



Service success checklist

This form is a tool to help pharmacy managers and staff plan the various aspects of a new service.

Staff
Who will be able to carry out the service?
Who needs to know what the service entails?
What training needs to be put in place?
Patients
Who is eligible for the service?
What is the benefit for the patient?
How can these patients be identified?
How, where and when will you communicate to patients about the service?
Content
Do you have the right SOPs in place?
What materials does the service require?
How will you record the outcome of the service?