

# Improving the process by which the progress of TTO medication can be tracked by staff on the wards at Cheltenham General Hospital

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## The Safety Concern

Staff on the wards find it difficult to track the status of their patients' TTO medication. Staff either have to physically walk down to the dispensary or ring the dispensary.

Both of these options are time consuming.

Increasing pressures in the hospital mean that nursing time is more valuable than ever, and it is vital that patients that have been medically assessed as ready to go home are waiting for as short a time as possible.

Members of staff in the dispensary that are answering the phone calls are also carrying out dispensing activities. Interruptions are a well-documented cause of dispensing errors.

The current system is not fit for purpose. It is frustrating and hazardous for pharmacy staff who are interrupted and ward staff who spend valuable time on the phone to dispensary. It is also frustrating for patients who are waiting for their medicines.

## Aim

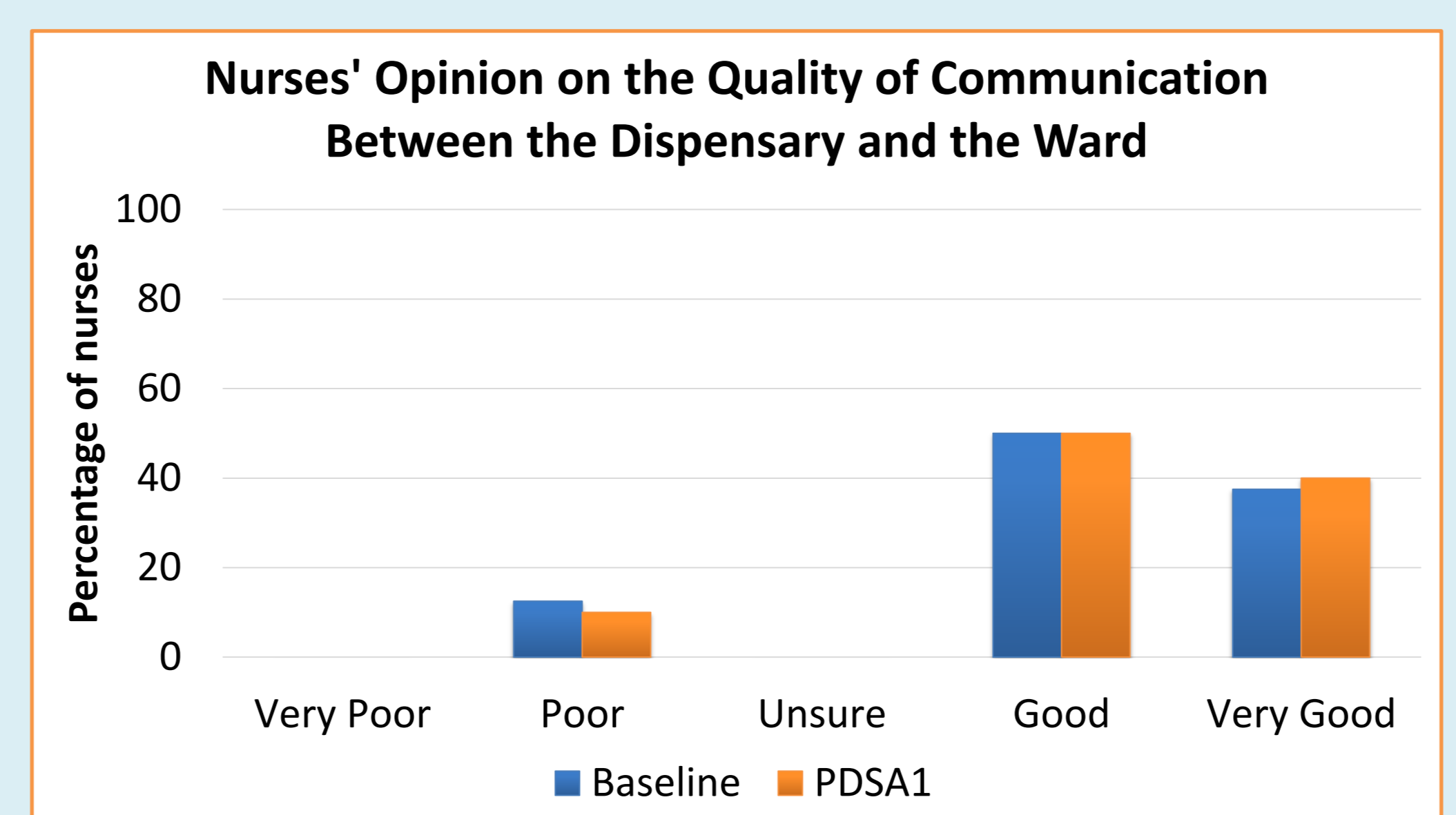
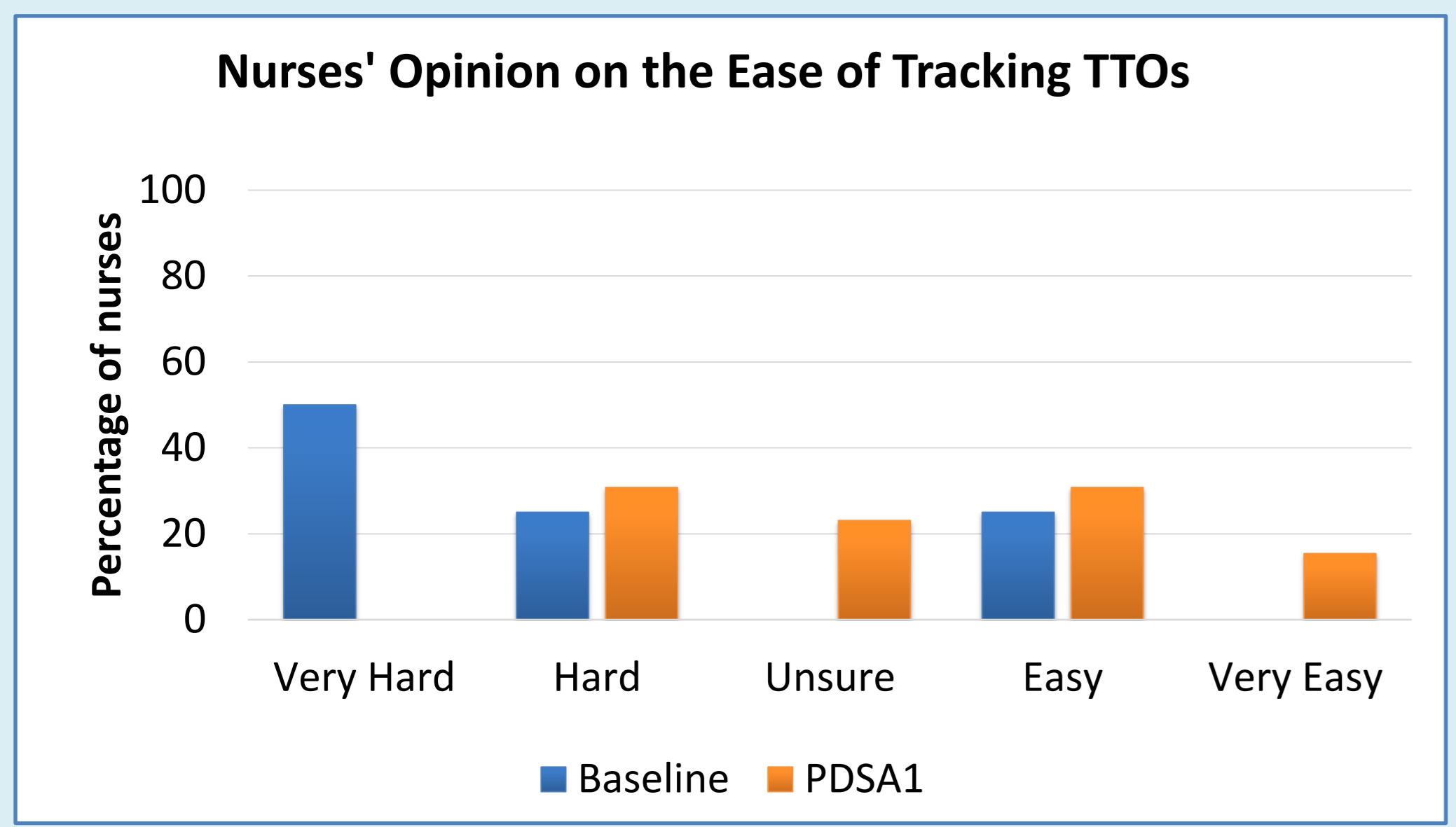
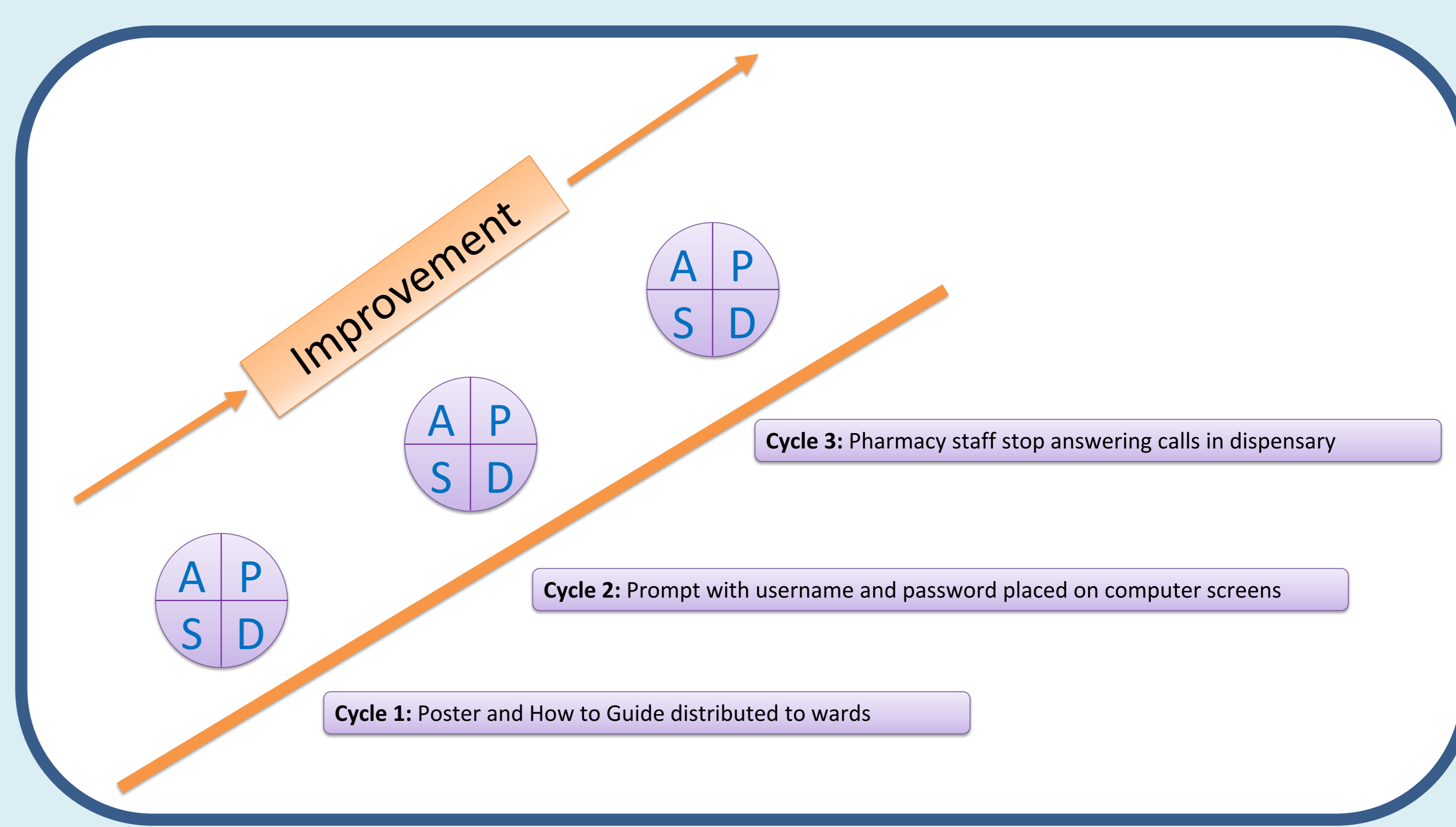
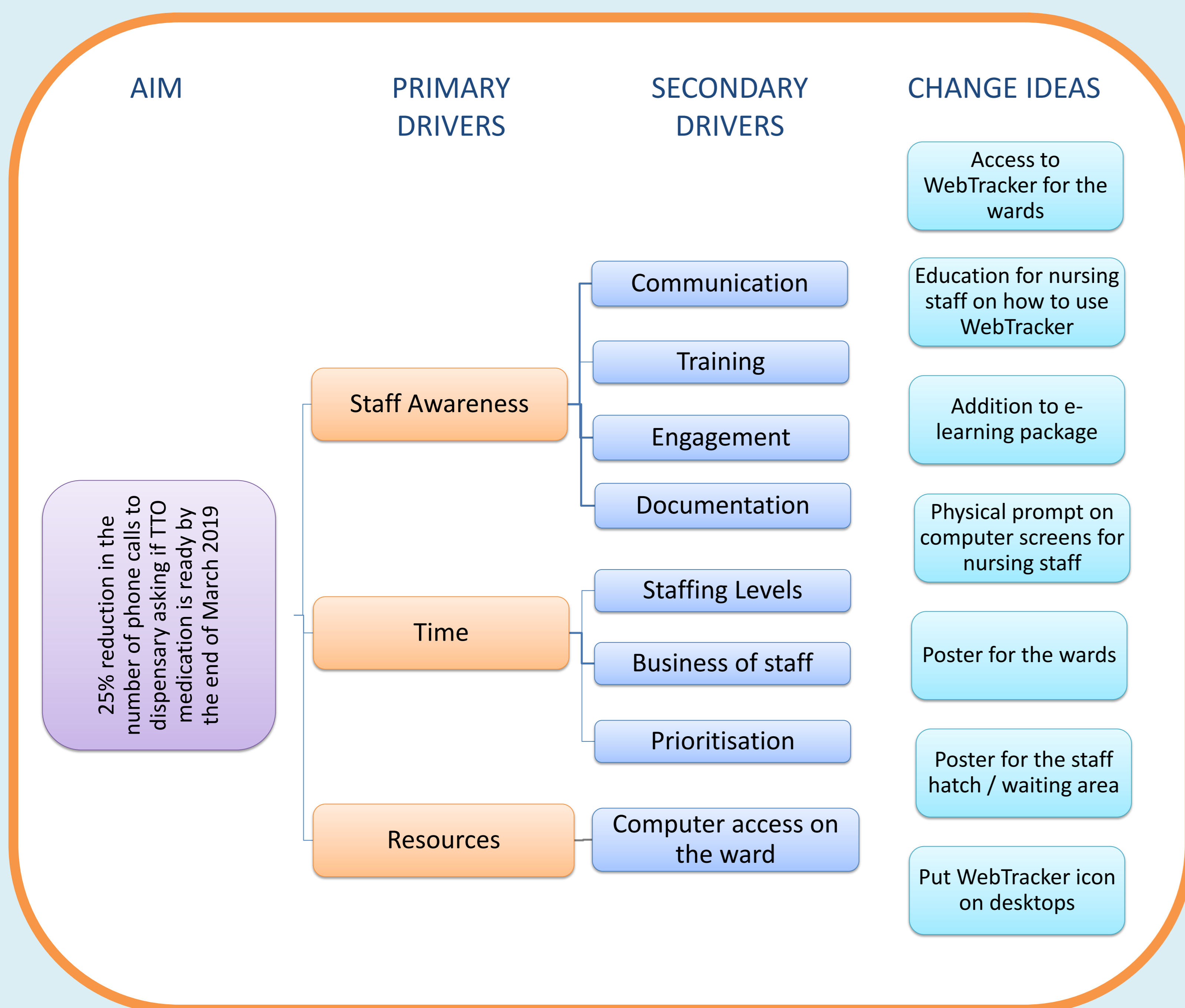
25% reduction in the number of phone calls to dispensary asking if TTO medication is ready by the end of March 2019

## QI Team

Dispensary team  
Nursing staff on all the wards at CGH  
Ward pharmacists and medicines management technicians  
Gloucestershire Safety & Quality Improvement Academy (GSQIA) facilitators  
Cardiff University Associate Course Director – Kate Francis

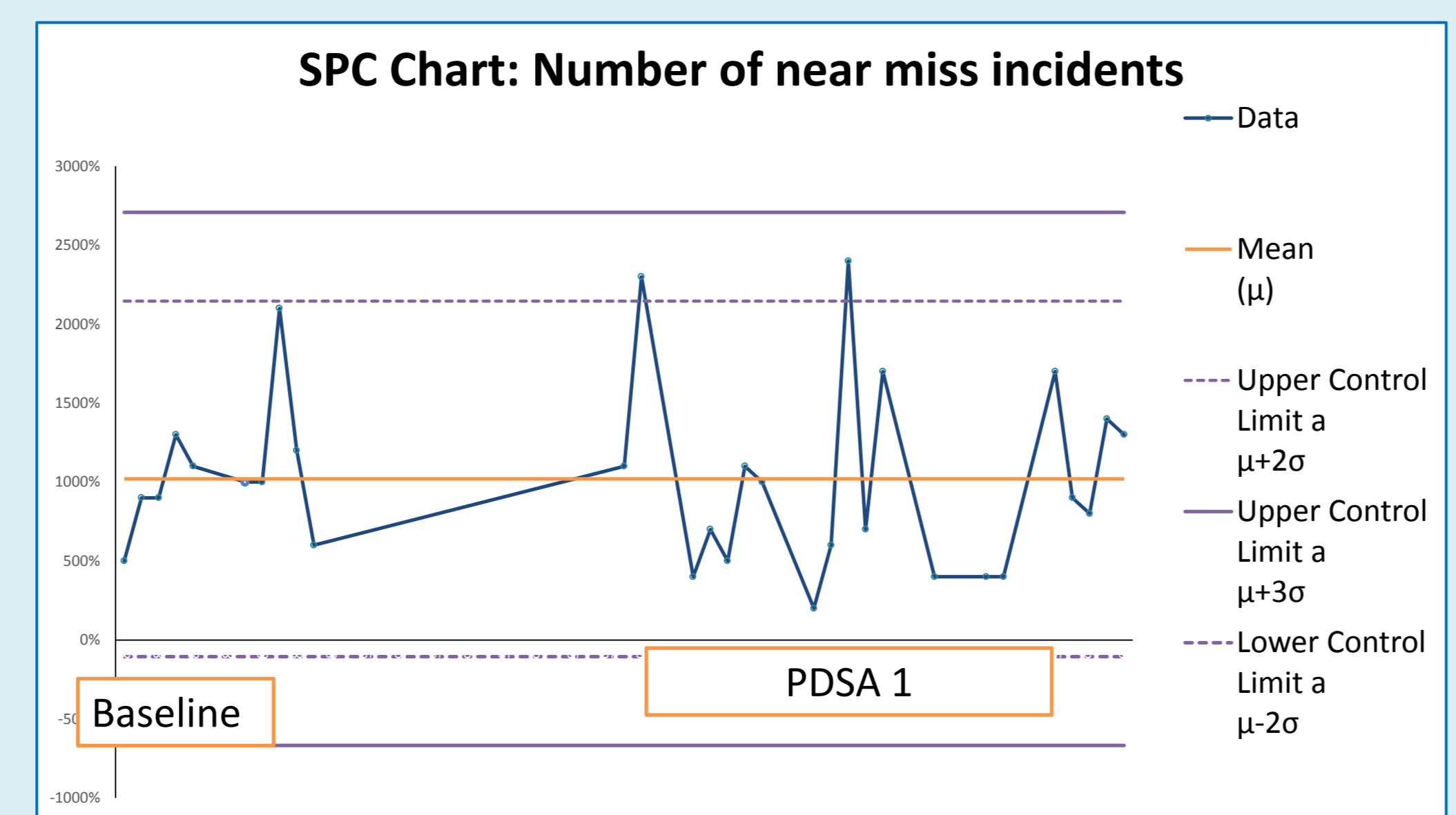
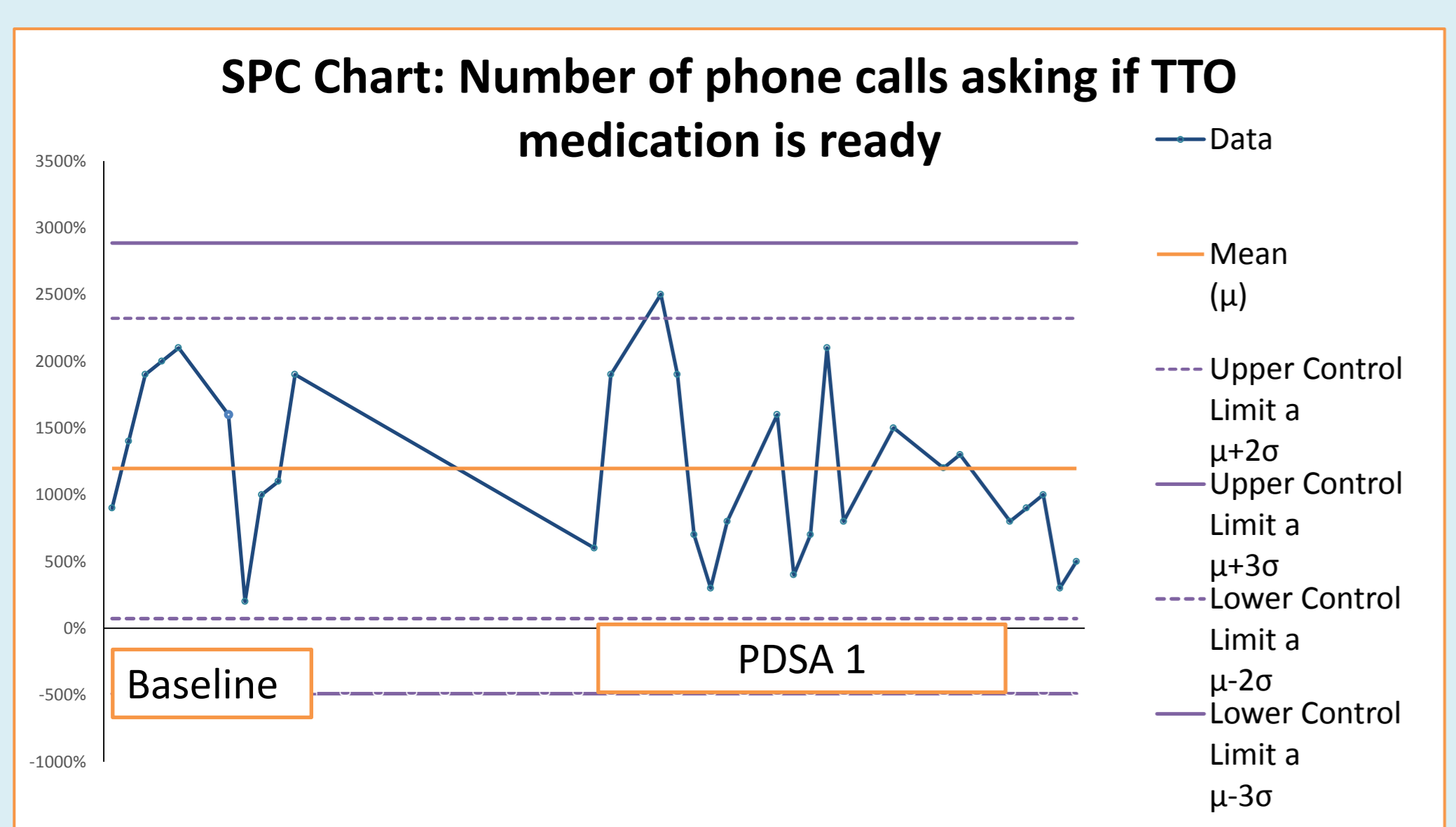
## Measures

**Outcome measure:**  
Number of 'near miss' errors in the dispensary  
**Process measures:**  
Number of phone calls asking if TTO medication is ready  
Nurses' opinion on ease of tracking TTO medication  
**Balancing measure:**  
Nurses' opinion on the quality of communication between the dispensary and the ward



### Next Steps

I plan to target areas which are struggling to access WebTracker. These areas will be identified by the questionnaire responses and through phone call data collected in the dispensary. I will be visiting these areas to provide extra support including mini tutorials and adding the WebTracker icon to the computer desktops.



### Potential Future Cycles

I would like to include other members of staff such as ward clerks who are more likely to have access to a computer on the ward and are often involved in booking transport for patients on discharge.

