

Workshops

Dispensing Errors

About the Workshop:

This is an interactive workshop relating to the causes and psychology of errors, with emphasis put on the fact that we are all human, but can minimize the occurrence of errors through SOPs etc.

Workshop Structure:

- Students will be introduced to the concept that errors happen, but by investigating them the cause can be identified
- Students will review the dispensing process and consider systems to reduce risk
- Students will consider the issues to be addressed e.g. training, teamwork and individual performance
- Students will learn what error traps can be put in place to reduce risk
- Course leaders are Buttercups Training Assessors

At the end of the workshop students will be able to:

- List why errors occur
- Be aware of the required documentation to reduce risk
- Analyse causes of critical incident
- Understand how 'near miss' reports can reduce risk

All subjects covered meet the requirements of the Dispensary Services Quality Scheme.

To book please contact Buttercups on: 0115 937 4936 or email: training@buttercups.co.uk with your details.

Courses can also be run within your practice or at a venue close to you; please email us with your contact details and preferred location, as courses can be organised.



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