

Help & Resources Website: Link to further information re: Community Pharmacy Patient Safety Incident Reporting OnceForWales.CMS@wales.nhs.uk Email:



Incident Affecting	Туре	Sub-type	Sub-sub type
	Medication, IV Fluids	Medication prescribing	Delay in prescribing
	Medication, IV Fluids	Medication prescribing error	Incorrect patient/service user
	Medication, IV Fluids	Medication prescribing error	Incorrect medication/fluid
	Medication, IV Fluids	Medication prescribing error	Incorrect dose/change to dose
	Medication, IV Fluids	Medication prescribing error	Incorrect/omitted frequency
	Medication, IV Fluids	Medication prescribing error	Incorrect/omitted timing of dose
	Medication, IV Fluids	Medication prescribing error	Incorrect duration of treatment
	Medication, IV Fluids	Medication prescribing error	Incorrect formulation
	Medication, IV Fluids	Medication prescribing error	Incorrect/omitted route of administration
	Medication, IV Fluids	Medication prescribing error	Incorrect rate of administration
O se a si a sti a s	Medication, IV Fluids	Medication prescribing error	Contraindication – allergy
Organisation, Patient/Service User,	Medication, IV Fluids	Medication prescribing error	Contraindication - drug interactions
Public/Visitor, Staff	Medication, IV Fluids	Medication prescribing error	Contraindication - clinical condition
Contractor	Medication, IV Fluids	Medication prescribing error	Omitted medicine
	Medication, IV Fluids	Medication prescribing error	Omitted dose of medication
	Medication, IV Fluids	Medication prescribing error	Illegal prescription
	Medication, IV Fluids	Medication prescribing error	Duplication of medication
	Medication, IV Fluids	Medication supply errors	Delay in medication supply
	Medication, IV Fluids	Medication supply errors	Drug content errors - Incorrect medication
	Medication, IV Fluids	Medication supply errors	Drug content errors - Incorrect strength
	Medication, IV Fluids	Medication supply errors	Drug content errors - Incorrect form
	Medication, IV Fluids	Medication supply errors	Drug content errors - Incorrect quantity
	Medication, IV Fluids	Medication supply errors	Drug content errors - Expired medication
	Medication, IV Fluids	Medication supply errors	Drug content errors - Omitted patient/service user information leaflet



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	Medication, IV Fluids	Medication supply errors	Drug content errors - Incorrect patient/service user information leaflet
	Medication, IV Fluids	Medication supply errors	Labelling errors - Incorrect medication
	Medication, IV Fluids	Medication supply errors	Labelling errors - Incorrect strength
	Medication, IV Fluids	Medication supply errors	Labelling errors - Incorrect form
	Medication, IV Fluids	Medication supply errors	Labelling errors - Incorrect directions
	Medication, IV Fluids	Medication supply errors	Labelling errors - Omitted directions
	Medication, IV Fluids	Medication supply errors	Labelling errors - Incorrect/incomplete patient/service user name
	Medication, IV Fluids	Medication supply errors	Labelling errors - Omitted patient/service user name
	Medication, IV Fluids	Medication supply errors	Labelling errors - Incorrect/omitted warnings/cautionary labels
	Medication, IV Fluids	Medication supply errors	Labelling errors - Incorrect/omitted expiry date
o	Medication, IV Fluids	Medication supply errors	Issue errors - Medication not supplied against prescription/order
Organisation, Patient/Service User,	Medication, IV Fluids	Medication supply errors	Issue errors - Medication supplied that was not prescribed
Public/Visitor, Staff	Medication, IV Fluids	Medication supply errors	Issue errors - Supplied to wrong patient/ward
Contractor	Medication, IV Fluids	Medication supply errors	Issue errors - Ancillaries not supplied when necessary
	Medication, IV Fluids	Medication supply errors	Issue errors - Supply of a defective product
	Medication, IV Fluids	Medication supply errors	Issue errors - Supply against illegal prescription
	Medication, IV Fluids	Medication supply errors	Issue errors - Inappropriately stored mediation supplied
	Medication, IV Fluids	Medication supply errors	Issue errors - Medication not delivered
	Medication, IV Fluids	Preparation errors	Incorrect medication/diluent
	Medication, IV Fluids	Preparation errors	Incorrect strength/diluent medication
	Medication, IV Fluids	Preparation errors	Incorrect form of medication/diluent used
	Medication, IV Fluids	Preparation errors	Incorrect quantity/volume of medication/diluent used
	Medication, IV Fluids	Preparation errors	Incorrect method of preparation
	Medication, IV Fluids	Preparation errors	Inappropriately stored medicine/diluent used



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Incident Affecting	Туре	Sub-type	Sub-sub type
	Medication, IV Fluids	Preparation errors	Unprescribed drug prepared
	Medication, IV Fluids	Preparation errors	Aseptic non-touch technique procedure not followed
	Medication, IV Fluids	Preparation errors	Expired medication/diluent used
	Medication, IV Fluids	Preparation errors	Defective medicine used
	Medication, IV Fluids	Preparation errors	Incompatible syringe/container used
	Medication, IV Fluids	Preparation errors	Patient/service user allergy to equipment used during preparation
	Medication, IV Fluids	Preparation errors	No label on prepared medication
	Medication, IV Fluids	Preparation errors	Incorrect patient/service user details on label
	Medication, IV Fluids	Preparation errors	Incorrect/omitted drug details on label
	Medication, IV Fluids	Preparation errors	Documentation Error
	Medication, IV Fluids	Preparation errors	Omitted second check of preparation
Organisation, Patient/Service User,	Medication, IV Fluids	Preparation errors	Accidental breakage of phial
Public/Visitor, Staff	Medication, IV Fluids	Allergic reaction (unknown previously)	Allergic reaction (not blood products)
Contractor	Medication, IV Fluids	Administration errors	Incorrect patient/service user
	Medication, IV Fluids	Administration errors	Incorrect medication/fluid
	Medication, IV Fluids	Administration errors	Incorrect strength/dose
	Medication, IV Fluids	Administration errors	Incorrect formulation
	Medication, IV Fluids	Administration errors	Incorrect route
	Medication, IV Fluids	Administration errors	Early administration
	Medication, IV Fluids	Administration errors	Delayed administration
	Medication, IV Fluids	Administration errors	Incorrect rate of administration
	Medication, IV Fluids	Administration errors	Incorrect device
	Medication, IV Fluids	Administration errors	Omitted medication
	Medication, IV Fluids	Administration errors	Unauthorised administration
	Medication, IV Fluids	Administration errors	Expired medication/fluid



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	Medication, IV Fluids	Administration errors	Defective medicine administered
	Medication, IV Fluids	Administration errors	Administration of contraindicated medicine
	Medication, IV Fluids	Administration errors	Unauthorised self-administration
	Medication, IV Fluids	Administration errors	Incorrect administration technique
	Medication, IV Fluids	Administration errors	Inappropriately stored medicine used
	Medication, IV Fluids	Administration errors	Incomplete medicines administration documentation
	Medication, IV Fluids	Administration errors	Inaccurately completed medicines administration documentation
	Medication, IV Fluids	Administration errors	Medication not taken by patient/service user as prescribed
	Medication, IV Fluids	Administration errors	Omitted second check of administration
	Medication, IV Fluids	Monitoring errors	Failure to undertake appropriate monitoring
	Medication, IV Fluids	Monitoring errors	Failure to act
Organisation, Patient/Service User,	Medication, IV Fluids	Monitoring errors	Inappropriate response/action
Public/Visitor, Staff	Medication, IV Fluids	Medicines advice errors	Incorrect advice
Contractor	Medication, IV Fluids	Medicines advice errors	Insufficient/incomplete advice
	Medication, IV Fluids	Medicines advice errors	Misleading advice
	Medication, IV Fluids	Medicines advice errors	Advice not given
	Medication, IV Fluids	Medicines advice errors	Advice not timely
	Medication, IV Fluids	Medication documentation errors	Incorrect/omitted drug details
	Medication, IV Fluids	Medication documentation errors	Incorrect/omitted supplier details
	Medication, IV Fluids	Medication documentation errors	Incorrect/omitted patient/service user/ward/clinical area supplied
	Medication, IV Fluids	Medication documentation errors	Incorrect/omitted authority to possess
	Medication, IV Fluids	Medication documentation errors	Incorrect/incomplete collector details
	Medication, IV Fluids	Medication documentation errors	Incorrect/omitted date
	Medication, IV Fluids	Medication documentation errors	Omitted entry for receipt/supply/collection/delivery
	Medication, IV Fluids	Medication documentation errors	Falsified entry



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Incident Affecting	Туре	Sub-type	Sub-sub type
	Medication, IV Fluids	Medication documentation errors	Falsified signature
	Medication, IV Fluids	Medication documentation errors	Lost/misplaced records
	Medication, IV Fluids	Medication documentation errors	Inappropriate record retention/destruction
	Medication, IV Fluids	Medication storage, security and disposal	Drug storage Omnicell cabinets issue
	Medication, IV Fluids	Medication storage, security and disposal	Drug storage of controlled drugs on vehicle
	Medication, IV Fluids	Medication storage, security and disposal	Unlocked medication storage room/facility
	Medication, IV Fluids	Medication storage, security and disposal	Incorrect lock
	Medication, IV Fluids	Medication storage, security and disposal	Inappropriate medication storage facility
	Medication, IV Fluids	Medication storage, security and disposal	Unauthorised access to medicines
	Medication, IV Fluids	Medication storage, security and disposal	When not in use, medication trolleys/patient's own locker not stored securely
Organisation, Patient/Service User,	Medication, IV Fluids	Medication storage, security and disposal	Absent/malfunctioning thermometer (fridge and medication storage room)
Public/Visitor, Staff	Medication, IV Fluids	Medication storage, security and disposal	Omission of temperature monitoring (fridge and medication storage room)
Contractor	Medication, IV Fluids	Medication storage, security and disposal	Medication storage temperature out of range
	Medication, IV Fluids	Medication storage, security and disposal	Medication not segregated appropriately
	Medication, IV Fluids	Medication storage, security and disposal	Medication delivery to an unsecure area
	Medication, IV Fluids	Medication storage, security and disposal	Unsecure transport of medicines
	Medication, IV Fluids	Medication storage, security and disposal	Inappropriate cold chain transport
	Medication, IV Fluids	Medication storage, security and disposal	Misappropriation
	Medication, IV Fluids	Medication storage, security and disposal	Lost/misplaced keys
	Medication, IV Fluids	Medication storage, security and disposal	Lost/misplaced medicines
	Medication, IV Fluids	Medication storage, security and disposal	Spillage
	Medication, IV Fluids	Medication storage, security and disposal	Inappropriate method of disposal/denaturing
	Medication, IV Fluids	Medication storage, security and disposal	Medication left unattended