

# Quality and Consistency in Medicines Information

Craig Rore  
Lead Pharmacist  
Grampian Medicines Information Centre, Aberdeen

- Quality Assurance of enquiries
- Peer Review
  - Internal
  - External
- Recording of Key Performance Indicators (KPIs)
- External Audit

# Quality Assurance

- Feedback questionnaires sent to 10 random enquirers every month.
- Benefits
  - Action points for improvement.
  - Reassurance that the service is valued.
  - Useful feedback for staff members or trainees
  - Benchmarking Key Performance Indicators

- Questions to be addressed:
  - Was it easy to contact us?
  - Did we interpret your needs correctly?
  - Did we agree a deadline?
  - Did we answer within the agreed deadline?
  - Did our response answer your question?

- Questions to be addressed (continued)
  - Did we offer practical advice when appropriate?
  - Did we give enough detail?
  - Were you confident in our answer?
  - Did our answer contribute to patient care?
  - Would you use the service again?
  - Rating (1-6)
  - Comments?

# Medicines Information User Survey: Enquiries received September 2016

0%

## 1. Your Enquiry

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**1. Were you able to contact us easily by phone, email or in person?**

- Yes
- No

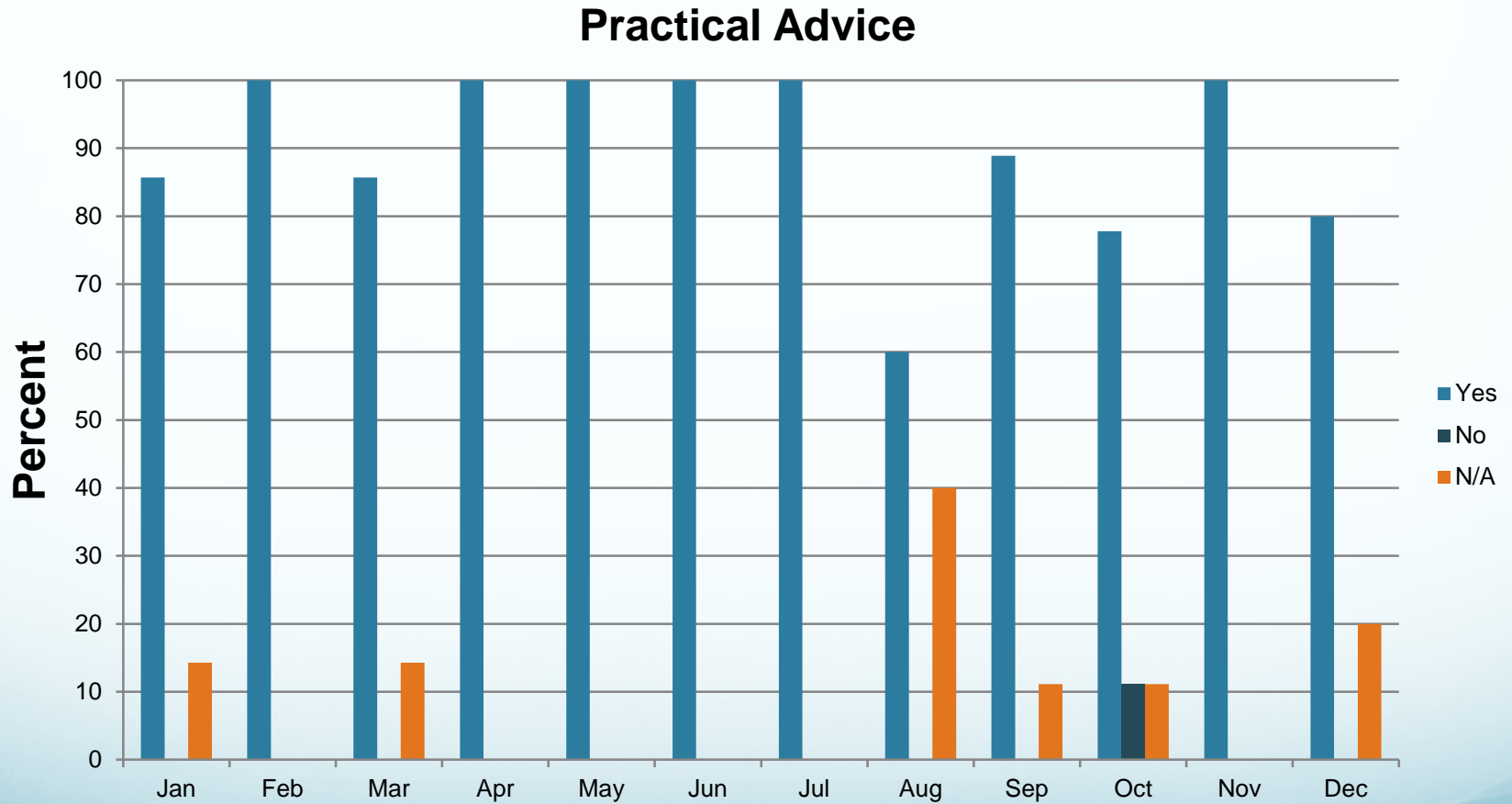
**2. Did our staff interpret your needs correctly?**

- Yes
- No

**3. Was a deadline agreed for a reply?**

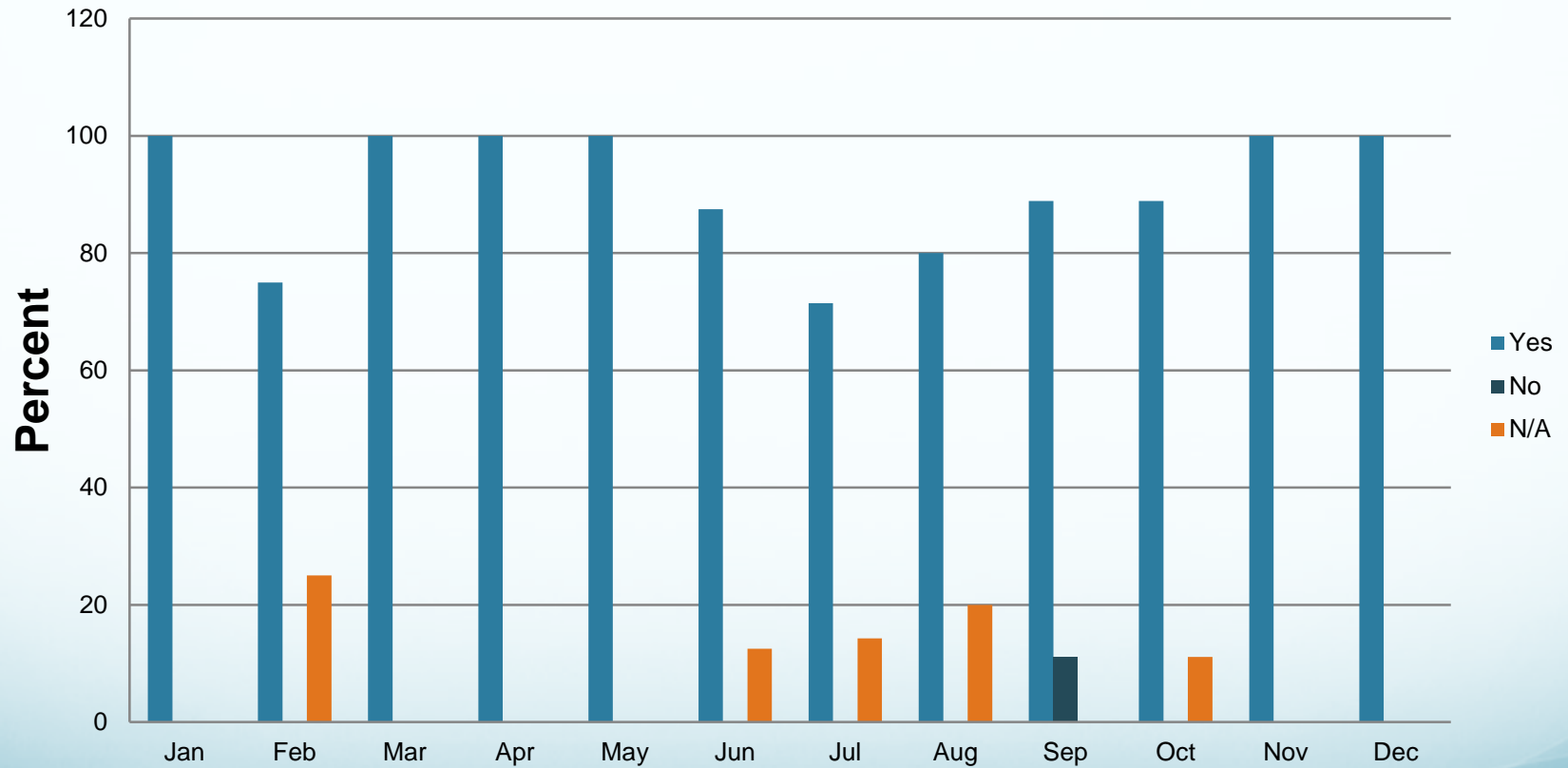
- Can't recall
- N/A
- Yes

# Practical Advice?



# Contribution to Patient Care

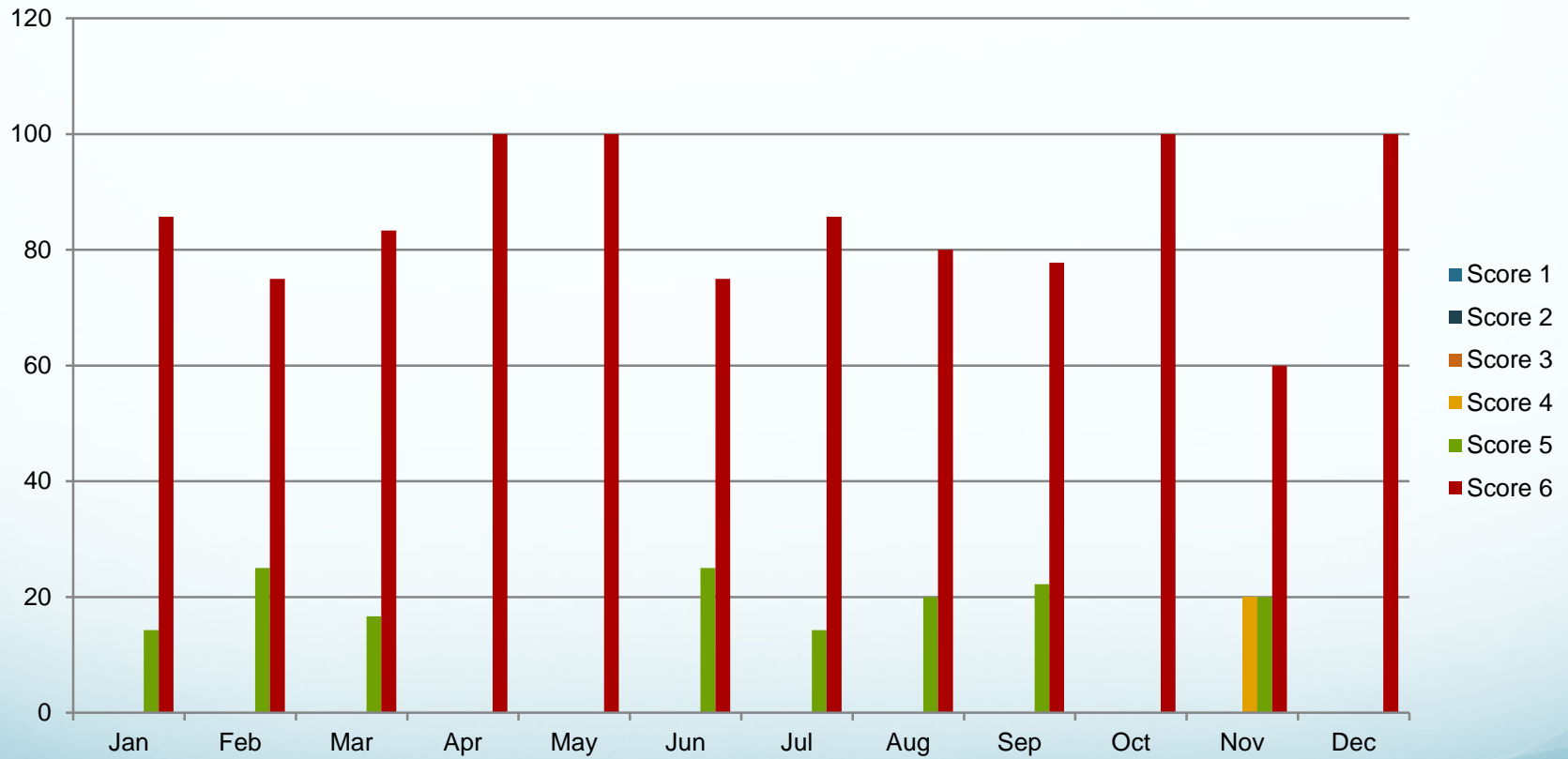
Contribution to patient care





# Scores

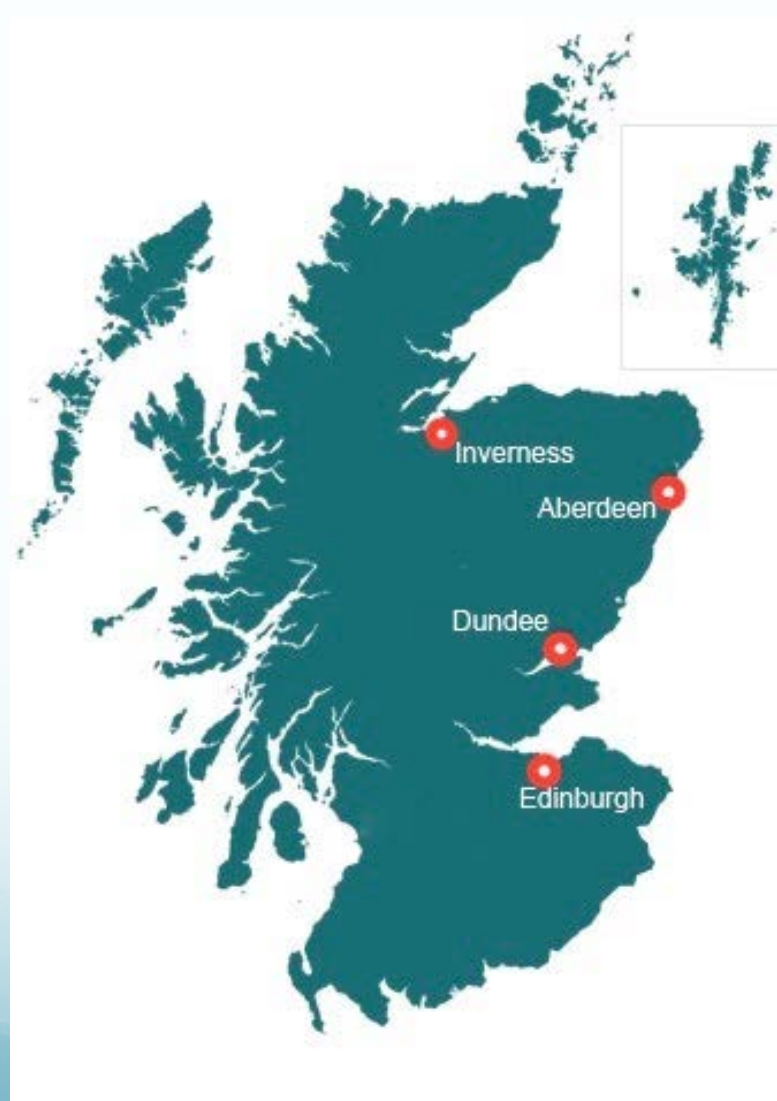
## Percent each Score



# Peer Review (Internal)

- 5 enquiries randomly selected every 2 weeks
- Informal. No scoring of enquiries.
- Celebrate good practice, and highlight possible improvements
- Trainees see what is expected, and what is not acceptable
- Increases consistency within the Centre

# Peer Review (External)



# Peer Review (External)

- 5 Enquiries every quarter
- Formal scoring tool used
  - Documentation
  - Analysis
  - Coverage
  - Answer

# Peer Review (External)

- Centres have their own culture
- Learning and sharing opportunities

# KPIs

- Shared among Scottish MI Centres.
  - Number of enquiries completed
  - % patient-specific
  - Enquiry complexity
  - % completed within the agreed timescale
  - Number of Yellow Card reports
  - Number of QA forms sent
  - Number of QA responses
  - Average score from QA responses
  - Number of trainees trained

# External Audit

- More peer review!
  - 30 enquiries every 3 years
- Also covers a range of other aspects:
  - Outline of the service
  - Accessibility of the service
  - Training
  - Supervision of staff
  - Procedures
  - Risk planning
  - Dealing with feedback

# External Audit

- What is covered (continued)
  - How the service is advertised
  - Quality issues around publications/newsletters
  - Does proactive information meet the needs of the users?
  - Specialist services come under scrutiny for resources, etc



# Audit Preparation

# Audit Preparation



