

# To reduce checking errors leaving the dispensary



# Yvonne Wilson, Tracy Wostear, Charity Okoli, Papeya Dasgupta

#### Aim

To reduce checking errors by 50% by June 2016

# Why is this important to service users and carers?



## What are we testing?

The removal of distractions and interruptions and implementation of streamlined working practices within the process of dispensing and checking at the Mile End Pharmacy

PDSAs occurred with the following:

**NOISE STAFFING DEADLINES** WORKLOAD

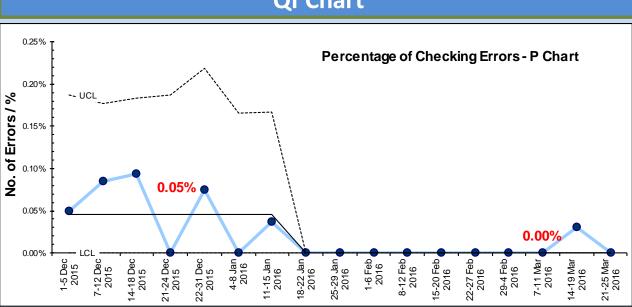
- 1. To reduce the risk to Service Users of receiving the wrong medication
- 2. To ensure that the processes of dispensing for staff are standardised and safely monitored

#### **Driver diagram**

**CHANGE IDEAS** PRIMARY DRIVERS SECONDARY DRIVERS AIM Permeant staff being employed Extra band 6 checking support Drivers to wait in reception area until bags are ready To reduce Pharmacists to screen checking right first time errors by 50% by Eligibility and legality of June 2016 prescription No phone calls between 1.30-3.30pm

No talking between 1.30-3.30pm





### Learning

- By removing and minimising disruptions during the process of checking that we can successfully reduce errors leaving the dispensary
- 2. That with a concerted effort staff practices can change for the better