

Let's See if we Can Help!

Pamela Macintyre

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HSCP x 3 complaints systems.....

- Social Work Complaints legislation;
- Council Complaints process
- NHS Complaints process.

**One process managed internally at corporate
HSCP level for all staff dealing with
complaints**

- Patient complaint to Lead Prescriber
- Complaint re Community Pharmacy
- Owned by Lead Prescriber although not directly my service

- Complaint received re over labelling of Braille on medication
 - Identification of medications and instructions for useage
 - Potential for delay if carer input needed

Response

- Mediate between individual community pharmacy and patient
- Send out reminder to all local pharmacies as part of learning & practice development
- Seek advice from local support group of visually impaired people – FOCUS and 3rd Sector – Visibility

In addition

- Training Session for all community pharmacies; 18 attended delivered by Visibility
- Development of awareness raising and tips pack for community pharmacy
 - multidisciplinary, multiagency group which included original complainant.

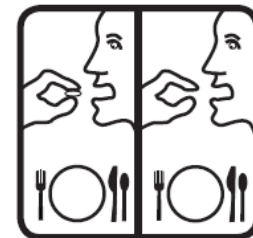
Let's see if we can help

Managing Medicines: A Visual Impairment Resource



Labelling and identification of medicines TIPS FOR HEALTHCARE PROVIDERS

- Consider using **Translabel**. This is a system which provides an instant translation of basic medicine dosage into any of 14 commonly spoken languages, as well as into large print to assist patients with visual impairment. Translabel is free of charge, to anyone who would like to use it. <http://www.translabel.co.uk/faq.htm> (Some IT systems may not allow access to this website).
- Offer to provide assistance with Talking Labels. These provide audible guidance on identifying and taking medications. The label attaches to a standard medication pack. A message can be recorded and stored which can be played back at any time by pressing the button (cost £6.94, rnib.org/uk or phone 0303 123 9999 see page 12).
- **USP Pictograms** are standardized graphic images that help convey medication instructions, precautions and / or warnings to patients and consumers. They can be particularly helpful in giving important information to patients with a lower-level reading ability or for whom English is a second language. Here is a sample of the pictograms. Pre-printed labels are available from West Dunbartonshire CHCP Prescribing Support Team (01389 812 319; see resource pack).



Take 2 times a day with meals

Outcomes

- Original complaint – resolved

Wider impact across the system

- Local community pharmacy awareness increased of visual impairment
- Shared practice across national NHS systems
- Information Pack shared with other local authority
- Shared with Scottish Government and RNIB