



## **Community Pharmacy Patient Safety Group meeting – SUMMARY REPORT**

<b>Date</b>	Wednesday 20 November 2019
<b>Venue</b>	Montague Room, Monticello House, 45 Russell Square, London WC1B 4JP
<b>Chair</b>	Janice Perkins
<b>Time</b>	10:30am – 3:30pm

### **NHSE/I Engagement and Listening exercise with CPPSG around the Pharmacy Quality Scheme**

Member of PSG provided feedback on the safety components of the Pharmacy Quality Scheme and considered future opportunities for the scheme.

### **MHRA update**

Methotrexate: The European Medicines Agency has issued recommendations with regards to methotrexate. Some actions are at the discretion of member states, for example, MHRA does not intend to introduce additional non-statutory cards.

Later in the discussion, PSG members raised concerns about confusion between methotrexate and folic acid tablets, both of which are yellow. They questioned whether action could be taken to support patients to distinguish between the medications (i.e. by changing the colour or adding a marking). This will be raised at the next MHRA meeting.

Nytol Liquid: PSG have raised concerns to MHRA about the packaging of Nytol Liquid, which does not provide clarity over its indications for children. Some PSG members noted that pharmacists are refusing to sell it. PSG will write to the manufacturers to raise concerns about the packaging.

Duplication of barcodes: PSG discussed the issue of duplication of barcodes with MHRA and encouraged member to report incidents of duplication.

Stakeholder meetings: The emollient and fire safety stakeholder group meeting will take place in mid-December. A member of the group will attend on behalf of PSG.

Reclassification of Oral Hormonal Contraception and Hormone Replacement Therapy: It was noted that MHRA are recruiting community pharmacists to a working group to consider the reclassification (from POM to P) of OHC and HRT.

### **PSG priorities 2020**

PSG members approved the Groups priorities for 2020. The document will be launched in January 2020 and will be available on the Patient Safety website from this point.

### **Patient safety culture survey**

Results from the Patient Safety Culture Survey, which was carried out between April and May 2019, were presented to the group.

The results were shared at the Royal Pharmaceutical Conference and will be presented at the Northern Ireland Medicines Safety Conference on November 27<sup>th</sup>. Following this, the results will be made available on the Pharmacy Safety website.

### **Collaborative Research Opportunity**

The group discussed a potential research opportunity being explored by academics from the University of Nottingham, to investigate factors that influence the readability and confusability (i.e. safety) of labelling information.

### **Gabapentin/Pregabalin errors**

PSG members discussed data which suggests an increase in Gabapentin and Pregabalin errors. The group agreed to produce a resource to support pharmacy teams understand the impact of these mix ups.

### Look-Alike-Sound-Alike work

David Gerrett from NHS England/Improvement provided an update with regards to work being undertaken by NHS Improvement to analyse LASA incidents. Whilst it is clear actions are being taken to try and reduce LASA incidents, the evidence does not support solid recommendations or a mandate for specific activities. DG will share the draft report with PSG for their input in to the actions.

### Any other business

- Valproate audit: Members discussed publication plans for the results of the valproate audit which was conducted last Autumn.
- CPPE LASA programme: PSG have agreed to act as a programme guardian for the CPPE LASA programme. This means they will be responsible for reviewing the LASA learning programme as required.
- PSG conference: PSG will host a conference in the week commencing 8<sup>th</sup> June 2020.
- Non-registered accuracy checkers: Members discussed the use of non – registered accuracy checkers (i.e. NVQ 2 level). Concerns, raised by pharmacists, regarding registration and ultimate responsibility (which lies with them) were considered. It was noted that the responsibility lies with the pharmacist, even where member of staff is registered (i.e. as a technician) and the view that accuracy checking is a technical rather than clinical process was also discussed.
- Tool to reduce communication barriers: An update was provided with regards to a tool which has been developed by a company called Written Medicine to reduce communication barriers [e.g. for people who are illiterate or don't speak English as a first language] between service users and pharmacy staff.
- NPA Medication Safety Update: NPA shared an update with regards to NPA's quarterly publication and noted that they welcomed feedback and input. It was agreed that the publication would feature on the PSG website.

### Attendees

Alison Crompton (AC)	PCT Healthcare	Mark Donaghy (MD)	Kamsons
Binal Shah (BS)	Tesco	Martin Sadr-Kazemi (MSK)	Rowlands
Elaine Aldham (EA)	Dudley Tailor	Mary Gough (MG)	CCA
Elaine Hand-Griffiths (EHG)	Well	Nicola Goodberry (NG)	Weldricks
Emily James (EJ)	CCA	Peter Fulford (PF)	Morrisons
Jackie Giltrow (JG)	Paydens	Peter Glover (PG)	Day Lewis
Jacqui Lee (JL)	Numark	Pete Horrocks (PH)	Norchem
Janice Perkins (JP)	Well	Phil Day (PD)	Pharmacy2U
Jasmine Shah (JS)	NPA	Ruby Munglah (RM)	Superdrug
José Moss (JM)	Boots	Scott Jamieson (SJ)	Boots

### Apologies

Sarah Simpson	Cohens Chemist
Lisa Miller	NPA

### Guest

David Gerrett (DG)	NHS Improvement
Dr Chrissy Jones (CJ)	NHS Improvement
Rosie Taylor (RT)	PSNC