

**To: All Community Pharmacists**

Tel : 028 90553782

Web Site: [www.hscboard.hscni.net](http://www.hscboard.hscni.net)

2<sup>nd</sup> February 2016

Dear Colleague

## **NEW: ONLINE ANONYMOUS INCIDENT REPORTING SYSTEM**

### **Introduction**

Adverse incidents relating to errors in prescribing, dispensing or administration of medicines occur on a **daily** basis.

One of the most important ways to improve patient safety is to report adverse incidents e.g. dispensing incidents and 'near misses', **for the purpose of sharing learning**. It is therefore a professional and a public duty that we, as pharmacists and as the main professional body responsible for medicines, have effective mechanisms for reporting adverse incidents caused by medicines.

Ensuring systems are in place to identify, report and learn from medicines-related incidents will also be important in supporting the new Rebalancing of Medicines Legislation.

### **Development of Online System**

Community pharmacies have been reporting adverse incidents anonymously to the Board over recent years using the HSCB Anonymous Adverse Incident Reporting Form<sup>1</sup>, and learning from these and other incidents has been shared with NI GPs and pharmacists via Medicines Safety letters and newsletters.

In order to make incident reporting easier and quicker, we have now established an **online anonymous reporting system** which can be accessed from any internet-enabled device e.g. mobile phone, tablet or laptop at <http://www.medicinesgovernance.hscni.net/>. Please note, as with the anonymous reporting form, there are no hidden identifiers in the online form and it is not possible for Board staff to identify where reports have come from. Please remember not to include any information that will identify patients or staff. The completed form can be printed and saved and used to form, or include in, your own incident log (See Appendix 1).

### **Training**

Please also note that the HSCB and NICPLD have recently developed a short distance learning course on reporting adverse incidents anonymously to the HSCB.

This has been undertaken following feedback from community pharmacists who suggested the need for Continued Professional Development around incident reporting. As well as highlighting the new reporting system, the course guides pharmacists to where they can find advice relating to learning around incidents and other patient-safety resources. This new course can be found on the NICPLD website.

## Conclusion

We hope you will find these new developments to be useful tools in continuing to promote a patient safety culture in your pharmacy. If you have any queries or would like to provide feedback on the new on-line reporting system, please contact your local Medicines Governance Adviser at the local office as detailed in the table below.

Yours sincerely,



### Mr Joe Brogan

Assistant Director of Integrated Care  
Head of Pharmacy and Medicines Management

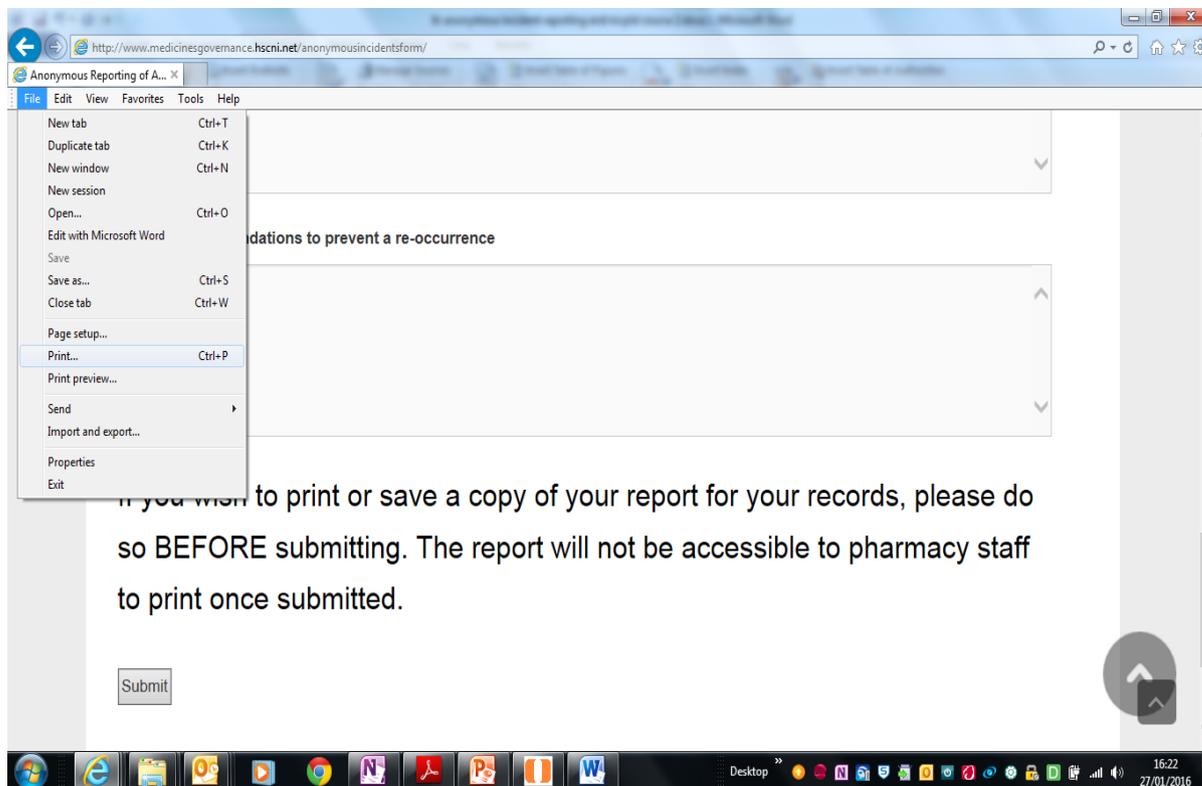
1. <http://www.medicinesgovernance.hscni.net/primary-care/community-pharmacy/community-pharmacy-incidentsnear-misses/>

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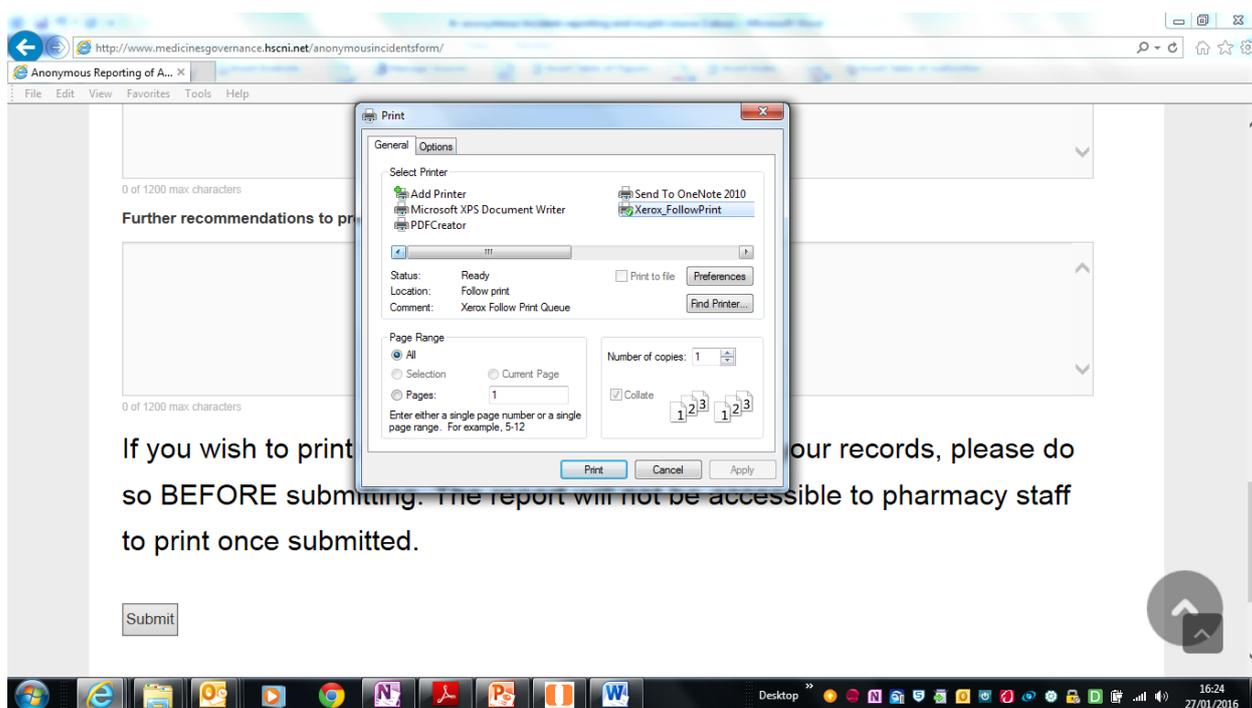
## Appendix 1

### 1. To print the completed form only.

Following completion of the form and before submitting, select 'file' and 'print' as shown in the screenshot below. (Depending on the set-up of your computer, it may only be necessary to select the 'printer icon'.)

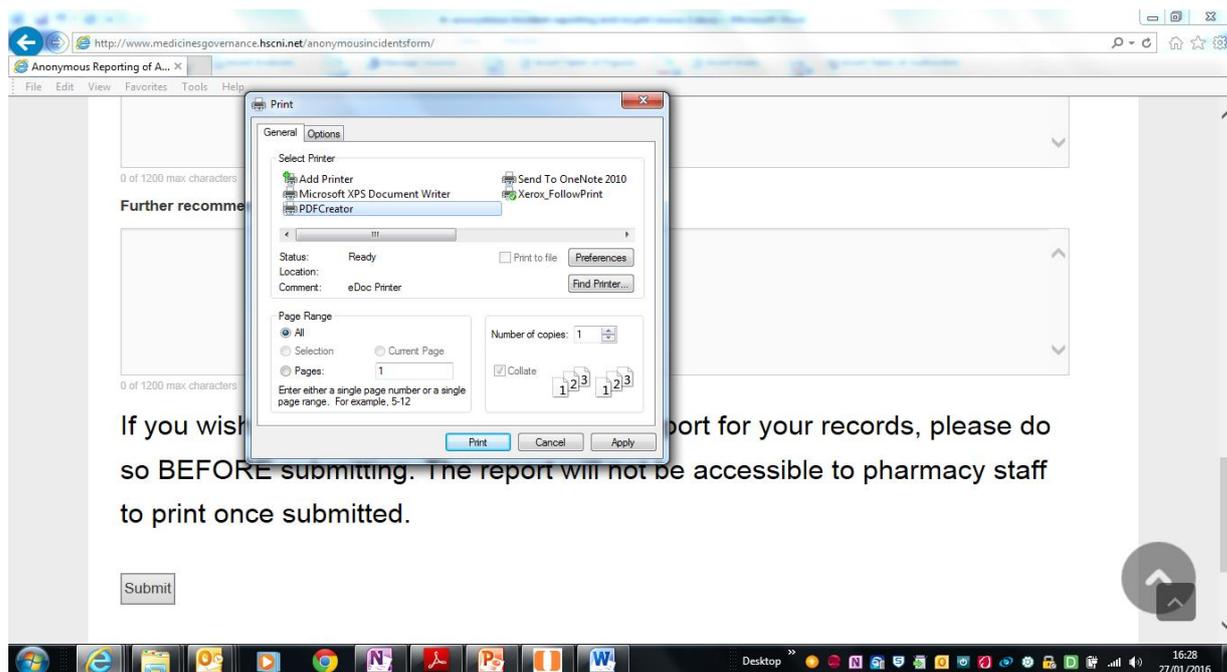


Then select the required printer from the printer list and select 'print':

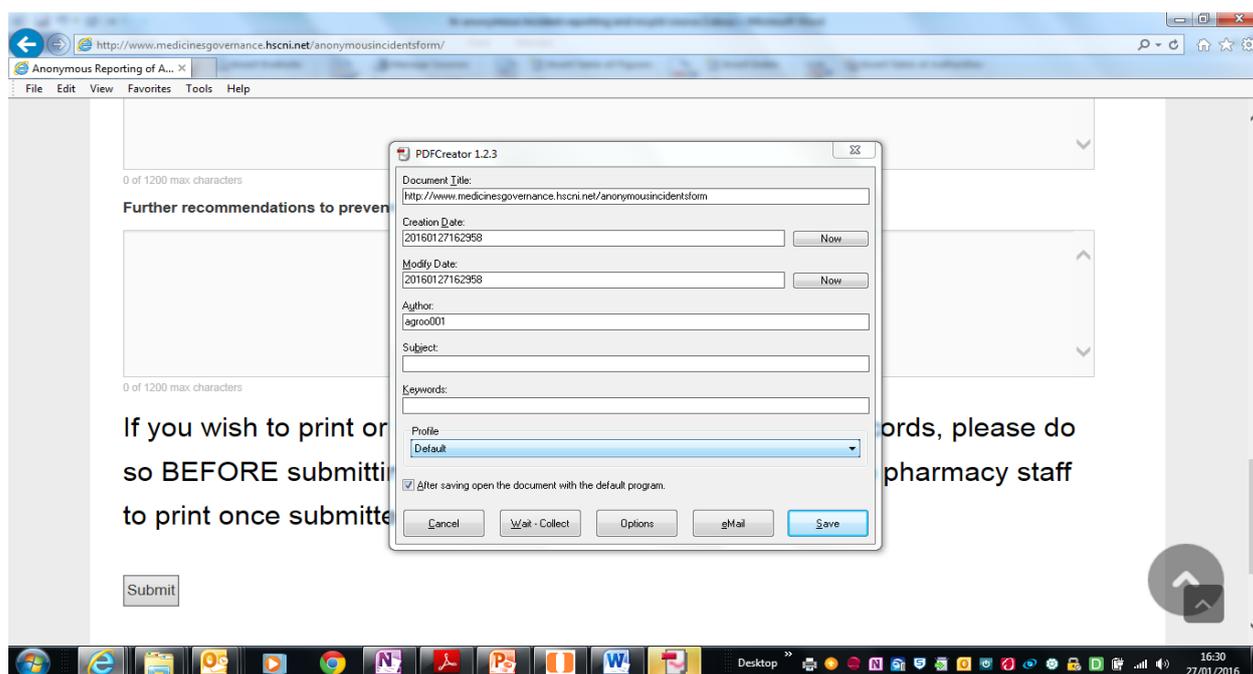


### 2. To 'save' an electronic copy of the completed form:

Following completion of the form and before submitting, select 'file' and 'print' (as in point 1). Then select 'PDF Creator' (if available) from the printer list, and select 'print':



The screen below will be shown. Select 'save'. The PDF document should be named and saved in the desired folder.



The document can be opened from the folder and printed as necessary (as in point 1).

Note: If the pharmacy wishes to save an electronic version and saving as a PDF (PDF creator) is not available, an alternative is to scan the document and then save or print as necessary.