



Community Pharmacy Patient Safety Group: 2020 in Review

A message from our Chair: Janice Perkins



2020 has been a challenging year for everyone - but there is no doubt that community pharmacy has risen to the challenge. It has adapted at every stage to ensure patients continued to receive safe and timely care throughout the pandemic.

As we all responded to the huge workloads and changes to the way we deliver services, it is clear that the group's principles of shared learning have been more important than ever. To allow Medication Safety Officers (MSOs) to share and learn in real time, the group continued to meet virtually and we were pleased to develop a suite of materials to support contractors as they adapted.

However, the pandemic has not been our only focus and we continued to provide our expert input across a range of topics.

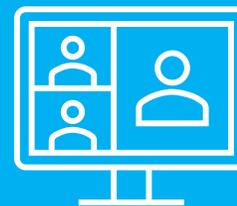
As the dust settles on 2020, and we take stock of what we have learnt, we know that 2021 will bring fresh challenges. We will continue to work with partners to ensure patient safety is embedded at all levels of community pharmacy.

Who we are

The Patient Safety Group is a cross sector group made up of the 17 largest pharmacy businesses, as well as the NPA and Numark to represent independent pharmacies. This year we have been pleased to welcome representatives from Pharmacy2U and AIM as observers. The group works together to promote a culture of patient safety across community pharmacy and embed principles of sharing and learning from incidents.

2020 at a glance

We hosted **13** meetings which were attended by MSOs representing **all community pharmacies in England**.



We developed a suite of materials to support contractors during the Covid pandemic, on subjects including:



Patient returns



Medicines delivery



Safe use of consultation rooms



Safeguarding



Private electronic prescriptions

Stakeholder engagement

We reached our stakeholders via coverage in the pharmacy trade press about safeguarding, opioids, adverse drug reactions and more. We also shared our views at webinars organised by the RPS and the RCGP.



We contributed to working groups for emollient safety, valproate, red steroid cards, the Pharmacy Integration Fund, medicine compliance aids and more.

We provided expert feedback to **4** consultations



We provided our input into **3** CPPE modules; the Just Culture, LASA & Patient Safety toolkit programmes.

National mechanisms

We engaged with policy makers to promote patient safety at a national level.

- The resources we developed with NHS E/I and PSNC were used by contractors from across the sector to support safety components of the 2020 Pharmacy Quality Scheme.
- We engaged MHRA and will continue to work with them to ensure drug safety alerts meet the needs of patients and community pharmacy.
- We worked with NHS Digital and the team developing the Patient Safety Incident Management System to provide feedback and ensure the patient and community pharmacy voice is heard.



Our concerns about the use of Nytol Liquid Caramel Flavour in children were addressed.

It is now indicated as a sleep aid for adults only.

After many years working to raise awareness of LASA errors, we were delighted that our LASA resources were published in the February the WHO Good Practice Repository.



To support pharmacy teams to learn from errors and embed principles of sharing and learning, we discussed numerous incidents.

We added **3** resources relating to the transfer of medicines, methadone hand out errors and clozapine, to our share and learn hub.

