

Pharmacy Voice's commitment to Sign up to Safety

- 1. Put safety first.** Commit to reduce avoidable harm in the NHS by half and **make public our goals and plans** developed locally.

Community pharmacy teams are an integral part of the wider team of staff working in public health and providing NHS services to patients and the public. Pharmacy Voice fully supports overall improvement in quality of care and a reduction in the number, and severity, of patient safety incidents. Improving patient safety is a key workstream for the organisation and a core part of our business plan going forward.

Rob Darracott, Chief Executive, stated in our 2013 Annual Review: "In light of the Mid Staffs tragedy and its sequelae, it is inevitable that the focus in professional practice will be on care, and this will be an opportunity to highlight the safe systems in community pharmacy. In 2014, we will continue our work to ensure that contributions to care are captured (and recognised), that risks are identified and any issues identified become system wide learning opportunities."

We will, therefore:

Continue to focus on medicines optimisation in our on-going workstreams. Pharmacy teams will be encouraged to use the medicines optimisation dashboard in order to help monitor medication safety incidents. Pharmacy Voice will continue to make clearer to the public the role that pharmacy teams play in keeping them safe and how this is realised through the interactions between pharmacy staff and patients and the public.

Pharmacy Voice will continue to engage with public and stakeholder consultations, putting patient safety at the forefront of all of our responses.

Pharmacy Voice will continue to contribute to the effective implementation of the Falsified Medicines Directive, designed to prevent the entry of falsified medicines into the legal supply chain.

Pharmacy Voice will continue to be represented on the Rebalancing Medicines Legislation and Pharmacy Regulation Programme Board which is reviewing pharmacy and medicines legislation and regulation to ensure it is fit for purpose *inter alia* in keeping people safe.

- 2. Continually learn.** Make our organisation more resilient to risks, by acting on the **feedback from patients** and by **constantly measuring and monitoring** how safe our services are.

Pharmacy Voice will continue to conduct annual practice-based audits which over 11,500 pharmacies can take part in. The 2014 audit aims to demonstrate the role which pharmacy teams play every day in preventing patient harm through contributing to the safe supply of prescribed medicines. These audits aim to regularly measure and monitor how safe community pharmacy's services are, and highlight opportunities to improve.

Through allotted 'Learning Zone' discussions at regular professional practice meetings, pharmacy superintendent teams will continue to share best practice and experience, with particular regard to handling and preventing patient safety incidents.

Through engagement with pharmacy superintendents, Pharmacy Voice will continue to collect data in order to investigate trends in dispensing incidents. As an example, earlier in 2014 Pharmacy Voice used internal company reporting systems to examine dispensing incidents involving topical

chloramphenicol preparations in 2013, and is now working closely with NHS England and MHRA colleagues to explore packaging guidance to manufacturers of ophthalmic chloramphenicol preparations to reduce the prevalence of these errors.

Organisations represented by Pharmacy Voice undertake regular customer satisfaction surveys in addition to the annual and contractual Community Pharmacy Patient Questionnaire (CPPQ). These surveys are used to continually inform pharmacy teams on how they can better deliver safe services to patients and the public.

3. Honesty. Be **transparent with people about our progress** to tackle patient safety issues and support staff to be candid with patients and their families if something goes wrong.

We will publish our commitments to the Sign up to Safety pledges on our website.

Pharmacy Voice will publish the results from all practice-based audits in a digestible report, easily accessible to pharmacy staff and the public. We will notify pharmacy teams of these publications through internal communications to share learning and improve practice.

Pharmacy Voice will appoint patient advocates as advisors to ensure there is effective patient and public input into our work.

Pharmacies have to have systems in place to log errors, irrespective of whether they cause harm, and have clinical governance arrangements in place to ensure that any mistakes resulting in patient harm are openly reported and acted on. Pharmacy Voice wants to see an increase in the reporting of incidents to the National Learning and Reporting System (NRLS), and we will continue to work closely with NHS England and Medication Safety Officers to ensure that the NRLS is further improved to improve reporting rates and present optimal learning opportunities for pharmacy staff.

Pharmacy Voice will report on the success and progress of our actions to tackle patient safety issues and support community pharmacy staff in our Annual Review each year.

4. Collaborate. Take a leading role in supporting **local collaborative learning**, so that improvements are made across all of the local services that patients use.

Pharmacy Voice will continue to support other national and local organisations, including local professional networks, local pharmaceutical committees, the Pharmaceutical Services Negotiating Committee, the Royal Pharmaceutical Society and the General Pharmaceutical Council, in their work helping pharmacy contractors deliver better patient care.

We will hold regular patient safety meetings with our members to discuss learning and to improve practice in community pharmacy. We will aim to hold an annual patient safety meeting with other healthcare providers and expert patients, and will continue to work closely with other primary care provider organisations.

Pharmacy Voice will take a proactive approach to patient safety incidents and will work closely to minimise risk in recognised areas of concern. We will work with NHS England through regular meetings to review progress, influence the development of the National Reporting and Learning System (NRLS) and work to improve patient safety incident reporting in community pharmacy. We will continue to participate in NHS England's regular patient safety webinars, supporting the 19

Medication Safety Officers appointed across community pharmacy, and suggest ways in which to maximise the benefit of this valuable learning opportunity.
Pharmacy Voice will continue working directly with manufacturers to discuss any concerns that could impact on patient safety, particularly with regard to packaging design.

- 5. Support.** Help people understand why things go wrong and how to put them right. Give staff the **time and support to improve** and celebrate the progress.

We will continue to produce practice advice and discussion/evidence papers to keep pharmacy staff informed and up to date on topics and developments that could impact on patient safety. For example, we produced guidance on the use of automated multi-compartment compliance aids earlier this year.

Ensuring the right staff with the right competencies and behaviours are in place will both directly and indirectly impact on the safety of patients and the public. We will continue our engagement with Health Education England (HEE) and Local Education and Training Boards (LETBs) to establish more detail on the community pharmacy workforce and to ensure that the appropriate funding and training is made available so that there are sufficient numbers of suitably qualified, competent, skilled and experienced pharmacy staff in England.