**Pharmacy Plan 2019/20**

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| **Area** | **Strategic Aim** | **Pharmacy Ethos** | **Objective** | **Measure** |
| **Medicines Management Team** | -Focus on quality & safety  -Exceed patient expectations  -Enable excellence through our people | -Quality & value  -Patients first  -Support one another | Increase the % of patient facing activities for Pharmacy Technicians & ATOs (Carter)   * Improve medicine reconciliation rates over 7 days (MMTs) * Support the restructure of ATOs (MMAs) into the clinical stream (Transfer of medication and Medicine Management on wards) * Develop the Band 4 Technician clinical stream (Counselling) | % of WTE PT & ATOs with clinical activities within their role  Medicine reconciliation rates over 7 days  Counselling rates  % of Band 4 Pharmacy Technicians clinically trained to work on the wards.  MMAs fully recruited and trained |
| **Clinical** | -Focus on quality and safety  -Enable excellence through our people  -Exceed patient expectations | -Patients first  -Safety  -Quality & value | Deliver & embed the Dedicated Ward Pharmacy (DWP) service to Quinton & Dryden | Project plan in place  Clinical rota  Outcome measures developed  Scorecard metrics  Staff feedback |
| **MI/HCM** | -Ensure a sustainable future  -Enable excellence through our people | -Safety  -Quality and value  -Support one another  -Enjoy work | Restructure MI/Formulary/HCM team to ensure robust team / succession plan and to support countywide medicines optimisation agenda | New team structure embedded |
| **ASU** | -Focus on quality & safety  -Ensure a sustainable future | -Quality & value | Improving efficiency in the IV chemotherapy pathway from pharmacy to patient (reducing chemotherapy waste). | Monitoring tool implemented for waste per mg (Q2).  Plan for reducing waste per mg agreed with commissioners (top 20 items, Q4). |
| **Health & Well-Being** | -Focus on quality & safety  -Ensure a sustainable future  -Enable excellence through our people | -Safety  -Support one another  -Enjoy work | Review of weekend service provision to ensure   * Work undertaken is appropriate (funded services are prioritised) * Team size and skill mix is optimised * Service model supported by staff (by majority) is implemented where possible. | Staff survey responses  Scorecard metrics  Weekend finish times (aim no later than 5.30pm) |
| **Medicines Safety & Training** | -Focus on quality & safety  -Enable excellence through our people  -Ensure a sustainable future | -Safety  -Patient’s first  -Quality and value | Support the Medication Safety Plan and the Medicines Optimisation Plan by   * Setting priorities of the medicines safety agenda for the Trust * Planning the roll out the national Medicines Safety Programme within the Trust * Reviewing previous NPSA alerts/PSAs in line with current Trust activities * Increasing of medication errors reporting on Datix | * 100% compliance to discharge standards (Audit and Datix data) * Reducing the number of omitted medications with the reasons specified ‘other’ or ‘drug unavailable’. * Increasing the number of falls medication reviews pre-falls incidents * Develop audit tool for monthly audits on NPSA alerts/PSA compliance. * Monitoring medication error reports on Datix around themes of polypharmacy, high risk situations and transfer of care |
| **Dispensary** | -Ensure a sustainable future  -Focus on quality and safety | -Quality and Value  -Support one another | Eradicate Feeds from being dispensed in the dispensary | Feeds no longer going through the labelling process |
| **Distribution** | -Focus on quality & safety  -Ensure a sustainable future | -Patients first  -Quality & value | Pilot electronic stock ordering for wards/ Pharmacists via EMIS.  Maintain or improve on priority stock delivered the same day. | Electronic system in place and being used  Reduced paper consumption  Scorecard metric |
| **QA** | -Focus on quality & safety  -Ensure a sustainable future | -Support one another | Support ASU in expansion of product portfolio | Specifications written and validation paperwork available |
| **Stores** | -Focus on quality & safety | -Safety | To ensure that falsified medicines do not enter the NGH medicine supply chain  To ensure compliance with the Falsified Medicines Directive  To ensure work flow is maintained | Risk register  Business case submission  Scorecard metrics |