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| SOP: C02v2 | Standard Operating Procedure: Number C02v2 |
| Title: | Handling an External Error |
| Purpose: | To ensure errors that leave the pharmacy department are reported and reflection is made to prevent similar errors occurring. |
| Applicable to: | All staff |
| Procedure | <ul style="list-style-type: none"> • An external error is when anything supplied by pharmacy has been issued/supplied incorrectly – this includes dispensed items or items issued as stock. • All external errors must also be reported on the trust ‘eclipse’ incident reporting system, refer to SOP C38. • All external errors must be reported using the Central green external error form. These are located near the accuracy checking bench. • If an external error has been reported to you, then you are responsible for reporting the error and documenting this on the green Central external error form. • If you discover an external error you are responsible for reporting the error. • When completing the green Central external error form the following information must be recorded? <ul style="list-style-type: none"> ➤ Date error was reported. ➤ Date the item was dispensed/issued. ➤ Reported by – this is the name of the person who discovered the error. If this is someone on the ward/team you must write their name here. ➤ Where/who identified the error – provide as much information as possible. E.g. was it the patient? Was it a staff member? ➤ Prescription details – medication prescribed, dosage and quantity, transcriber, professional checker, labeller, dispenser and accuracy checker information if dispensing error. ➤ Nature of error – provide as much information about the error as far as possible and information that could of made the error occur e.g. busy, short staffed. ➤ Inform discreetly the staff involved in the error and document this on the form. ➤ Complete patient details on the error form if dispensing error. ➤ Sign the form. |



Central Pharmacy

- Give the error form to a member of management to lock away in the designated filing cabinet.
- Take action to resolve the error to ensure correct medicines have been supplied. This includes updating computer records and following the relevant SOP's.

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