An audit of incident investigation within the Pharmacy Department.

Author: Eve Collinson   Supervisor: Suzanne Bell/Lorna Clarke   Undertaken in a large teaching hospital.

Introduction

Datix is the software used to report incidents and near misses at a large hospital in Newcastle. In February 2020 new pharmacy specific guidance was written, expressing that **incidents should be closed within four weeks of being reported**1. In January 2020, a member of staff was appointed as a medication safety specialist technician.

Methods

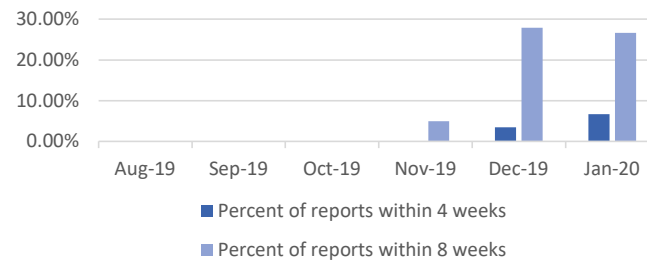Datix's were analysed over two six month periods pre and post guidance.

The data was extracted month by month from the Datix application, into an Excel spreadsheet.

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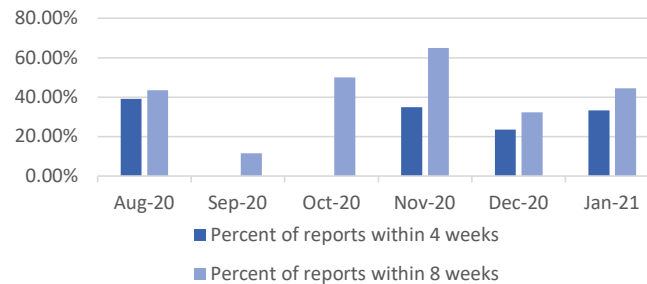**Each incident was manually highlighted if it met the standard**

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These were put into tables and graphs for ease of analysis.

The previous flow chart shows the method in which this was done. The data was also looked at in an 8 week timescale, by category and by location.

Results

Graph 1: Incidents reported within certain time frames, pre-guidance.

Graph 2: Incidents reported within certain time frames, post-guidance.

Overall percent of incidents closed:		
	Within 4 weeks	Within 8 weeks
Pre-guidance	2%	14%
Post guidance	19%	39%

Discussion and Conclusion.

There has been a significant improvement in the time of the incidents being closed in the most recent 6 month period. Time of reporting was not affected by category or location. This increase could be from an amalgamation of the new guidance, the appointment of a specialist technician and specifics of the guidance like the specific time frames, putting ownness on different people at different times.

Whilst there is an improvement in the time frame, there are still some developments that may increase this, including:

- A reminder at 21 weeks to complete the datix, if not already.
- A note function to update other colleagues if there is a major hold up.
- Regular meetings within the pharmacy department to see which incidents are currently open.

A reaudit of this may be useful once those changes have been implemented.