

## CPD unplanned learning form – industrial pharmacy, purchasing and distribution

### 1. Describe an unplanned event or activity that enabled you to learn something new or refresh your knowledge or skills.

We recently instigated a mock recall that highlighted some potential business risks.

The following learning point was identified:

- When conducting a mock recall, careful consideration needs to be given to who to contact and when. Decision making took valuable time and resource and delayed the notification to sites.

From the mock we identified areas for improvement within our Product Recall SOP.

There is a description of the activity you took part in that enabled new learning

There is a description what you have learnt

### 2. Give an example of how this learning benefited the people using your services.

The product recall SOP has been updated to reflect these key learnings. I have also introduced standard letter templates into the product recall SOP (in line with the MHRA Guidelines). This will simplify and speed up the process of contacting the Packing Organisation who prepares the supplies, the clinical contract research organisation who monitor the study and the clinical sites that run the study and dose the patients.

My colleagues at work have benefited because they have a better understanding of what is required of them. Patients will also benefit if a genuine product recall was ever to take place.

For future mock recalls, the recall committee will also be more specific in terms of its requirements, to ensure the information can be obtained in a more time efficient manner.

There is a description how you have applied the learning

There is a description how the learning – once you have applied it – has benefited the people using your services, illustrated with an example