Managing Risk and Improving Patient Safety in Clinical Practice

Reducing Medication Errors

Monday 10 March 2008
Manchester Conference Centre, Manchester

Topics include:
- Improving medication safety in practice: national update
- Working with patients to improve medication safety, concordance and reduce errors: the patient perspective
- A proactive approach to medication error prevention: risk reduction and ensuing competence in prescribing practice
- Developing a stand alone medication error reporting system: understanding contributory factors
- Effective education to improve safety and practice in medication delivery
- Reducing errors and improving medication safety on the wards
- Reducing errors in primary and community care
- Undertaking a root cause analysis of a medication error
- Focusing on high risk areas

Keynote speakers:

Professor Peter Noyce
Professor of Pharmacy Practice,
University of Manchester and
Professional Advisor to the
Pharmacy Regulation and
Leadership Oversight Group

Peter Mansell
Representative, Patients for Patient Safety and Director for Patient Experience and Public Involvement, The National Patient Safety Agency
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“When errors and risks are identified, we need much better ways to ensure that they are addressed so that their effect on patients and healthcare workers can be quickly mitigated. A quick response is vital.... At the moment we are simply too slow to act to ensure that other patients are not harmed by the same sources of risk.”

SAFETY FIRST: THE DEPARTMENT OF HEALTH

The conference provides an important update on the latest developments in improving patient safety and reducing medication errors – on the wards, on discharge and in primary and community care.

Following a keynote address from Peter Mansell, Representative of Patients for Patients Safety and Director for Patient Experience and Public Involvement at the National Patient Safety Agency, on working with patients to improve safety, the conference examines how proactive measures to improve safety are being taken by trusts across the UK from developing stand alone medication error systems and undertaking root cause analysis investigations to prevention approaches on the wards and developing effective protocols across healthcare boundaries.

This is your opportunity to join your peers and debate key questions including why separate out medication error reporting from the general clinical incident reporting process? Why are prescribing errors of omission often ignored?

The conference also provides practical advice on how to respond to a medication error and manage those who make mistakes including using a decision making tree to encourage a fair and consistent approach.

Feedback from delegates who attended the Medication Errors event in London during October 2007:

“Very useful, up to date, relevant information”
PATIENT SAFETY, MID CHESHIRE HOSPITALS NHS TRUST

“Much food for thought presented in an accessible and concise manner”
CLINICAL GOVERNANCE PHARMACIST, BRIGHTON & HOVE CITY PCT

“Motivating – good overview”
NURSE ADVISOR – MEDICINES MANAGEMENT
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Presenter/Institution</th>
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<tbody>
<tr>
<td>10:00</td>
<td><strong>Chairman’s introduction: reducing medication errors</strong></td>
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<tr>
<td>10:20</td>
<td><strong>The Patient Perspective: working with patients to improve medication safety</strong></td>
<td>Peter Mansell, Representative Patients for Patient Safety and Director for Patient Experience and Public Involvement, The National Patient Safety Agency</td>
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<tr>
<td>10:50</td>
<td><strong>A proactive approach to medication error prevention: risk reduction and ensuring competence in prescribing practice</strong></td>
<td>Andrea Gill, Clinical Pharmacy Services Manager, Royal Liverpool Children’s Hospital NHS Trust</td>
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<td>11:20</td>
<td>Question and answers, followed by coffee and exhibition at 11:30</td>
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<tr>
<td>11:50</td>
<td><strong>Developing a stand alone medication error reporting system: understanding contributory factors</strong></td>
<td>Gerry Armitage, Senior Research Fellow, Bradford Institute for Health Research</td>
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<tr>
<td>12:20</td>
<td><strong>Effective education to improve safety and practice in medication delivery</strong></td>
<td>Dr Bridget Lock, Consultant Physician, Bromley Hospitals NHS Trust</td>
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<td>12:50</td>
<td>Questions and answers, followed by lunch and exhibition at 13:00</td>
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<tr>
<td>14:00</td>
<td><strong>Reducing medication errors and improving medication safety on the wards</strong></td>
<td>Jill Byrne, Director of Nursing, Stockport NHS Foundation Trust</td>
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<td>14:30</td>
<td><strong>Reducing medication errors in primary and community care</strong></td>
<td>Jonathan Mason, Head of Prescribing and Pharmacy, City and Hackney Teaching PCT</td>
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<td>14:55</td>
<td><strong>Undertaking a root cause analysis of a medication error</strong></td>
<td>Fiona Gale, Senior Risk and Governance Consultant, Capita Advisory Services Risk and Governance</td>
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<tr>
<td>15:25</td>
<td>Questions and answers, followed by tea and exhibition at 15:35</td>
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<td>15:40</td>
<td><strong>Focusing on high risk areas: Case study: Reducing the risk of Anticoagulation Therapy</strong></td>
<td>Professor David Fitzmaurice, Professor of Primary Care, University of Birmingham, and Chair, The Anticoagulation Working Group, The Royal College of General Practitioners</td>
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<tr>
<td>16:10</td>
<td><strong>Responding to a medication error and managing those who make mistakes: a systematic approach</strong></td>
<td>Dorthe Larsen, Nurse Consultant, Emergency Dept, University Hospitals of Lewisham NHS Trust</td>
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<td>16:40</td>
<td>Questions and answers, followed by close</td>
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# Reducing Medication Errors

**Monday 10 March 2008 Manchester Conference Centre, Manchester**

## How to book

Fax the booking form to 020 8547 2300  
Through our website at: www.healthcare-events.co.uk  
Post this form to Healthcare Events  
2 Acre Road, Kingston, Surrey KT2 6EF

## Your details

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<th>Dr</th>
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First name  
Surname  
Job Title  
Department  
Organisation  
Address  
Postcode  
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Email

Please write your address clearly as confirmation will be sent by e-mail.  
If you prefer confirmation by post please tick this box.  
Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements.

This form must be signed by the delegate or an authorised person before we can accept the booking.  
(By signing this form, you are accepting the terms and conditions below)

Name  
Signature  
Date

## Payment

- **By cheque** A cheque for [ ] is enclosed  
  Please make cheques payable to: Healthcare Events Ltd. Cheques can be £ or Euros (1 Euro = £0.65)

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  Address  
  Postcode  
  Purchase order number if applicable

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  Issue No. (Switch only)  
  Card security code  
  (This is the last three digits of the number printed on the back of your card)  
  Signature  
  Card billing address (if different from above)  
  For office use only

### Conference handbook

I cannot attend the conference but would like a copy of the conference handbook which includes speaker slides @ £69 a copy.  
The handbook will be sent out a week after the conference, please fill in the ‘Your details’ section above for delivery.  
Handbooks ordered up until two months after the conference will be supplied as a hardcopy in an A4 ring binder, those ordered after this time will be posted as a PDF document on CD.

### IHM Members

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<th>IHM Members</th>
<th>I am an IHM Member</th>
<th>IHM membership number</th>
<th>To find out more about becoming an IHM member, please visit <a href="http://www.ihm.org.uk">www.ihm.org.uk</a></th>
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## Venue

Manchester Conference Centre, (UMIST), Weston Building, Sackville Street, Manchester, M1 3BB.  
A map of the venue will be sent with confirmation of your booking.

## Date

Monday 10 March 2008.

## Conference fee

£340 + VAT (£399.50) for NHS and private healthcare organisations. £290 + VAT (£340.75) for voluntary sector/charities. £475 + VAT (£558.13) for commercial organisations. £340 + VAT (£397.50) for IHM members.  
The fee includes lunch, refreshments and a copy of the conference handbook.

## Group rates

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

## Terms and conditions

- A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference.  
- We regret that any cancellation after this time cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

## Confirmation of booking

All bookings will be confirmed by email, unless stated otherwise.

## Accommodation

On confirmation of your booking you will receive details of accommodation.

## Exhibition

If you are interested in exhibiting at this event, please contact Gemma Belford on 020 8541 1399.

## Credits

The conference is accredited by the College of Pharmacy Practice and recognised by the Institute of Healthcare Management. CPD accreditation is being sought.

## For more information contact Healthcare Events on 020 8541 1399 or email matt@healthcare-events.co.uk

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