

## STANDARD 9.0 GOVERNANCE AND FINANCIAL MANAGEMENT

Safe systems of work are established and pharmacy services have sound financial management.

### 9.1 SYSTEMS GOVERNANCE

*Systems of work are established that are safe, productive, support continuous quality improvement, are regularly audited and comply with relevant regulations.*

#### Colchester Hospital University NHS Foundation Trust

All patients admitted for planned surgery are screened (level 2 medicines reconciliation) on admission by a pharmacy technician or a pharmacist, to see if they are taking high-risk drugs, as defined by the NPSA. Patients currently taking high-risk drugs are highlighted by putting a sticker on the drug chart; this prompts ward staff to contact pharmacy to check the appropriateness of the discharge medicines and letter and ensure accurate communication about their medicines. This process has helped to ensure that over 80% of patients on high risk medicines admitted to Colchester University Hospital are monitored and reviewed before discharge. Pharmacists will also check prescriptions and discharge communications retrospectively to check for any problems, following up with the patient's GP or primary carer, if required. The service is consistently audited, looking at a number of parameters to ensure appropriate coverage of patients and target appropriate pharmacy resources. The outcomes are used for continuous improvement of the service and minimise risks for patient on high-risk medicines during and after discharge.

#### NHS Tayside

At Perth Royal Infirmary (NHS Tayside), there is ongoing measurement in all wards to demonstrate the performance of the pharmacy service against set standards. Pharmacists and technicians measure a number of criteria, namely the percentage of patients with a:

- pharmaceutical care plan
- accurate drug history
- clinical check of the Tayside Prescribing Administration Record
- priority code within 24 hours of admission; code 1 indicates high-risk patients that are to be reviewed every 24 hours.

This regular performance review has enabled the service to target resources to high-risk wards such as 'admissions' wards, other areas where our standards are not being met and helps to identify and training issues. A key benefit to patients is that high-risk patients are regularly reviewed, with targeted resources for medicines reconciliation and accurate drug histories, care planning and proactive discharge planning, which all helps to reduce risks and prevent medication errors, during their stay and post discharge.