



Community Pharmacy Patient Safety Group meeting – SUMMARY REPORT

Date	Wednesday 31 July 2019
Venue	Hamilton House, Mabledon Place, London WC1H 9BD
Chair	Janice Perkins
Time	10:30am – 3:30pm

NHS Patient Safety Strategy and NHS priorities for patient safety

Richard Cattell (RC), the Deputy Chief Pharmaceutical Officer for NHS E/I and Deborah Williams (DW), the Head of Programme – Medicine Safety at NHS E/I, provided an update to the group on:

- The third WHO Global Patient Safety Challenge: *Medication Without Harm*
- The NHS Medicines Safety Program
- The NHS Patient Safety Strategy

Priorities for patient safety include:

- A. Anti-coagulants (high source of harm and concerns linked to transitions of care)
- B. Shared decision making: how this plays into deprescribing and patient involvement
- C. Structured medicines review (elderly) completed by “clinical” pharmacists working in GP practices – “what does good look like?”

RC highlighted the NHS’s concern regarding care home administration of medication. A short life working group was established to create recommendations for the delivery of improved medication safety, which included:

1. Better informed patients
2. LASA: with a focus on role of the MHRA and review of packaging with manufacturers
3. Education, training and development of pharmacists and other healthcare professional
4. Development of improved systems and IT: including PINCER and AHSN led dashboard
5. Development of metrics: including a medicine safety dashboard

RC asked the group for their insights into the medicine safety challenge and for recommendations and suggestions for future initiatives. It was noted that NHSE/I would like the insight of the Patient Safety Group in this regard, including in a working group to explore possible future activity which will be established in due course.

RC led a discussion on the safety concerns relating to Monitored Dosage Systems (MDS), particularly their use in care homes. Issues concerning the training of care home employees, the pressure of GPs to supply MDS, the influence of the Care Quality Commission (CQC) and the covert administration of medicines were raised. It was agreed that PSG would prepare a briefing to highlight the main safety issues in relation to this.

The group then discussed the new national reporting system for medication errors and harm (PSIMS). Members highlighted concerns that the system is complicated, and many questions aren’t relevant for reporting by community pharmacists. RC agreed that this could reduce the uptake of reporting.

Self-managing wellbeing in the pharmacy

PSG members discussed the production of PSG guidance to support pharmacy staff to self-manage wellbeing in the pharmacy and to give suggestions on what to do if you or a team member feels under pressure. The document will be made available on the Patient Safety Group website in due course.

PSG media proposal on emollient safety

The CCA presented a media proposal relating to joint work with MHRA and the fire brigade regarding emollient safety and education. Opportunities to raise awareness and engage with a wider stakeholder group were discussed and it was agreed to explore the options available.

Gabapentin/Pregabalin errors

PSG members discussed concerns that the number of mix ups between Gabapentin and Pregabalin is increasing. The group agreed that dispensing errors in relation to strength also poses a problem.

The group agreed to complete a data capture exercise to create a baseline to enable the monitoring of number of errors going forward.

The promotion of yellow card reporting

Mitul Jadeja, Special Projects Manager at the MHRA, provided a background to the Yellow Card (YC) reporting scheme, which is run by the MHRA. The scheme which is designed to act as an "early warning system" for the identification of unrecognised adverse drug reactions, was set up in 1964 in the wake of the Thalidomide disaster.

Mitul noted that whilst the number of reports through the YC scheme has increased, reporting by pharmacy teams has declined. A survey carried out for the MHRA showed that 88% of pharmacists know where to report and understood the importance of the YC scheme.

Mitul noted that the MHRA are running a campaign to promote the Yellow Card Scheme in support of Adverse Drug Reactions awareness week. They would value the support of the PSG and MSOs to promote this. He shared a number of useful resources:

- Yellow Card reporting site www.mhra.gov.uk/yellowcard
- ADR animation for patient waiting areas:
<https://www.youtube.com/watch?v=3et5LdYLc8M&feature=youtu.be>
 - To embed this video into a website just use the following HTML code from YouTube:
 - `<iframe width="560" height="315" src="https://www.youtube.com/embed/3et5LdYLc8M" frameborder="0" allow="accelerometer; autoplay; encrypted-media; gyroscope; picture-in-picture" allowfullscreen></iframe>`
- CPD e-learning modules on ADR reporting (and information for healthcare professionals about the Scheme):
 - <https://www.gov.uk/guidance/the-yellow-card-scheme-guidance-for-healthcare-professionals#further-guidance-and-online-learning>
- Downloadable materials: <https://yellowcard.mhra.gov.uk/downloadable-information/>
- Animations: <https://yellowcard.mhra.gov.uk/downloadable-information/animations-and-videos/animations-and-infographics-on-the-yellow-card-scheme/>

MHRA consultation on engaging patients and the public paper

PSG members discussed a consultation launched by the MHRA regarding engagement with patients and the public. Opportunities around health literacy and highlighting the severity of some ADRs were discussed.

Allergies, anaphylaxis and adrenaline auto-injectors

The group noted recent recalls in relation to Emerade, specifically regarding syringes failings due to blockages within the needle. The group discussed the current lack of clarity on how recalls should be handled, and the group suggested more guidance is required to support this.

The group discussed concerns raised by the Anaphylaxis Campaign about a lack of understanding in pharmacies about allergies, anaphylaxis and adrenaline auto-injectors and opportunities to improve knowledge, including a free e-learning module developed by the Anaphylaxis Campaign. PSG members agreed that training and education around anaphylaxis is particularly important given the increased clinical focus of community pharmacy (and the subsequent increased likelihood of community pharmacist having to deal with clinical emergencies.)

Learning from serious LASA incidents

An MSO shared a case study with the group regarding opiate overuse and health care practitioner good practice. The value of patient health literacy and patient materials in relation to opiate use was highlighted.

Patient safety culture survey

The group discussed the results of the patient safety culture survey. The anonymous survey which collected data in April and May 2019 aimed to gather feedback on reporting and learning culture. The results of the survey will be made available on the Community Pharmacy Patient Safety Group website in due course.

PREPARE survey

Members discussed the PREPARE survey which aims to identify key facilitators and barriers to optimising the role of community pharmacy in reporting prescribing errors within primary care. It will also explore potential strategies on how best to facilitate reporting and learning across organisations within this setting to help improve safety for patients and is currently seeking volunteers.

Pharmacy Quality Scheme

A new Pharmacy Quality Scheme (PQS) for the 2019/20 financial year was announced in July 2018, (this scheme was formerly known as the Quality Payments Scheme (QPS)). Further details are available here: <https://psnc.org.uk/wp-content/uploads/2019/07/PSNC-Briefing-029.19-The-Pharmacy-Quality-Scheme-2019-20.pdf>

Following this, DHSC/NHS England requested the support of PSG members regarding the operational details of the PQS, including the updating and creation of templates and materials.

Attendees

Binal Shah (BS)	Tesco	Mark Donaghy (MD)	Kamsons
Leigh Taor-Yunusova (LTY)	Superdrug	Elaine Aldham (EA)	Dudley Tailor
Richard Wells (RW)	Weldricks	Emily James (EJ)	CCA
Jasmine Shah (JS)	NPA	Felicity Mitchell (FM)	NHS Surrey and Heartlands
Janice Perkins (JP)	Well	Qam Akhtar (CA)	Morrisons
Martin Sadr-Kazemi (MSK)	Rowlands	Malcolm Harrison (MH)	CCA
Elaine Hand-Griffiths (EHG)	Well	Peter Glover (PG)	Day Lewis
Margaret Meehan (MM)	Boots	Alex Reimmer (AR)	Lloyds
Rhianna Williams (RW)	CCA	Jose Moss (JM)	Boots
Marc Brooks (MB)	Lincolnshire Co-op	Liz Skinner (LS)	CCA

Apologies

Alison Crompton	PCT Healthcare
Trevor Povey	Asda
Sarah Simpson	Cohens Chemist
Peter Fulford	Morrisons
Jackie Giltrow	Paydens
Victoria Steele	Lloyds
Mary Gough	CCA
Jacqui Lee	Numark