# A close up of a sign Description generated with very high confidencePharmacy Quality Scheme (PQS)

## 2019/2020 Patient Safety Report

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| **Pharmacy name**  (and branch number, if applicable) |  | **ODS (F code)** |  |
| **Report completed by (name)** |  | **Date of report** |  |
| **Dates covered by the report** | **February 2019 to January 2020** | | |
| **Pharmacy team members who participated in preparing this report (initials)** |  | | |

1. **Summary of patient safety incidents and activity in the pharmacy** (enter monthly totals in the table below)

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| **Month** | **A. Prescribing interventions** | **B. Near misses** | **C. Near misses involving high-risk LASA\* (if known)** | **D. Dispensing incidents** | **E. Dispensing incidents involving high-risk LASA\* (if known)** | **F. National safety alerts** | **G Other patient safety activity †** |
| February 2019 |  |  |  |  |  |  |  |
| March 2019 |  |  |  |  |  |  |  |
| April 2019 |  |  |  |  |  |  |  |
| May 2019 |  |  |  |  |  |  |  |
| June 2019 |  |  |  |  |  |  |  |
| July 2019 |  |  |  |  |  |  |  |
| August 2019 |  |  |  |  |  |  |  |
| September 2019 |  |  |  |  |  |  |  |
| October 2019 |  |  |  |  |  |  |  |
| November 2019 |  |  |  |  |  |  |  |
| December 2019 |  |  |  |  |  |  |  |
| January 2020 |  |  |  |  |  |  |  |
| **TOTAL** |  |  |  |  |  |  |  |

\* ‘Look-Alike, Sound-Alike’ (LASA), medicines (sometimes referred to as Sound Alike, Look Alike (SALAD) medicines classified as high-risk are: propranolol & prednisolone, amlodipine & amitriptyline, carbamazepine & carbimazole, atenolol & allopurinol and rivaroxaban & rosuvastatin

**†** Including drug recalls

1. **How have the patient safety priorities that were agreed in last year’s patient safety report been acted upon?**

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1. **Outline your learnings and actions in relation to LASA medicines (refer to columns C + E in the table)**

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| What were the key learning points for the pharmacy team following the completion of the CPPE reducing look-alike, sound-alike errors e-learning and e-assessment? | What actions have been implemented to minimise LASA incidents and near misses since your last annual Patient Safety Report? |
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| How have these learnings and actions helped to reduce the number of LASA incidents occurring in your pharmacy? Quantify where possible. | If these learnings have not helped to reduce the number of LASA incidents and near misses, why is this the case and what additional actions will you now take? |
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1. **Outline key patient safety improvements that have occurred within your pharmacy during this review period in relation to:**

**4.1 Improvement 1: pharmacy safety - patient safety incidents (refer to columns A, B + D in the table)**

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| Reviewing your patient safety incidents, what were the key learning points and how were they identified? | What actions have been taken at the pharmacy as a result? | How has patient safety improved as a result? |
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**4.2 Improvement 2: national patient safety alerts (refer to columns F + G in the table)**

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| Reviewing national patient safety alerts, what were the key learning points and how were they identified? | What actions have been taken at the pharmacy as a result? | How has patient safety improved as a result? |
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1. **How have you shared what you have learned above (in relation to boxes 3 and 4.1 and 4.2) both within your team and externally?**

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1. **What will be the team’s patient safety priorities for the next NHS year (April 2020 – March 2021)**

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| Priority 1:  Priority 2:  Priority 3: |