacy Service, such as the presentation of the pharmacy and the consultation area, and professional issues that the pharmacist needs to consider such as Continuing Professional Development (CPD).

### **Responsibilities**

You must record the patient's nominal data and Snorer Pharmacy Service patient ID in your own records.

The pharmacist will need to decide which members of staff will be helping in the running of the service and ensure they are trained and allocated specific responsibilities for named tasks.

These responsibilities need to be incorporated into the SOP by the pharmacist.

### **Process stages**

The SOP contains an accurate step-by-step description of how the Snorer Pharmacy Service will be delivered so that the objectives are met.

### **Audit**

The SOP encourages audit. Audit involves a comprehensive check of the Snorer Pharmacy Service to determine whether the objectives are being achieved and contractual responsibilities upheld. Audit can also identify problems, the need for change and opportunities for improvement.

## Process stages for the Snorer Pharmacy Service

### Initial encounter

- Greet the new patient with discretion and sensitivity
- Supply patient leaflet if they have not seen one
- Explain Snorer Pharmacy Service briefly
- If the patient wishes to proceed book them an appointment and take their payment

### Consultation

- Ensure the necessary IT equipment (NOT a mobile phone) is in the consultation area, online and logged into Snorer Pharmacy Service <https://pharmacy.snorer.com>
- Take the patient (**ideally with their partner**) to the consultation area

### Screen the new patient for Obstructive Sleep Apnoea (OSA) and relevant comorbidities

- Provide a brief recap of the Snorer Pharmacy Service
- Measure the patient's height and weight, (currently only Imperial metrics are used).
- Measure and record the patient's neck circumference (inches) looking for greater than 16" for women and 17" for men.
- Measure and record the patient's blood pressure (are they on hypertensives?)
- From the Snorer Pharmacy Service logged in home page <https://pharmacy.snorer.com/home> read the suggested script to the patient
- **Ask the patient if they have any questions or concerns before proceeding**
- Remind the patient that the Snorer Pharmacy Service does NOT record nominal data (name and address – exceptionally an email if oral appliance therapy is indicated)
- Start a new patient session on the Snorer Pharmacy Service software by pressing the purple button 'Start' (note this is when a charge is incurred, and a new patient ID is generated)
- Proceed through the questionnaire using intelligent interpretation and active listening to record the answers. **Observe the partner's assessment** as the individual may not appreciate how sleepy/drowsy they have become.
- Ask ALL the questions
- When you have completed the questionnaire click the green FINISH button in the middle of the screen. The system will then process the entered data
- Click "Print results" **once** (top left of the screen) to generate the patient's unique report as a PDF. The filename is the patient's unique identifier. It will download automatically once created to your downloads folder. It may take up to 10 seconds to create. Repeated clicks slow it down!
- Supply the patient report PDF either by email or print it out (in colour as a traffic light system is used).
- Retain a copy as a paper record for a minimum of two years.
- Your patient will be directed in one of two ways:
  1. Lifestyle change and referral to a sleep-trained dentist
  2. Lifestyle change and referral to their GP

Lifestyle advice may be appropriate regardless of the direction indicated by “Snorer.me Signposting” e.g. weight management, alcohol and smoking cessation, positional therapy, review of sedative medications.

Should the patient be directed to consult their GP, consider offering Home Sleep Apnoea Testing. In some instances, this may improve the patient’s likelihood of obtaining a referral to secondary care.

Retain all patient records in a safe place.

### **Home Sleep Apnoea Testing (HSAT)**

The below is generic guidance. Refer to the SOP for Home Sleep Apnoea Testing.

- Home Sleep Apnoea Testing (HSAT) is NOT required for referrals to a sleep-trained dentist
- When a GP referral is required, a HSAT report may help the GP determine the necessity to refer the patient for further investigation in secondary care
- The HSAT equipment is a disposable single patient use device
- Instruct the patient how to download the app to their mobile phone
- Pair the HSAT equipment with their mobile phone by scanning the QR code or entering it manually to the app
- Instruct the patient how to use the HSAT equipment including: how to turn it on before going to sleep, and how to turn it off in the morning
- Instruct the patient to use the device for 3 nights and return to you for review
- Include the outcome of HSAT in your patient notes and advise the patient’s GP

### **Follow-up visits**

- Take the patient’s name and address (this must **not** be recorded in the Snorer Pharmacy Service software).
- Ensure the necessary IT equipment (**NOT a mobile phone**) is in the consultation area, online and logged into Snorer Pharmacy Service <https://pharmacy.snorer.com>
- Take the patient (**ideally with their partner**) to the consultation area
- Measure and record the patient’s weight, neck circumference and where appropriate blood pressure
- From your patient records find the Snorer Pharmacy Service patient ID
  - Select ‘History’ from the dropdown menu (top right)  
<https://pharmacy.snorer.com/history>
  - Enter the patient ID and search for the patient record (if copy/pasting ensure you do NOT have .pdf in the search box)
  - Click the blue link for the existing patient
- Repeat the questionnaire and generate a new PDF report
- Supply the new report to the patient and discuss the optimum outcome with the patient and partner. Retain a copy for your records.
- Include comments and main points of any discussion in your own records

## Referrals

Confer with the pharmacist or Snorer Pharmacy Service Help Line 01235 364121 in the following situations:

- Changes to the patient's medical circumstances
- New medication relevant to sleepiness/drowsiness
- Pregnancy
- The patient feels unwell for any unexplained reasons
- Infection
- General signs of illness

## Practical issues

### Responsibilities

Responsibilities for the following areas need to be allocated for members of staff for:

- Initial encounter

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- Follow-up

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- On-going training and CPD

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- Audit and standards for pharmacy and consultation area

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- Operation of Home Sleep Apnoea Testing service

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- Assuring adequate Home Sleep Apnoea testing units are always available

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**Standards for pharmacy and consultation area**

- A suitable location in the pharmacy is allocated – area needs to be clean, tidy and discrete
- Posters displayed professionally
- Scales in working order
- Tape measure for neck circumference is available
- Sphygmomanometer (blood pressure monitoring equipment) is available and in working order
- Leaflets on display and replenished in pharmacy and in outside locations e.g. local surgery, gym
- SOPs for the Snorer Pharmacy Service are in a well-known, designated area

**Location of paperwork and materials (please complete)**

- Location of required IT equipment, paperwork, and patient files

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- Location of supporting information and paperwork e.g. patient leaflets

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- Location of scales, sphygmomanometer, and tape measure

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- Location of Home Sleep Apnoea Testing equipment

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### **Itinerary of paperwork and supporting material**

These should be included in the SOPs folder/box. A regular stock check should be conducted to ensure there are always sufficient Snorer Pharmacy Service forms and materials available:

- Patient leaflets
- Posters
- HSAT units

### **Professional issues**

#### **Audit**

From the Snorer Pharmacy Service website <https://pharmacy.snorer.com> you can find your patient's previous assessments (under History).

#### **Confidentiality**

The pharmacy must respect patient confidentiality and their right to discretion.

That means patients' involvement in the Snorer Pharmacy Service and any resulting information must not be discussed with others outside the pharmacy unless they have given their express consent e.g. to talk to their GP.

Neither should information on their patient medication records be disclosed.

#### **CPD**

Initial training on the Snorer Pharmacy Service and ongoing CPD on the service in general needs to be addressed by each pharmacy. Responsibility needs to be allocated to someone to ensure all relevant staff are trained and kept up to date. Training should be considered in conjunction with the individual's CPD Portfolio.

#### **Any other information pertinent to an individual pharmacy (please complete)**