






# Supply of Over-Labelled and Pre-Packed medications out of pharmacy opening hours by nursing staff



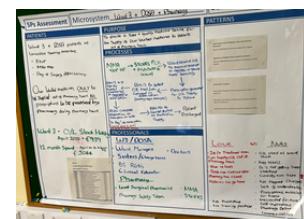
Over-labelled and pre-packed medications can be supplied to discharge patients outside of Pharmacy opening hours against a valid prescription by registered nursing staff. An improvement project was launched to reduce the percentage of unaccounted for over-labelled medications on Ward 3 and Day of Surgery Admissions. The project focused on improving medicines management, legal and safe supply, cost savings and to enhance patient safety. Following the success of this initial project it was rolled out to a further 3 areas across the Trust; Ward 4, Surgical Assessment Unit and ENT.

- Reduction in unaccounted for medicines 
- Improved financial management (cost saving) 
- Safe supply of over-labelled and pre-packed medications 
- All supplies to patients accounted for and recorded in the over-labelled register 
- Supplied medications signed for by registered nurse and checked by second registered nurse against valid prescription 

## What are we trying to accomplish?

The team used the diagnostic tool 5P's focussing on Ward 3 and DOSAA patients to identify the current process, stock holdings, conforming to legalities & financial implications / impact.

The aim of the project was to **decrease the percentage of Unaccounted for Over Labelled Medications from 94% to 50% by October 2023**



**Global Aim Statement:**  
We aim to improve: The supply process for over-labelled medications out of pharmacy hours.

**Key Objectives:**

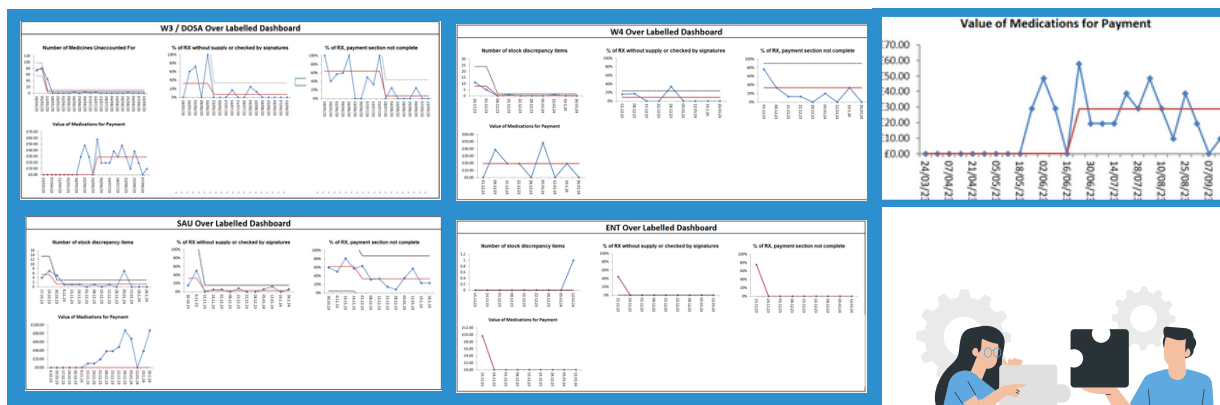
- Reduction in unaccounted for over-labelled medications supplied by NHS to patients.
- By working on the process, we expect:
  - Reduction in medication not in NHS unaccounted for.
  - Improved financial management (cost saving).
  - Response to patient by NHS for records in the NHS register.
  - NHS Supply and 2<sup>nd</sup> NHS Check for medications supplied against Valid (DSE) prescription.
- It's important to work on this issue because:
  - NHS of all over-labelled medications unaccounted for between April 22 and March 23 (Out of total £428,000).
  - Ward 3 increased medication spend due to poor medicine management for over-labelled medications.
  - Legal prescriptions not process for all medication supplies.
  - No prescription charges issues to patients between April 22 and March 23 - expected loss £135,18.



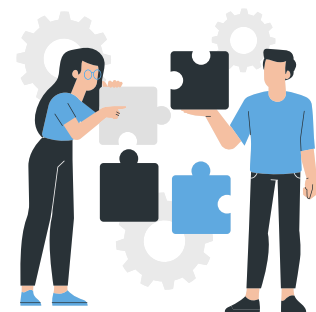
## Strategy for change Data & Measurement

PDSA Cycles that were tested:

1. Restricted Key Access.
2. Implemented Nursing weekly balance checks.
3. Changed Pharmacy supply and delivery process.
4. Prescription legalities and safe supply coached.
5. Triangulated correct process to follow.
6. E-learning package & SOP created.
7. Trust wide audit created.



The data demonstrates reductions in unaccounted for medication, safe and accurate supply of medication and appropriate prescription management. Financial improvements are seen for patient prescription charges and improved stock management including rationalised use of medication. Total estimated financial savings are over £11,000 which will contribute to cost improvement savings for the organisation. The project also strengthened governance for over-labelled medications and therefore provide assurance for safe supply of medication by nursing staff outside of pharmacy opening hours.



## Financial Impact

### Ward 3 & DOSA

Estimated reduction in expenditure over 12 months for stock supply **£3,872**

Predicted target over 12 months for prescription payments **£1,506**

Estimated total financial impact for Ward 3 & DOSA across 12 months **£5,378**

### Ward 4

Estimated reduction in expenditure over 12 months for stock supply **£669.13**

Predicted target over 12 months for prescription payments **£1,130**

Estimated total financial impact for Ward 4 across 12 months **£1,799.13**

### SAU

Estimated reduction in expenditure over 12 months for stock supply **£793.96**

Predicted target over 12 months for prescription payments **£2,544**

Estimated total financial impact for SAU across 12 months **£3,337.96**

### ENT

Estimated reduction in expenditure over 12 months for stock supply **£57.90**

Predicted target over 12 months for prescription payments **£483.42**  
Estimated total financial impact for ENT across 12 months **£541.32**