

12 August 2021

Dear Colleague

An anonymous repeat survey on the culture of safety reporting in community pharmacy has just been launched. Full details, including the link to the survey, can be found in the information below and we would encourage your participation in this.

Regards

Brenda Bradley  
Pharmacy Lead, Medicines Management & Governance

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### **Cross-sector patient safety group calls on community pharmacy teams to help protect patients by completing a safety culture survey**

The Community Pharmacy Patient Safety Group has today launched a survey to better understand the culture of safety reporting within community pharmacy.

The survey, which will gather views anonymously, is open to all members of the community pharmacy team.

The survey will explore:

- The culture around safety reporting from the perspective of frontline teams
- Enablers and barriers to reporting, and
- The clarity of reporting processes and the confidence of colleagues in reporting.

The survey which previously ran in 2016 and 2019, will also consider whether attitudes to safety reporting have changed.

Janice Perkins, Chair of the Community Pharmacy Patient Safety Group said:

*“Community pharmacies deliver incredibly safe care. Openly sharing when things go wrong is an essential part of improving practice in the pharmacy and helping our teams and the wider health care sector learn from mistakes.”*

*“We are carrying out this survey to build a picture of current reporting practices and attitudes to reporting. This will allow us to better understand how teams can be further supported to report safety incidents and in doing so improve safety for our patients.”*

*“To do this we need your support – and we are encouraging all community pharmacy colleagues to share their views.”*

#### **NOTES**

- The survey can be accessed here: <https://www.surveymonkey.co.uk/r/MCFWZ8T>
- For further information, please contact Emily James at [contact@pharmacysafety.org.uk](mailto:contact@pharmacysafety.org.uk)

#### **About the Community Pharmacy Patient Safety Group (CPPSG)**

The Community Pharmacy Patient Safety Group provides a forum for community pharmacy organisations, competitors in a commercial sense, to openly share and learn from each other when things go wrong, as well as from other sectors and industries. We consider how learning from patient safety incidents can be

applied across the pharmacy network and wider NHS, and then create the opportunities and resources to do just that. Visit CPPSG website for further information: <https://pharmacysafety.org/>

### Previous surveys

The Community Pharmacy Patient Safety Group ran similar survey in 2016 and 2019. A summary of findings from 2019 can be viewed here: <https://pharmacysafety.org/2019/12/18/safety-culture-survey/>

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