New Incident Reporting Solution for Co-operative Group Pharmacy

Top-four UK pharmacy operator Co-operative Group Pharmacy is proving it is ahead of the game when it comes to meeting the upcoming legal requirement to report dispensing errors under the National Patients' Safety Agency regulations.

Responsible for handing over 14 million prescriptions per year, the business identified areas for improvement with its existing dispensing incident report system and turned to project process specialists, Logical Minds, to develop a centralised incident report system that offers unsurpassed levels of incident reporting, tracking and analysis capability.

Logical Minds' Sales Director, Stuart Bullock explains: "Co-operative Group Pharmacy's requirement was for a secure system which would deliver a clear audit trail of all incidents for both pharmacists and management".

Thanks to the new on-demand process solution, all 360 Co-operative Group Pharmacy branches can now report dispensing incidents consistently by filling in an intelligent report that tailors its questions according to the type of incident reported.

As soon as the report is submitted, an automatically-generated email is sent to the relevant manager to notify them of the event and allow them to action it accordingly. Any action taken can then be recorded on the system without affecting the authentication of the original report.

With each incident, the system also retrieves the relevant product information, allowing management to identify recurring incidents and avoid repeated mistakes caused by unclear packaging or labelling.

Management can also evaluate branch performance regarding incidents and identify the need for additional training where required.

Co-operative Group Pharmacy chose Logical Minds to develop the new on-demand process solution following its successful completion of several other projects for the Co-op.

Co-operative Group Pharmacy's Head of IS, Derek Drury says: "Logical Minds has a knack of providing us with simple solutions to what is often a quite complex business issue. It is this ability to provide straightforward, user-friendly solutions that ensures our staff make full use of the system."

Logical Minds' Managing Director David Weaver agrees that it's the company's highly visual, yet simple user-interfaces that sets Logical Minds apart from many other providers.

David says: "Our clients tend to come back to us because they know we will get a clear grasp of their business objectives and know the type of solutions that will sharpen their business performance. They have no reason to worry about spiralling costs and never ending time frames because we agree all work in advance and manage the project professionally to ensure it is delivered on time and on budget, ensuring a return on investment."

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