Patient safety culture survey 2019 results

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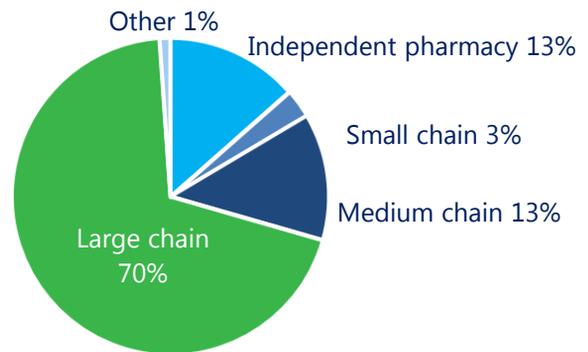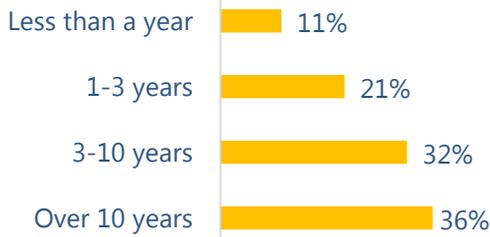
In April and May 2019, the Community Pharmacy Patient Safety Group invited community pharmacy staff to complete an anonymous survey. The aim of the survey was to understand what patient safety culture and practice looks like from the perspective of community pharmacy frontline teams. A similar survey was carried out in 2016, allowing evaluation of any changes in safety culture over the last three years. The new legal defence for dispensing errors, which came into law in April 2018, appears to have reduced the number of people who claimed fear of criminal prosecution might prevent them from reporting.
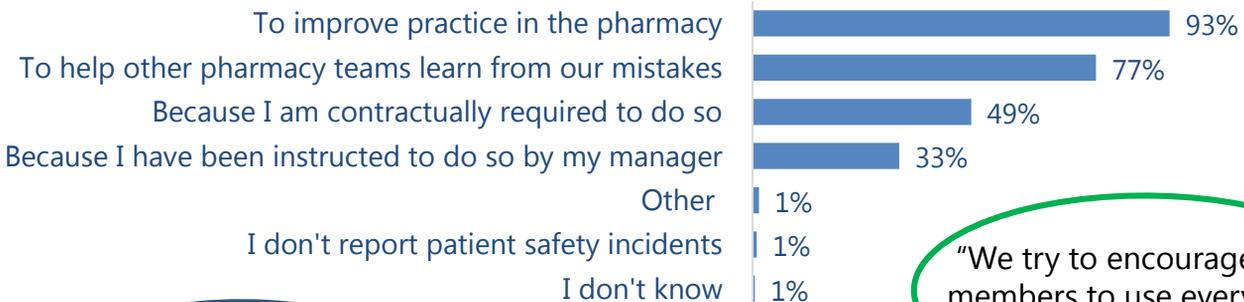
Who took part?

From across the UK ...

with varying experience ...

Experience	%
Less than a year	11%
1-3 years	21%
3-10 years	32%
Over 10 years	36%

and from different organisations ...

- Other 1%
- Independent pharmacy 13%
- Small chain 3%
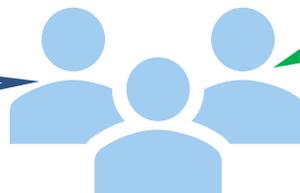- Medium chain 13%
- Large chain 70%

There were **917 responses** – a **32% increase** compared to 2016
65% of respondents were pharmacist managers or employee pharmacists
11% were dispensing assistants or pharmacy assistants

Why do you report patient safety incidents?*

Reason	%
To improve practice in the pharmacy	93%
To help other pharmacy teams learn from our mistakes	77%
Because I am contractually required to do so	49%
Because I have been instructed to do so by my manager	33%
Other	1%
I don't report patient safety incidents	1%
I don't know	1%

"We try to encourage team members to use every event as a **learning** tool"

"It would be great to issue some **training** for pharmacy teams on why it is important to report errors"

94% said their reporting procedure was **very clear** or **clear.** However many respondents asked for simpler reporting tools to save time.
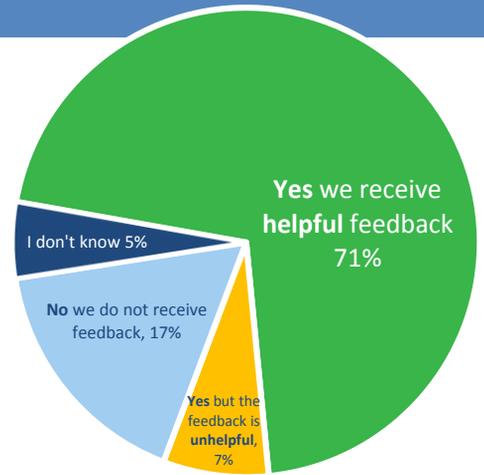
* Respondents were invited to select multiple options

Do you receive **feedback and learning** as a result of reporting incidents?

The most common ways that pharmacies received feedback were superintendent updates, emails and newsletters.

There was a **29% increase** in the proportion of participants who received **helpful feedback** compared to 2016. However there are further improvements to make to ensure all pharmacy staff get helpful feedback and learning.

Yes we receive **helpful** feedback 71%

I don't know 5%

No we do not receive feedback, 17%

Yes but the feedback is **unhelpful**, 7%

What might encourage you to report more patient safety incidents?*

55%
Simpler reporting tools

42%
A more open culture

40%
Better feedback & learning

"We need a **simpler** process to report issues"

"Reporting tools are far too **time** consuming"

"**Transparency** is the only way to learn"

"**Protected learning** time is now a must for community pharmacy"

Conclusions and next steps

Community pharmacy teams told us that patient safety culture could be improved by having...

Simpler reporting tools so that time constraints do not prevent reporting

Feedback and **learning** available that everyone finds helpful

An **open culture** of sharing and learning

Training for pharmacy staff on incident reporting

"I do not know of any pharmacist who is not genuinely upset if they make or fail to spot a dispensing error which subsequently reaches a patient"

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