| | | |
|---|---|---|
| **SOP:** | **Standard Operating Procedure: Number** | |
| **Title:** | **Adverse Incident Reporting** | |
| **Purpose:** | -To allow staff to anonymously report adverse incidents that occurs within their enquiry answering practice.<br>-To encourage learning from adverse incidents and devise solutions to prevent recurrence and improve practice<br>-To ensure that any emerging common themes are promptly identified and shared | |
| **Applicable to:** | Pharmacists involved in providing medicines information | |
| **Definitions: (UKMi)** | Error = any situation where wrong, misleading or incomplete information or advice which may or may not have caused harm to a patient, was given to an enquirer<br><br>Near miss = any situation where wrong, misleading or incomplete information or advice which may or may not have caused harm to a patient, would have been given to the enquirer if an intervention had not been made (NB- this should not include anything picked up whilst processing the enquiry. If the incident is identified once an answer has been formulated, but before the answer was given, this should be classified as a near miss) | |
| **Procedure:** | 1. | Adverse incident that has been identified should be reported to a suitably qualified person (eg. Senior Pharmacist) as soon as possible. |
| | 2. | The designated person should<br>• investigate the incident independently,<br>• discuss the incident with the relevant parties<br>• agree a course of action to resolve the incident and/ or inform future practice to avoid recurrence |
| | 3. | If patient harm has occurred or is likely to occur, the incident will require more urgent investigation and action. The designated person should<br>• acknowledge the incident with the relevant enquirer as soon as possible<br>• take immediate steps to correct any wrong, incomplete or misleading data<br>• document the action taken on the MI enquiry record and record and adverse sequelae that may have occurred. |
| | 4. | The designated person should input the details of the adverse incident onto the IRMIS database at http://medusav2.wales.nhs.uk/.<br>(Further guidance notes can be found via http://www.ukmi.nhs.uk/Policy_product/Documents/IRMISGuide.PDF ) |
| **Written by:** | | |
| **Approved by:** | | |
| **Date written:** | | |
| **Review Date:** | | |