



Protecting Patients

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# A Safer Hospital Pharmacies Charter

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| representing **your** interests |



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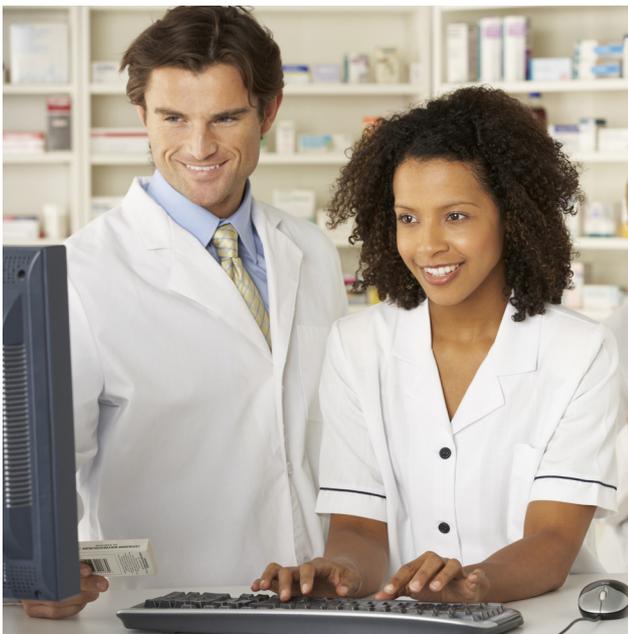
## PURPOSE

Keeping patients safe is key to the role of every pharmacist. But, less-than-safe working conditions risk harm to patients as well as damaging consequences for pharmacists – such as adverse effects on their physical or mental health. This Safer Hospital Pharmacies Charter sets out basic standards to enable safe hospital pharmacy practice.

**These commitments must be standard practice whenever and wherever hospital pharmacy work is carried out. This includes for inpatient, outpatient, off-site and intermediate care.**

## OBJECTIVES

**Improved safety and care for patients, through better working conditions in UK hospital pharmacy practice.**



## COMMITMENTS

### 1. SAFE STAFFING

Staffing levels will be sufficient to allow all legal, contractual and regulatory obligations to be met, to meet the workload involved in following standard operating procedures and to carry out other work in accordance with professional and organisational expectations. All staff must be suitably trained and competent to carry out the pharmacy work in which they are involved.

**Providing enough suitably trained staff improves patient safety, quality of care and service.**

### 2. ACCESS TO A PHARMACIST

Pharmacists must be supported with the time and resources to allow them to be physically available to patients and multidisciplinary peers, for in-person expert advice on all medicines-related matters, throughout the hospital's ordinary hours of operation. The name(s) of the designated duty pharmacist(s) must be readily available to patients and hospital staff.

**Pharmacists are the experts in medicines and must be available to ensure that medicines provided to patients are safe and appropriate.**

### 3. ON-CALL SERVICES SUPPORT

The on-call service will be sufficiently well resourced, including at least a designated on-call and second-line on-call pharmacist at all times. Its purpose will be made known to all hospital staff. When pharmacists are on call, they will have access to an appropriate peer support network and the clinical and professional decision-making support and resources needed to keep patients safe.

**On-call support helps pharmacists care for patients, and keep them safe, outside of the hospital pharmacy's normal hours.**



#### 4. ADEQUATE REST

Pharmacists must be able to take at least their statutory and contractual breaks and rest periods, and additional breaks as required to meet their professional obligations. Where pharmacists work on-call, their need for rest is reviewed with them and they are given an adequate rest period before they recommence work. Pharmacists will be enabled to take these breaks and rest periods without interruption and will not be placed under any direct or indirect pressure to forfeit.

**To keep patients safe, pharmacists must be alert at work.**

#### 5. RESPECT FOR PROFESSIONAL JUDGEMENT

Pharmacists will be enabled and encouraged to exercise professional decision-making in the workplace, so that patient safety and professional standards can be placed above any commercial or other operational considerations. Organisational and other targets must not inhibit professional autonomy.

**As health professionals, pharmacists put patients' health first.**

#### 6. RAISING CONCERNS / WHISTLEBLOWING

Pharmacists will be able to raise concerns without reprisal or fear. This will be facilitated by a supportive, open, safe and receptive organisational culture. Issues identified will be promptly addressed and robust, enduring solutions will be implemented without delay.

**Concerns at work which could affect patient safety need to be raised and resolved without delay.**

#### 7. PHYSICAL AND MENTAL WELLBEING

Hospital leaders will create an environment which promotes and fosters physical and mental wellbeing. Pharmacists will have access at all times to the necessary resources and support to perform their roles and develop. This includes dedicated training and development time and an open culture of regular mutual feedback and supportive discussion. Diversity will be welcomed and its benefits recognised and embraced. Equality of opportunity will be practised and evident.

**Pharmacists will perform at their best in a healthy working environment which means that they can focus on patients and their care.**

#### 8. PHYSICALLY SAFE

Physical risks will be assessed and preventative measures put in place so that patients and staff are safe – and can feel safe. A zero-tolerance approach will be taken to violence or abuse of pharmacists and other pharmacy staff.

**Pharmacies need to be safe places for patients, pharmacists and everyone.**

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[www.the-pda.org](http://www.the-pda.org)

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