

## Reflective account form – hospital pharmacy

1. Provide us with a reflective account of how you met one or more of the standards for pharmacy professionals. We will tell you which standard(s) to choose from each year.

I am a pharmacy technician working in a hospital setting. My main role involves dispensing medicines for in-patients and out-patients plus checking dispensed medicines.

The users of my services include patients, pharmacy staff and other hospital staff.

Last December we saw an increase in the number of errors in our department. It was important for me to find a way to learn from these events. During a discussion with the Medication Safety Technician she said that a lot of recent errors within our department were due to new forms / strengths of products and staff not being aware that we kept them. Part of the reason for an insulin dispensing error for example was because people were not aware of a new strength being available (200 units / 1 ml). I liaised with another team and found out that a report was available each month that detailed new forms / strengths of products that had been ordered in. We then decided that just having a list of drugs would not be very helpful and that something more eye catching was needed.

In terms of improving communication and Standard 3 we designed a poster that is displayed around the department which contains a picture of the new product(s) therefore acting as a visual aid. The outcome of my learning is that my colleagues and I are now much more aware of the new forms/strengths and this will hopefully reduce the likelihood of errors occurring again in the future thus improving patient safety. We also keep a log of dispensing error incidents and will continue to monitor.

There is a description of your area(s) of practice

There is a description the typical users of the service(s) you provide

There is a description how you are meeting one or more of the standards for pharmacy professionals, illustrated with real example(s)