

GP Reporting Process for Hospital Prescribing Issues

Prescribing Issues

Please report **prescribing** issues with any hospital (Preferably within 7 days of incident to aid investigation)

Form available at:
<http://mm.wirral.nhs.uk/hospitalconcerns/>

Non Prescribing Issues

Please report non prescribing issues such as lack of discharge information or handwriting concerns to the CCG on the following form:
<https://www.wirralccg.nhs.uk/About%20Us/primary-care-incident-reporting.htm>

Wirral Medicines Management and Optimisation (MMO) Team

GP practice to complete electronically and send via email to their designated Medicines Management Practice Pharmacist's nhs.net account

Recording, Triage and Acknowledgement within 24 hours (excluding weekends and bank holidays)

- Forms are reviewed to check all fields are complete and information clear. Reporters will be contacted if further information is required.
- Acknowledgement sent via email to GP practices

WUTH Pharmacy

(For other Trusts the action required will be discussed on an individual basis)

Investigation, Escalation and Reporting

- Concern upheld?
- Entered on WUTH incident reporting database and search for similar occurrence by same prescriber before delegating to lead pharmacist
- Previous similar occurrence? Eg Non-formulary prescribing
 - On first occasion, pharmacist to discuss with prescriber
 - On second occasion, D&T Panel Secretary to email prescriber
 - On third occasion, letter from D&T Chair & Director of Pharmacy, copied to Divisional Clinical Director. If necessary further escalate to Divisional Management Board.
- Pharmacy Clinical Governance to validate response and propose any preventative action
- **Feedback to Wirral MMO Team within 15 working days of receipt**

Wirral Medicines Management and Optimisation Team

Feedback Outcome of Report

- Response is checked to ensure complete. If unresolved referred to Medicines Optimisation Pharmacist
- Response emailed to GP as soon as possible and within 2 working days of receiving response

CCG Medicines Management Group

Report from WUTH as a quarterly agenda item at meetings to monitor trends and initiate solutions to repeated concerns. Actions taken and pending will be noted or followed up. Quarterly reports from WUTH will also be circulated at Cluster Group Meetings.