

## REPORT

- Medication dispensed for an older patient into a Monitored Compliance Aid (MCA), in line with prescription
- Carer visited pharmacy previous month

to advise that patient's dialysis days had changed. Locum pharmacist recorded this on a sticky note attached to the paper MCA patient plan but this was not recorded on patient's digital record in the pharmacy (PMR), nor was their GP notified so their GP record could be updated

- Due to no PMR or GP record, the change in dosage regimen was not confirmed during the prescription or assembly process, resulting in the patient taking their medication on their new dialysis days – limiting its effectiveness and eventually resulting in the patient being admitted to hospital for three days



## LEARN

- Medication with complex dosing or subject to changes should not be included in an MCA – this should be dispensed separately with regular patient/carer follow up
- All pertinent information should be recorded on the PMR as well as on any patient MCA plans – not on loose slips of paper
- Changes requested by patients/carer should be supported by a hospital / GP letter
- Final checks of MCAs should include check against prescription, PMR and MCA notes
- Use clear bags for MCA patients and include assembly date on labels
- Check with the patient / carer during hand out if there have been any changes/hospital appointments since the trays were assembled and sealed

## SHARE

- Incident story and learning shared with other pharmacy teams via company communications and via locum newsletter
- Incident story and learning shared at Community Pharmacy Patient Safety Group meeting in May

## ACT

- MCA help files and company Standard Operating Procedure updated to include a decision tree on MCA suitability, possible alternatives to MCA dispensing, a requirement for follow up call after MCA initiation and an annual review
- Internal learning module on MCA dispensing updated

## REVIEW

- Pharmacy teams to continue to ask patients if all of their repeat prescription items are correct and required every month
- MCA dispensing SOPs to be reviewed on regular basis