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Dear Pharmacist,

At Change Grow Live, we're committed to continual improvement, and as part of our processes we continually review all of our incidents. We do this to identify any themes and trends and to look at how we can mitigate risk and improve our processes.

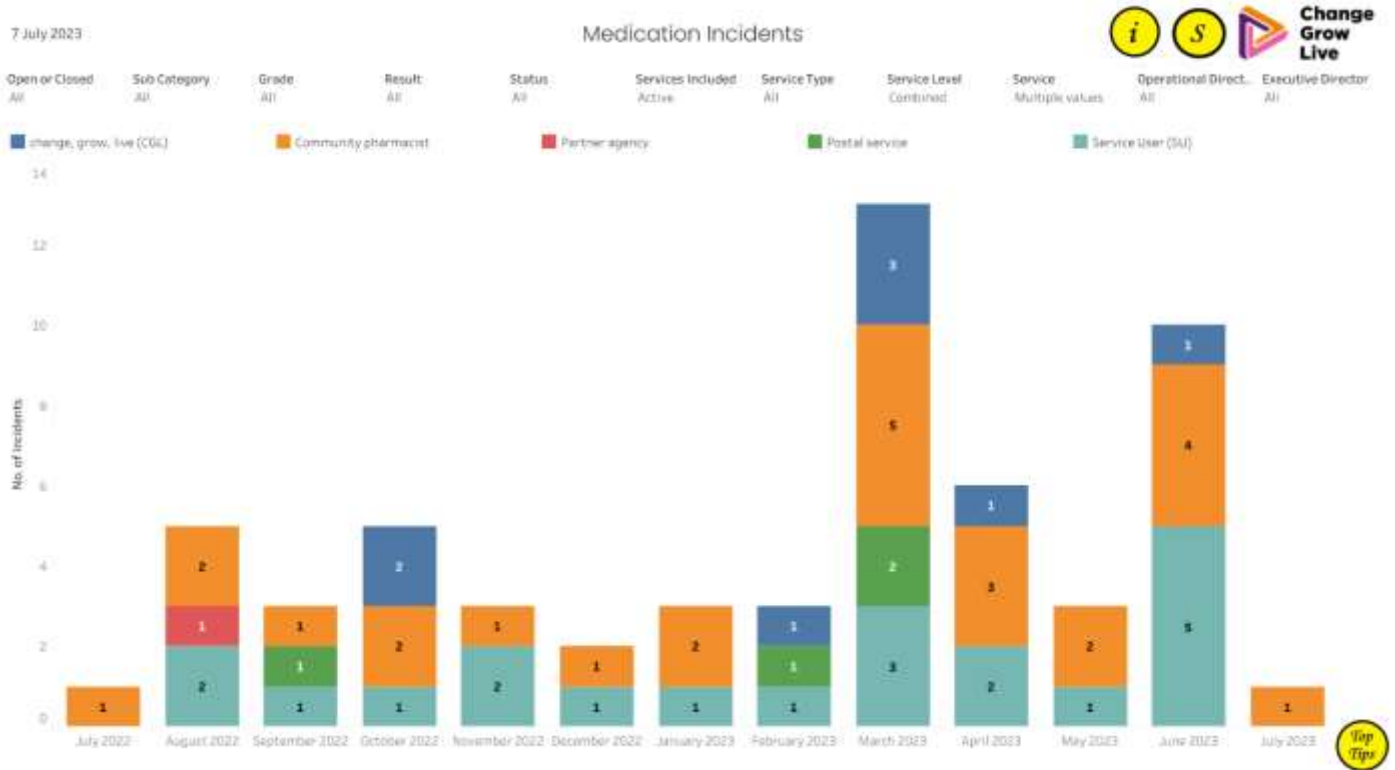
We wrote to you in February following the review of incidents and thought it would be useful to send the attached again. With the summer having arrived we anticipate that there may be an increase in locum staff in your pharmacies and thought it may be useful to resend this to support with our joint working processes.

Identified themes:

- Occasional breakdown in communication between CGL and our community pharmacies regarding sharing information around missed prescription collections
- An awareness that a number of the pharmacists who are supporting our service users may not be regular members of staff and as a result may not be familiar with all of our processes regarding communication around prescription collection
- Incidents of locums not knowing where CGL prescriptions are stored, leading to dispensing days being missed.
- CGL not always being informed when someone has missed their pick-up (especially after 3 days), or of patterns in missed pick-ups.
- Occasional confusion over how many consecutive missed collections have occurred.
- Occasional continuation of dispensing despite a service user having missed 3 x consecutive collections.
- Occasional loss of prescriptions at pharmacies necessitating replacement prescriptions which can be time consuming / logistically complicated.



**Chart of medication related incidents over the last 12 months, illustrating the recent increase in number:**



We have put together a simple reminder that you may wish to display (see separate attachment) with a few prompts. We thought this may be useful as a quick tool to support you to explain to any locum staff you may have and to help you to save time in what we know is an extremely busy work environment.

We hope that by sharing this, it will help us to continue to work effectively, and in addition, avoid any additional work for all of us when dealing with cgl prescriptions and support in the safeguarding of our service users.

We want to continue to work together well, communicate effectively with one another and continue to provide a fantastic service to our joint customers and welcome any feedback from yourselves.

Thank you as always for the fantastic service you offer our service users.

Kind regards

Emma Sansom.

Quality Lead (M: 07741 326 387)