

## REPORT

- Lloyds Pharmacy branches reported that there had been a number of occasions when they had made referrals to safeguard children as part of their legal duties.
- The referrals resulted in colleagues inadvertently putting themselves at risk leaving them in a vulnerable position too.



## LEARN

- A review of Lloyds Pharmacy policy revealed that referrals made in line with guidance didn't maintain the safety of colleagues.

## SHARE

- Incidents were shared and discussed at the Pharmacy Voice Patient Safety Group, made up of community pharmacy Medication Safety Officers, where it became evident that community pharmacy lacked a unified view on its role in safeguarding young and/or vulnerable patients therefore a positioning statement for the Group was required.

## ACT

- Level 3 Safeguarding training was sourced and provided to all of the community pharmacy Medication Safety Officers
- A safeguarding positioning statement was produced and a generic safeguarding policy was written for use by any pharmacy organisation
- The MSOs supported an update of CPPE Level 2 training and supporting access to Level 1 training for all pharmacy staff

## REVIEW

- A further review of the needs of the Patient Safety Group resulted in legal awareness training being sourced to support safety investigations within and outside of the NHS