Appendix 2 Interview Topic Guide

Prescribing Safety Feedback Interview

Thank you for taking the time to participate this study. My name is XX and I am currently doing some research into feedback on prescribing errors within this trust.

Have you had a chance to look at the participant information sheet? Do you still have any questions? Are you happy for us to take notes? Are you happy to sign this consent form? No identifiable information is being recorded.

This interview is part of a larger study to explore the views of junior doctors and other stakeholders about providing feedback concerning prescribing errors. The interview focuses on how best to provide feedback to foundation year doctors to help make it easier to prescribe safely on the electronic system. This includes receiving feedback on prescribing errors as well as tips for how to prevent them. Participation is voluntary, and these interviews are completely anonymous.

Selection of prescribing error related feedback strategies

We know from a recent survey at this trust that FY1 and FY2 doctors do want to receive feedback about their own prescribing errors and also learn from errors elsewhere. In response to this, we are now looking to get your views on a range of different methods for receiving prescribing feedback.

PART 1

I will show you a few ways of providing feedback to support learning from prescribing errors and would like your feedback on each strategy. [ACTION: give out documents – see below].

Questions to ask while they are looking at the documents:

1. Which of these feedback reports do you prefer? Please rank in order of preference.
   - [Wait until they have put them in order of preference, indicating which they think is best to worst (or if the same)]

2. Can you tell me the reasons for your answer?

3. What changes to this feedback document would make this more useful to you?
   a. Prompts: What would you like to see changed about the feedback concerning prescribing errors?
   b. Prompts: Do you identify any problems with this feedback report? If you do, which problems?
   c. Prompts: What do you like about the presentation style?

   d. Prompts: Is the information presented clear to you? Is the text big enough?
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Do you like the length of the feedback document or do you think we need to add/remove some information?

4. If you want to receive feedback, how often do you want to receive a document like these?
   a. Prompts: Would you prefer to receive a feedback document weekly or monthly or other?

PART 2
Thank you, now I would like you to look at the lists below.
1. 1ST column - please tick the top 5 types of data you would like to receive feedback on and why.
2. 2nd column – please rank in order the denominators you would like to be used to determine the error rate. Why?

<table>
<thead>
<tr>
<th>NUMERATOR – please tick top 5 Types of prescribing error (irrespective of actual or potential patient harm)</th>
<th>DENOMINATOR – please rank (1 = most preferred info, 7 = least preferred info)</th>
</tr>
</thead>
<tbody>
<tr>
<td>☒ Allergy</td>
<td>☒ No. of NEW medications prescribed (any time)</td>
</tr>
<tr>
<td>☒ Omission of medication</td>
<td>☒ No. of NEW medications prescribed 9am – 5pm</td>
</tr>
<tr>
<td>☒ Unnecessary prescribing</td>
<td>☒ No. of NEW medications prescribed out of hours</td>
</tr>
<tr>
<td>☒ Clinical contraindications</td>
<td>☒ No. of NEW medications prescribed (by day of week)</td>
</tr>
<tr>
<td>☒ Dosing errors</td>
<td>☒ No. of patients under the doctor’s care (by consultant)</td>
</tr>
<tr>
<td>☒ Formulation errors</td>
<td>☒ No. of patients in which the doctor had prescribed at least one drug (irrespective of consultant/speciality/ward)</td>
</tr>
<tr>
<td>☒ Wrong route errors</td>
<td>☒ Other (please state):</td>
</tr>
<tr>
<td>☒ Lack of clear directions for administration</td>
<td>☒ Other (please state):</td>
</tr>
<tr>
<td>☒ Technical errors (e.g. no max dose)</td>
<td></td>
</tr>
<tr>
<td>☒ Duration of treatment errors</td>
<td></td>
</tr>
<tr>
<td>☒ Miscellaneous</td>
<td></td>
</tr>
<tr>
<td>☒ Other (please state):</td>
<td></td>
</tr>
</tbody>
</table>

Did you receive feedback in the past via a different way than the methods discussed in this interview?

Is there anything else you would like to add?

*Thank you for participating on this interview. Your contribution is very much appreciated*
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Example 1
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Example 2

Ward 15A
Weekly feedback on prescribing errors 6/7/16
Error rate – 30%
Clinical errors – 26%
Technical errors – 4%

Significant error this week – Critical medicines omitted from the prescription chart.

“Medication errors occur most commonly at the interfaces of care...”

- The medicines were documented in the notes but not prescribed
- ...on reflection......was this a systems error?

Admission → Theatre → Ward

- Do all staff know about the ‘Nil by mouth’ policy?
- Who checks the regular medicines have been restarted or prescribed if missed in theatre?
- What are the weak links in this system?
- How, as a team, do you ensure the patient receives their critical medicines on time?

Reference: Medicines reconciliation: A guide to implementation. NHC.
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Example 3

![Image of case study](https://example.com/ward15a.png)

**Ward 15A**

Weekly feedback on Prescribing errors 13/7/16 - 71% error rate
Clinical errors - 14%
Technical errors - 71%

**Significant error this week with Vancomycin**

**Case study:** Patient X was on IV vancomycin 1g BD. A trough level had been taken on the 11th and reported by Pathlab as 22.5mg/L (usual 10-20mg/L). The vancomycin was re-prescribed on a second prescription chart on the 12th without any action. The level was out of range but therapy was continued on the new chart. Continued accumulation could have led to patient harm.

**Possible consequences:** Renal damage and deafness

**Things to consider:** When was the level taken? What was the patient’s renal function? What was going on when the drug was re-prescribed?

[Link to antimicrobial guidelines (Vancomycin summary on page 7)](http://example.com/antimicrobial-guidelines)
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Example 4
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Example 5
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Example 6