**Pharmacy Plan 2020/21**

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| **Area** | **Strategic Aim** | **Pharmacy Ethos** | **Objective** | **Measure** |
| **ASU** | Year on year improvements in patient feedbackCreate a sustainable future | Patients first | Reduce chemotherapy patient delays by increasing ASU batch product portfolio to better cope with the increasing number of late prescriptions & uneven clinic lists. | Routine manufacture of batches of Cisplatin, Epirubicin, Fluoroucil, Paclitaxel and Carboplatin. |
| **Dispensary** | Quality & safetyCreate a sustainable future | Quality & valueSafetySupport one another | Reduce ad hoc CD requisitions from priority wards and departments. | Review and prioritise reintroduction of CD top up service. |
| **Stores / Distribution** | Quality & safetyCreate a sustainable future | Quality & valueSafety | Replace pharmacy robot. | Procurement process completed, preferred robot procured and installed. |
| **QA** | Quality & safetyCreate a sustainable future | Quality & valueSupport one another | Temperature map new stores layout / robot to ensure compliance with Wholesale Dealer Licence (WDL). | Monitoring confirms compliance with storage temperature requirements for medicines. |
| **Medicines Information** | Quality & safety | Patients firstSafetyQuality & value | Implement measures to improve management of medicines shortages. | Clear process in place and outputs measured (e.g. number of shortages, tier/impact and communications). |
| **High Cost Medicines** | Create a sustainable future | Quality and value | Improve quality of patient level data reporting to commissioners. | Improvement in percentage compliance. |
| **Clinical** | Quality & safetyYear on year improvements in patient & staff feedbackStrengthen local clinical servicesEnable excellence through our people | Quality & valueSafetyPatients firstSupport one anotherEnjoy work | Evaluate the Dedicated Ward Pharmacy (DWP) service to Quinton & Dryden.Propose the roll out to the Urgent Care directorate including ED and Admission wards.-----------------------------------------------------------------------Set up new maternity pharmacy team:* Integrate into new directorate
* Optimise medicines management in maternity
* Support training and development of staff in maternity
* Improve patient feedback parameters
 | Continue to monitor KPIs as per business case on Quinton & Dryden and any new areas of roll out.-----------------------------------------------------------Recruit to new pharmacist positions.Deliver KPIs from maternity business case. |
| **Medicines Management** | Quality & safety | Quality & valueSafety | Monitor and review the Safe & Secure Medicines Storage audits.Support wards with Medicine Management issues (CQC). | Completion of audits to all areas that hold medication.Increased number of wards scoring >15. |
| **Medicines Safety** | Quality & safetyYear on year improvement in patient & staff feedbackEnable excellence through our people | Quality & valueSafetyPatients first | Improve compliance to discharge standards. | CCG and local discharge audit.Datix incident reporting. |
| **Training** | Year on year improvement in staff feedbackEnable excellence through our people | Quality & valueSupport one anotherEnjoy work | Delivering priorities of Training Needs Analysis for registered staff. | Percentage of registered staff completed relevant training. |
| **Office** | Create a sustainable future | Quality & value | Introduce electronic invoicing for NHS orders. | Number of invoices processed electronically. |
| **Health & Well-Being** | Year on year improvements in staff feedbackEnable excellence through our people | Support one anotherEnjoy work | Review and refresh pharmacy ethos in consultation with pharmacy staff. | Refreshed ethos launched and embedded. |