Transcribing: Mapping the Process and Assessing the Risk

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The first stop for professional medicines advice

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Transcribing

Guidance to support the safe and appropriate use of transcribing of medicines information for the purpose of recording administration of medicines in various health and social care environments.
Transcribing & SPS

• Previous guidance issued Feb 2011
• SPS concerns that organisations not understanding their responsibilities
• NMC guidance – “Exceptional Circumstances”
• Regulator approached 2013 with suggestions of risk assessed approach
• SPS Guidance withdrawn in 2013
Transcribing & SPS

5 years pass
Transcribing & SPS

• 2018 discussions with RPS about SSHM which at one point included transcribing and risk assessment approach was well received
• Jan 2019 RPS and RCN guidance published
• Jan 2019 NMC withdraw Standards for Medicines Management
• SPS Guidance revisited and draft produced
• Based on a risk assessment process
Risk factors associated with transcribing

• Adding in another step introduces more risk
• The risk is multifactorial:
  ➢ Care Setting Factors
  ➢ Personnel Factors
  ➢ Process Factors
  ➢ Drug Factors
Care Setting Factors

• Each care setting will have different risks associated with it

• The risks in a community hospital (CH) are different to those in a patient's own home
  ➢ Medicines available as stock in CH so if error in transcribing, wrong medicine may be available at administration
  ➢ Patient in own home has own labelled medication and only medicines for the household are available
Personnel Factors

• Personnel factors are inter-related to the care setting
  - In acute/semi-acute settings registered staff should be familiar with drugs and indications
  - In non acute settings non-registered staff may not be familiar with drugs and indications

• BUT
  - Registered staff may see transcribing as administrative task
  - Transcribing seen as important by non-registered staff
Process Factors

• Transcribing can be considered as a stage in the process of prescribing, dispensing and administration

• The robustness of these will impact on transcribing
  - Dispensed items with complete directions versus as directed
  - MAR chart available from community pharmacy
Drug Factors

• Some drugs have inherently higher risks than others
• Some routes are associated with higher risk
• These risks may be accentuated by the care setting
  ➢ IVs in the community
What can you do to help?

• We would like to include examples from organisations using this process
  ➢ To see if it works in practice
  ➢ Show others how to apply it in practice

• Volunteers please
What should organisations do?

• Acknowledge that it happens
• Have robust policies and procedures
• Underpin with risk assessment process
• Reflect the risks may be different in different settings
• Have trained and competent staff