

CRITERIA FOR HANDLING COMPLAINTS

This paper sets out the agreed criteria regarding the handling of complaints or concerns regarding pharmacists or pharmacies.

Criteria

Cases should be referred to the Scrutiny Committee for advice for discussion if one or more of the following criteria are true:

- There is a single dispensing error by an individual pharmacist resulting in moderate or more serious harm (NPSA) to a patient(s)
- There are multiple dispensing errors by an individual pharmacist resulting in moderate or more serious harm (NPSA) to a patient(s)
- There is suspicion that the individual significantly departed from agreed recognised professional standards and/or legal requirements and in doing so took an unacceptable risk
- There is suspicion that there are repeated/multiple dispensing errors by within the same pharmacy premises which are of a level that gives cause for significant concern
- There was suspicion that there was an attempt to conceal the facts or that the pharmacist failed to co-operate with the investigation
- There is evidence that the medications were particularly potent/required very careful handling and additional checks to be in place, or that the dosage dispensed was substantially greater than that prescribed or substantially beyond the usual treatment range
- The registrant has received a police caution or conviction

All other cases should be processed by the Registrar but submitted in an anonymous format for quarterly audit by the scrutiny committee

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