

## Pharmacy Quality Scheme – Completing the Risk Review

### Before completing the Risk Reviews:

The CPPE risk management training and assessment was included in the 2018/2019 Quality Payments Scheme and is included in the Risk management and safety domain of the 2019/20 Quality Pharmacy Quality Scheme (PQS). If you completed the guide and the assessment in 2018/2019 then you do not need to repeat this. Completion of this training will help understanding of risk and the definitions and scoring for risk reviews, these are also included on pages 23-24 of the CPPE risk management guide.

It is also advisable to complete the CPPE sepsis online training course (part of the Risk management and safety domain), this consists of six short case studies on the topic of sepsis. Each case is in a different setting, but all are relevant to pharmacy practice. Completion of this training will aid completion of the Sepsis Risk Review.



### Understanding which Risk Reviews to complete:

Various risk review templates have been developed to help the pharmacy meet the criteria as per the PQS. These are included as [annexes](#) to the [NHSE&I PQS Guidance](#).

If the pharmacy undertook a risk review as part of the 2018/19 Quality Payments Scheme the pharmacy should complete the:

- Reflection on your previous risk review ([Annex 2](#))
- Sepsis Risk review ([Annex 3](#))

If the pharmacy did not undertake a risk review as part of the 2018/19 Quality Payments Scheme the pharmacy should complete the:

- Risk review ([Annex 3](#))
- Sepsis Risk review ([Annex 3](#))

On the following pages we have provided explanations of how to complete the above documents and completed examples (please note, there is not a completed example for the sepsis risk review).



## Pharmacy Quality Scheme – Completing the Risk Review

### How to complete the 'Reflection on your previous risk review'

This reflection can only be completed if the pharmacy undertook a risk review as part of the Quality Payments Scheme 2018/2019.

Locate your 2018/2019 risk review – this will be the base document used for your reflection.

#### Annex 2

##### Reflecting on your previous risk review

What actions did you take to minimise the risk?	
How did these actions affect the risk?	
Describe any further actions you need to take at premises level to minimise risk going forward.	

Include all actions taken to minimise the risk identified.

Consider the following:

How was the risk originally identified and what type of actions (e.g. **training, briefing, physical movement of stock, highlighting products and sections**) were implemented to ensure that the risk did not occur again?

How did you communicate the actions undertaken to the pharmacy team, wider management team and locums working in your pharmacy? Consider how involvement of different types of staff made a difference?

Consider the positive and negative outcomes on the risk, describe the effects on the number of near misses and incidents.

Consider both the patient and the pharmacy team.

Were there any negative outcomes which resulted from the actions taken to minimise the risk? If so, what could you implement to turn these negatives into positives?

What actions need to be undertaken to ensure that the risk remains minimised?  
Are there any outstanding actions that need to be completed?



## Pharmacy Quality Scheme – Completing the Risk Review

### Worked example 'Reflection on your previous risk review'

#### Reflecting on your previous risk review (if declared that you met the risk review quality criteria in February 2019 for the previous Quality Payments Scheme)

<b>What actions did you take to minimise the risk?</b>	<p><i>[reflect on whether you completed the actions above, giving specific detail if appropriate and whether you did anything else]</i></p> <p><i>We completed the risk assessment and reviewed the current colleague skill mix and commitments. EF did extra shifts when needed before maternity leave started, and GH was recruited as ACT during maternity leave. XY trained other dispensary colleagues in the tasks such as specials procedures, appliance orders and owings audits that she usually completes.</i></p>
<b>How did these actions affect the risk?</b>	<p><i>[reflect on whether the actions had the desired effect, thinking about the probability and severity as well as the overall risk.]</i></p> <p><i>The handover reduced the severity of the risk because it helped the confidence and competence of other colleagues to perform new tasks and reduced the risk that those activities were not completed or completed incorrectly. Identifying the risk early reduced the severity and probability of the risk because we were able to recruit cover for maternity leave, support XY go to maternity appointments, and the team understood the need to help her with seated tasks and with moving and handling. The actions we took made the leave less stressful for everyone because we knew that there was a plan. XY is a key member of the team, and so her leave did affect the smooth-running of the pharmacy, but the actions taken meant that the over-all risk rating was reduced, the pharmacy continued to run safely, and customer experience was not affected.</i></p>
<b>Describe any further actions you need to take at premises level to minimise risk going forward.</b>	<p><i>[reflect on whether the risk has gone away, if additional factors have meant that further action is needed, or if other actions would further mitigate the risk.]</i></p> <p><i>XY is due back from maternity leave in 3 months' time. We will arrange for her to spend time with GH on a keeping in touch day to handover and AB will help her to get up to date with changes that have taken place since she went on leave.</i></p>



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## How to complete the 'Risk Review'

Enter impact score in line with the definition of impact found on pg 3 of Annex 3 of the NHSE&I PQS guidance.

This reflection should only be completed if the pharmacy did not undertake a risk review as part of the Quality Payments Scheme 2018/2019.

Enter the date the risk was identified (this may not be the same day the risk review is completed).

Enter a full description of the risk and how it was identified.

Enter likelihood score in line with the definition of likelihood found on pg 3 of Annex 3 of the NHSE&I PQS guidance.

Enter the risk rating number (impact score x likelihood score) further details can be found on pg 3 of Annex 3 of the NHSE&I PQS guidance.

Note the actions you are going to undertake, both short and long term to minimise the risk. Always use SMART actions where possible.

Enter the name of the person taking responsibility for overseeing the risk review.

Agree on a date the actions need to be completed by this will be impacted upon by the risk rating and nature of improvements which need to be made.

Agree on a date for next review – this is guided by the date the actions are to be completed by and risk rating.

**Annex 3**  
**Risk Review**  
 (complete if NOT declared in February 2019 Quality Criteria)

*If using this template, all columns must be populated and actions must be completed by agreed dates*

Date risk identified	Description of Risk	Impact (Severity) Scale 1-5*	Likelihood (Probability) Scale 1-3*	Risk Rating†	Actions required	Person resp. (initials)	Date actions to be completed by	Date of next review

What actions did you take to minimise the risk?	
How did these actions affect the risk?	
Describe any further actions you need to take at premises level to minimise risk going forward.	

At this stage, this section should only be completed if your pharmacy has already undertaken a risk review as part of the previous QPS in 2018/2019.



## Pharmacy Quality Scheme – Completing the Risk Review

### Worked example 'Risk Review'

### Risk Review (complete if NOT declared in February 2019 Quality Criteria)

If using this template, all columns must be populated, and actions must be completed by agreed dates

Date risk identified	Description of Risk	Impact (Severity) Scale 1-5*	Likelihood (Probability) Scale 1-3*	Risk Rating†	Actions required	Person resp. (initials)	Date actions to be completed by	Date of next review
31 Oct 2019	<p>Accuracy checking pharmacy technician XY is going on maternity leave in four months' time. There is a risk that:</p> <ul style="list-style-type: none"> <li>She will not be able to undertake her usual tasks during the pregnancy</li> <li>The team will not know how to complete the tasks she usually undertakes</li> <li>There will be insufficient staff</li> <li>The remaining team will be stressed</li> </ul> <p>And as a result, we will not be able to offer a safe and effective customer experience.</p>	3	3	9 Med	<ul style="list-style-type: none"> <li>Complete a maternity risk assessment</li> <li>Review existing skill mix within the pharmacy team</li> <li>Review working patterns and upcoming commitments</li> <li>Escalate through appropriate channels to consider recruiting a replacement accuracy checker / accuracy checking pharmacy technician or using a relief colleague (if applicable)</li> <li>Support colleagues in planning handover</li> </ul>	BC	11 Feb 2019	10 May 2019



# Pharmacy Quality Scheme – Completing the Risk Review

## How to complete the 'Sepsis Risk Review'

This reflection should be completed by all pharmacy contractors wishing to meet the risk review quality criterion.

Enter impact score in line with the definition of impact found on pg 3 of Annex 3 of the NHSE&I PQS guidance. Consider impact if a patient with sepsis was not given appropriate advice by the pharmacy.

Enter likelihood score in line with the definition of likelihood found on pg 3 of Annex 3 of the NHSE&I PQS guidance. Consider risk of someone coming in with sepsis and risk of symptoms currently being missed in your pharmacy.

Enter the risk rating number (impact score x likelihood score). Further details can be found on pg 3 of Annex 3 of the NHSE&I PQS guidance.

Enter the date the risk was identified (this may not be the same day the risk review is completed).

### Reflecting on your previous risk review (if declared in February 2019 Quality Criteria)

#### Sepsis Risk Review

Date risk identified	Description of Risk	Impact (Severity) Scale 1-5*	Likelihood (Probability) Scale 1-3*	Risk Rating†	Actions required	Person resp. (initials)	Date actions to be completed by	Date of next review
	<i>For example, missing sepsis identification</i>							

Enter a full description of the risk and how it was identified, for example, missing a sepsis diagnosis – sepsis not identified at an early stage when a patient presents.

Enter the name of the person taking responsibility for overseeing the risk review.

Agree on a date for the actions to be completed by – this should be realistic based upon the severity of risk and work involved in making the improvements. Ensure all colleagues are aware of the actions required and by when.

Consider the actions you are going to undertake to ensure all colleagues have the ability to recognise alert symptoms of sepsis and respond in a safe and satisfactory way when presented with a patient suspected of having sepsis. Include the importance of referring to the pharmacist. Consider how you will ensure all pharmacists working in your pharmacy are alert to symptoms of sepsis, and what action they would take. Consider how you will identify when the risk is most likely to occur. Consider how you will review whether the actions you've taken have worked & any new actions to take. Always use SMART actions where possible.

Agree on a date for next review – this should be guided by the date the actions are to be completed by and risk rating.

