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## **Consultation on draft National Standards for the Conduct of Reviews of Patient Safety Incidents**

**Submission from:**  
**The Pharmaceutical Society of Ireland (PSI) - The Pharmacy Regulator**

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The Pharmaceutical Society of Ireland (PSI) is an independent statutory body, established under the Pharmacy Act 2007. It is charged with, and is accountable for, the effective regulation of pharmacy services in Ireland, including responsibility for supervising compliance with the Act. The PSI is also charged with ensuring compliance with certain medicines and controlled drugs legislation. It works for the public interest to protect the health and safety of the public by regulating the pharmacy profession and pharmacies.

We welcome this opportunity to make a submission to the draft National Standards for the Conduct of Reviews of Patient Safety Incidents.

We have reviewed the draft National Standards and fully support their aim in managing patient safety incidents in an open culture that supports learning from errors and instills systems which enable corrective action being taken to improve patient safety. The PSI considers that the introduction of standards in this area will prove valuable for those involved in patient safety incidents, those that review patient safety incidents, and most importantly through process strengthening and standardization, will improve patient safety and quality of care in the future.

In particular, 'Theme 5: Sharing the Learning for Improvement' is of great importance, and we believe that having clear structures in place to share learning from reviews of patient safety incidents, on both a local and national level, is key to ensuring a similar incident does not occur again and patient trust in the healthcare system is maintained.

Pharmacists have a key role to play as part of the multidisciplinary team to record and report patient safety incidents and in particular those relating to the supply of medicines. Pharmacists as custodians and experts in the use of medicines should be utilised to optimise patient safety in the rational and safe use of medicines. Where an incident occurs involving a medication error, where possible, the involvement of a pharmacist in the incident review team could optimise the effectiveness and value of this review.

In its regulatory role PSI acknowledges the value and importance of incident/error management and review, at all routine inspections of retail pharmacy businesses PSI inspectors review medication error management records in place at the pharmacy. This review includes checking that the pharmacy has policies and procedures to assist all members of staff in dealing with, and learning from, medication errors, as well as that records of medication errors and near misses are maintained at the pharmacy.

PSI would again like to express our support for this valuable initiative and if more specific expertise is required in the further progression of this work we would be very willing to contribute.

**Pharmaceutical Society of Ireland November 2016.**