To reduce checking errors leaving the dispensary

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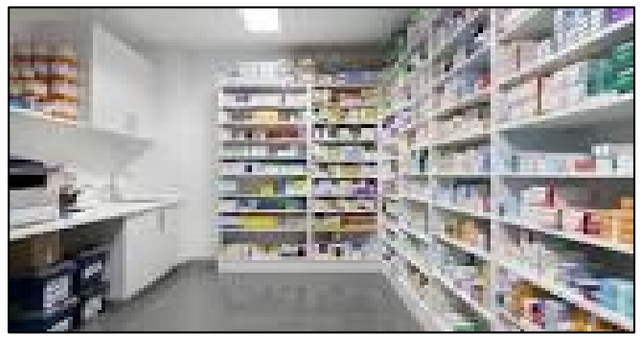
Aim

To reduce checking errors by 50% by June 2016



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

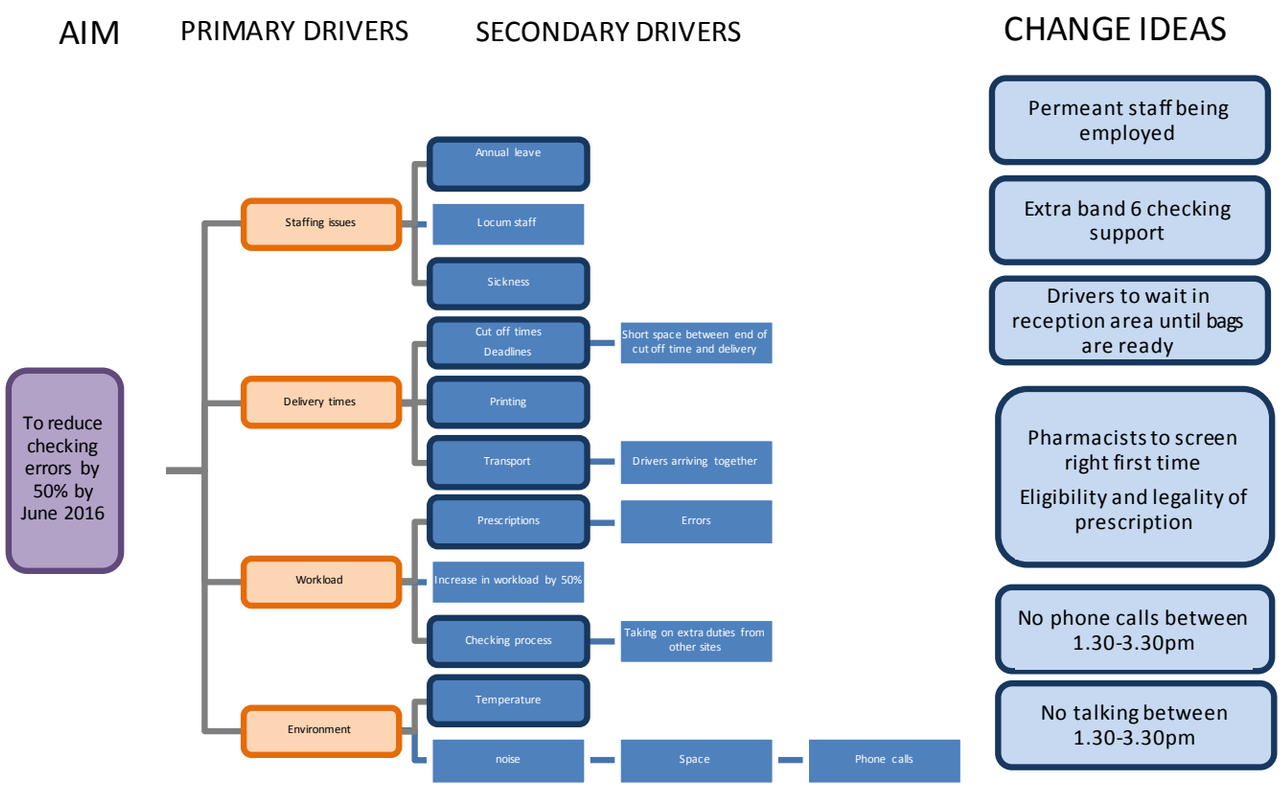
PDSAs occurred with the following:

STAFFING **NOISE** **DEADLINES** **WORKLOAD**

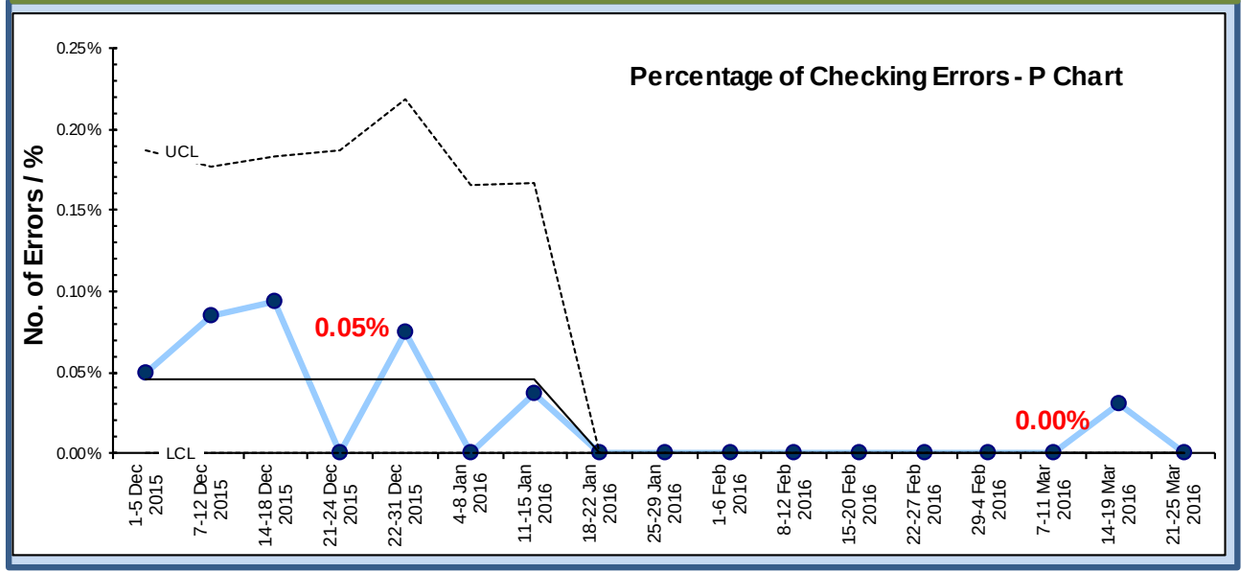
Why is this important to service users and carers?

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



QI Chart



Learning

1. **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**