

Threshold criteria for cases other than single one-off dispensing errors

Cases are not likely to be referred to the Investigating Committee **unless** one or more of the following statements are true;

- There is potential for, or evidence that moderate or severe harm or death was caused as a result of the incident (the definitions of these are from the NPSA definitions for grading patient safety incidents).
- There is evidence that there was a deliberate attempt to cause harm to patients or the public.
- There is evidence of ill health or substance abuse by the pharmacist.
- There is evidence that the individual departed from agreed safe protocols or standards operating procedures and in doing so took an unacceptable risk.
- There are no systems to learn from incident in the pharmacy (this may result in the Superintendent/Pharmacy owner being referred).
- No attempt has been made to learn from the incident.
- The Society has previously given advice that would have prevented the incident if it had been implemented.
- There has been an attempt to cover up.
- There has been a failure to co-operate with an investigation carried out by the Society's Inspector or other investigatory body.
- There is evidence of other misconduct that would form the basis of a complaint.
- There is a failure to apologise/provide an explanation to the patient/representative (where appropriate).
- There is a demonstration towards a patient or customer, or a prospective patient or customer, of attitudes or behaviour from which that person could reasonably be expected to be protected¹.
- There has been an intention to mislead the public or the public has been misled
- There are Controlled Drugs involved*
- There is evidence that the case meets the referral criteria set out at <http://www.rpsgb.org/pdfs/ftpicreferralcriteria.pdf>

*excluding single one off dispensing errors and simple book keeping cases.

¹ See Article 48 of the Pharmacists and Pharmacy Technicians Order 2007