



Patient Safety Culture Survey: 2021 results

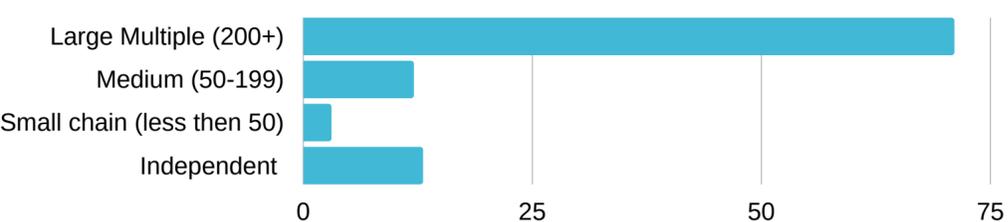
In Autumn 2021 The Community Pharmacy Patient Safety Group conducted an anonymous survey of community pharmacy staff. The survey sought to understand barriers and enablers to reporting patient safety incidents and what practice looks like across the community pharmacy sector from the perspective of frontline teams. Similar surveys took place in 2019 and 2016. The full results are available on the Patient Safety Group website.

Who took part?

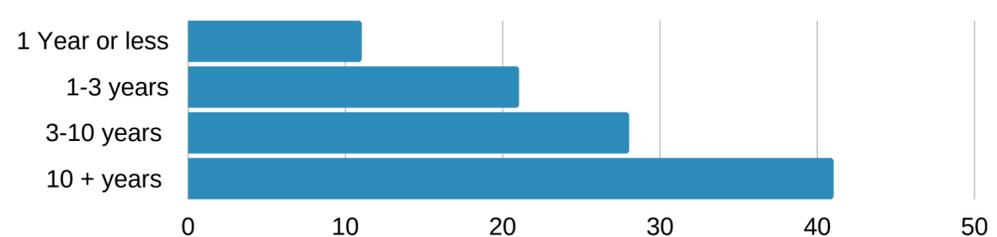
The survey was open to pharmacy colleagues working across the UK in all sizes of community pharmacies.

Pharmacy colleagues with different roles and levels of experience were encouraged to respond.

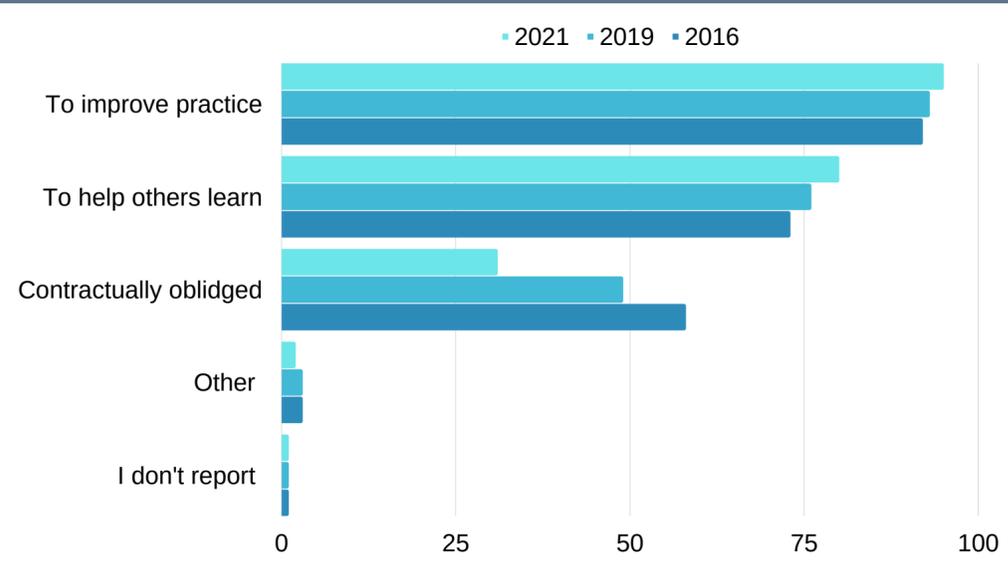
Size of organisation of respondents (%)



Length in role of respondents (%)



Reasons for reporting incidents



In 2021 95% of respondents said they reported errors to improve practice.

Around 80% said they reported errors to help others learn from mistakes.

Both represent an increase from 2016 and 2019.

Respondents could select more than one answer

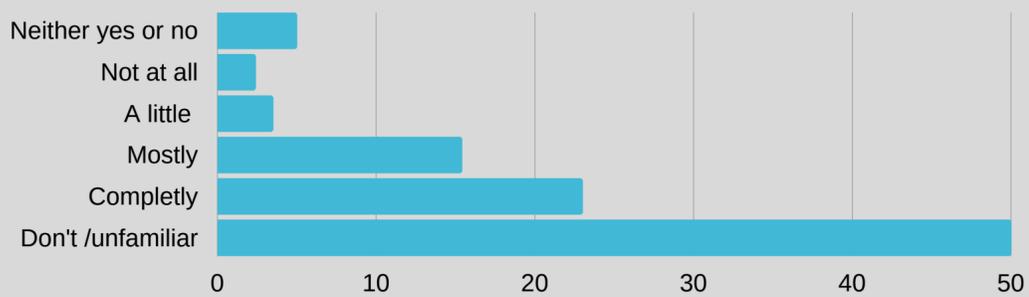
Confidence and clarity of reporting

The vast majority (91.4%) of respondents said the reporting procedure was “clear” or “very clear” and a similar proportion (91.6%) said they felt “fairly confident” or “completely confident” following reporting procedures correctly. Respondents also shared their views on how confidence and clarity could be improved.

- Seeing examples of good reporting
- Embedded with the pharmacy's PMR
- More staff to allow more time to report correctly
- Less cumbersome
- Continual training

Just Culture

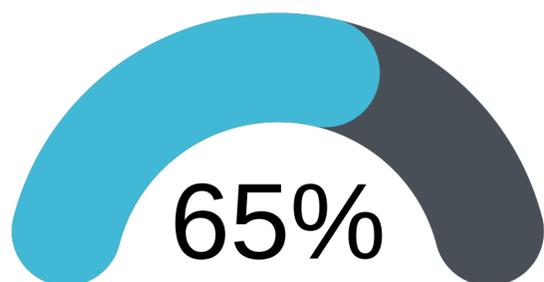
Does your organisation follow the principles of Just Culture?



Over half of respondents said that they were either unfamiliar with the terminology “Just Culture” or didn't know if their organisation followed the principles of it.

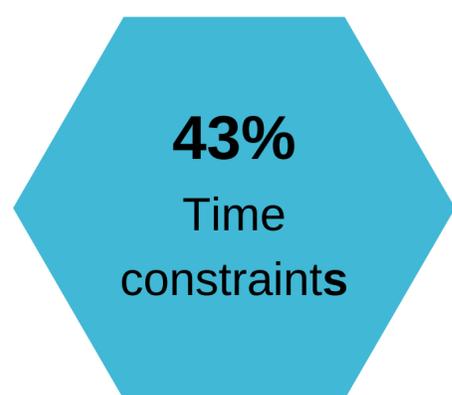
Legal defence for dispensing errors

In 2018 a new law providing a legal defence from criminal prosecution in the event of inadvertent dispensing errors was introduced. Almost two thirds (65%) of respondents reported they were aware of these changes to the law.

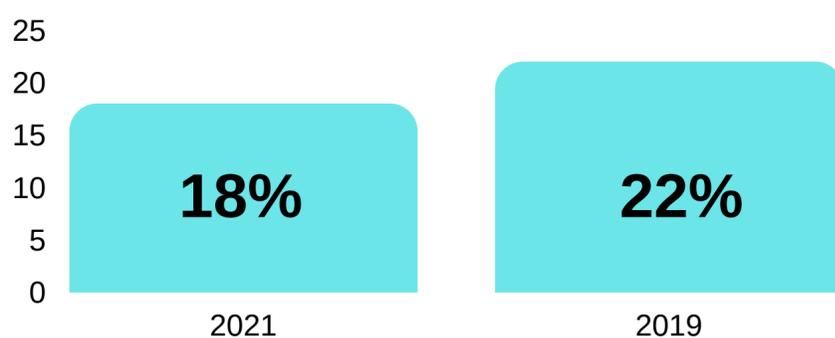


Of those aware of changes to the law almost a third (29%) said they were more likely to report errors because of the changes. No respondents aware of the changes said it would make them less likely to report errors.

Barriers to reporting errors internally

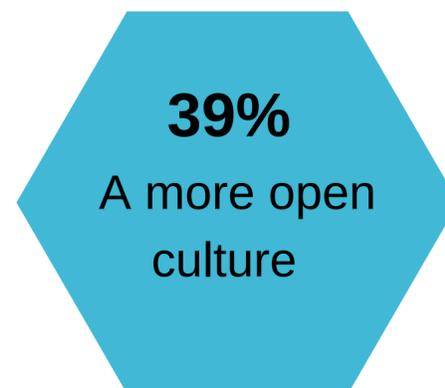
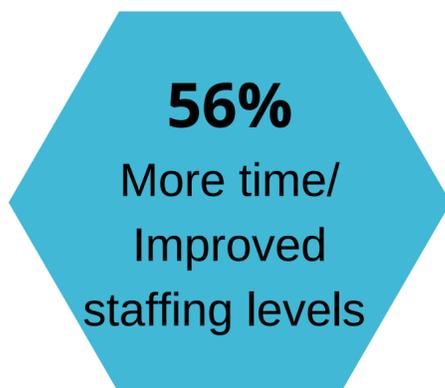


% who reported criminal prosecution as a barrier to reporting errors internally



Respondents could select more than one answer

Enablers to reporting errors



Respondent's could select more than one answer

Recommendations

Recommendations for national bodies

- The Patient Safety Group is aware of changes to national reporting systems. We recommend national bodies work with community pharmacy when developing reporting tools to ensure that they meet the needs of contractors.
- Clear feedback following the submission of reports to national incident management systems.

Recommendations for contractors

- Clear expectations with regards to reporting.
- Adoption of a Just Culture.
- Clear training on how to use reporting tools.
- Improved feedback on reporting.

Recommendation for national bodies, contractors and providers

- Improved systems in place to reduce the time required to report incidents.