FMD – error and alert messages (for pharmacy and wholesale)
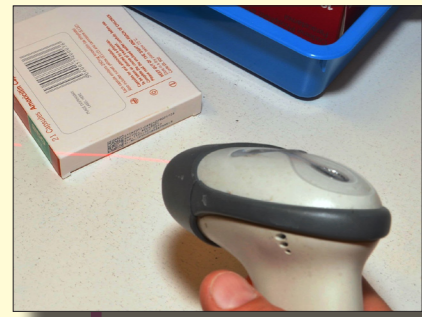
NORMAL (POSITIVE) RESPONSE

Confirmation
Green light ● [System live]
Single "beep"

WHOLESALE (excluding Article 23)

DISPENSING POINTS

Decommissioning of packs during dispensing or hand-over (can use consolidated bag label codes)

Actions
Handle and supply as normal. Hand over to patient or customer

Based on pack coding

NOT FMD
(OTC, pre-FMD stock, medical device, non-medicine)

Confirmation
Amber light ●
Single "beep"

FAILS TO SCAN
(Damaged pack or barcode)

No sound
Move to manual data entry process

MANUAL DATA ENTRY

Data OK? — YES / NO

Action
As required (see bad responses)

BAD (NEGATIVE) RESPONSES

Based on pack data

OUT OF DATE
(Beyond expiry date)

Confirmation
Red light ●
Single "bong"

Warning message
"Pack <NAME/UI> has expired. Do not dispense. Follow SOP for disposal of pack"

Action
Disposal or destruction of expired stock as per current SOP. Stock file adjustment and re-order if required

DOUBLE SCAN
(More than one scan in same location)

Confirmation
Red light ●
Single "bong"

Warning message
"This pack <NAME/UI> has been scanned twice in this pharmacy and was last scanned at <DATE/TIME>"

Action
Staff to acknowledge message, then dispense as normal (unless limit reached)

DOUBLE SCAN LIMIT

Limit reached? — NO / YES

Based on response from NMVS

RECALLED PACK
(Pack recalled or withdrawn)

Confirmation
Red light ●
Double "bong"

Alert message
"Pack <NAME/UI> was [recalled/withdrawn]. Do not dispense. Follow SOP for return or disposal"

Action
Return or disposal of recalled or withdrawn stock as current SOP. Stock file adjustment and re-order if required

STATUS ERROR
(Pack status marked as stolen, free sample, exported, destroyed, etc or status change not allowed)

Confirmation
Red light ●
Double "bong"

Alert message
"There is a problem with pack <NAME/UI>. Do not dispense. Follow FMD SOP for review"

DATA ERROR
(Data not found or does not match NMVS records, has missing fields or incorrect characters)

Confirmation
Red light ●
Double "bong"

Alert message
"There is a problem with pack <NAME/UI>. Do not dispense. Follow FMD SOP for review"

Action
FMD SOP: Quarantine and mark stock (with alert ID) and start internal review. Inform NCA as required

Investigation
Internal governance review. Inform NCA as soon as possible using FMD alerts portal or hotline

ALREADY USED
(Pack already decommissioned in another location or country)

Confirmation
Red light ●
Double "bong"

Alert message
"Pack <NAME/UI> already used in another place. Do not dispense. Follow FMD SOP for review"

PACK LOCKED
(Pack status marked as locked)

PACKS FOR INVESTIGATION

Note: Pack <NAME/UI> data taken from pack coding and/or master data

KEY AIMS
- Minimise messaging for positive responses
- Messages = problem (plain text) + action
- Messages, warnings and alerts are unambig-ous and not reliant on colours alone
- Consistency and clarity of messaging (within each state or language)
- Consistency of actions (at least within organi-sations)
- Clarity of reporting and investigations (when/urgency, to whom, how, what to report)
- Clear impact from bad messaging (stops label-ling or handover)
- TERMINOLOGY: "Alert" = message from NMVS to end user "Warning" = message from local system
- System issues are out-of-scope. Consult local IT support

UKFMD
Working Group for Community Pharmacy