Summerhill Pharmacy
Venture House (Gate D) Fentham Road
Erdington, Birmingham B23 6AL
Registration Number: 1116508

In association with: Birmingham and Solihull **NHS**
Mental Health NHS Foundation Trust

SOP: SH05v2	**Standard Operating Procedure: Number SH05v2**
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	- 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. - All external errors **must** be reported using the Summerhill blue external error form (see appendix 1). 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 blue Summerhill external error form (see appendix 1). - If you discover an external error you are responsible for reporting the error. - When completing the blue Summerhill external error form the following information must be recorded? - 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. - Nature of error – was the error made at prof checking, labelling, dispensing, accuracy checking or other? - Details of error – provide as much information about the error as far as possible. - Inform discreetly the staff involved in the error and document this on the form. - Complete patient details on the error form if dispensing error. - Eclipse number. - Sign the form. - Give error form to a manager to lock away in filing cabinet.

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- Take action to resolve the error to ensure correct medicines have been supplied. This includes updating computer records and following the relevant SOP's.

Written By:		
Reviewed By:		
Authorised By:		
Date Authorised:	March 2020	
Review Date:	October 2021	

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Appendix 1 Summerhill – EXTERNAL ERROR REPORT

Date Reported:	
Reported by:	
Date dispensed:	

Name of person(s) who made error:	Please write full name	Informed by

Nature of error (please tick)	Prof check error	
	Dispensing/Labelling error	
	Accuracy check error	
	Other	

Provide details of error below:

Patients name:	
Rio number:	
Ward/team:	
Consultant:	
Eclipse number:	
Form completed by:	

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