

## Reducing Risk and Improving Quality

### Are you .....

- sure that all professional activities undertaken are covered by adequate indemnity insurance arrangements?
- following Standard Operating Procedures (SOPs) specific to your pharmacy for the dispensing, repeat dispensing and controlled drug management procedures?
- regularly reviewing your SOPs, especially after an adverse event?
- sure that you are making progress in understanding, recording and implementing your CPD?
- aware of the changes in legislation governing veterinary medicines and how these apply to your practice?
- only supplying full packs against signed orders and other wholesale transactions?
- keeping records of waste that is collected and disposed of?
- sure that you are making progress in understanding, recording and implementing your CPD, making nine CPD entries per year in a Society approved format?

### Do you.....

- have dispensed by / checked by boxes and use them for each prescription item?
- always dispense owings from the original prescription or a good quality photocopy?
- ensure that any medication supplied in an MDS system complies with a valid prescription, labelling regulations and current good practice and is supplied with an up to date Patient Information Leaflet (PIL)?
- keep records of dispensing errors detected at the final checking stage (near misses) in addition to those that reach the public and reporting these where they are of clinical significance?
- keep meaningful and accessible records of clinical interventions?
- make sure that all your dispensary stock is in the manufacturer's original container and is in date?
- keep meaningful records to demonstrate that fridge items are always stored between 2 and 8 C ?
- keep running balances of controlled drugs and audit them on a regular basis? If there is a discrepancy do you follow this up?

Reflect on whether you are just doing the right thing.... or are doing the thing RIGHT?

For the most up to date resource tool please refer to the RPSGB website: <http://www.rpsgb.org/protectingthepublic/inspectorate/>

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For all your legal and ethical inquiries please contact the RPSGB advisory service on 020 7572 2308

RPSGB website and where to find the resources.

