**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 roleMedicine reconciliation rates over 7 daysCounselling 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 placeClinical rotaOutcome measures developedScorecard metricsStaff 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 responsesScorecard metricsWeekend 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
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| **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 usedReduced paper consumptionScorecard 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 chainTo ensure compliance with the Falsified Medicines DirectiveTo ensure work flow is maintained  | Risk registerBusiness case submissionScorecard metrics |