Hi. My name's Andrea Griffiths and I'm a pharmacy technician based at the Welsh Medicines Information Centre and we're based at the University Hospital of Wales in Cardiff. I've got quite a varied role. I’m a lead technician for Medicines Information, I work with a formulary team and a large aspect of my role is patient safety. I'm currently the only pharmacy technician working in a specific medicine safety role within Wales and I'm so pleased that Cardiff and Vale have recognised the need for a technician to do this role. I still work on a Ward on a daily basis and I still have a dispensary commitment, so I feel, you know, my feet are firmly on the ground. I understand everyday work pressures, and this has enabled me to see the impact of medicine safety both in my patient facing role and at a more strategic level.

This has allowed me to take a step back and work with our MSO (Medication Safety Officer) and our quality and safety teams to address areas of concern and to drive improvement. So how can we make safety work?

So my answer is to report it. We need to ensure that we report any incidents we feel necessary. So how we report will depend on the situation and all healthcare professionals should consider and should know, and if you don't know, find out about your local processes and policies. There are platforms in place. For example, if you want to report a medication error, you can do this via the E-DATIX service and we can report adverse events via the yellow card system. If you're not sure or you've never done this before, seek the involvement of your MSO or a senior member of staff.

If you think something isn't right, isn't safe, please, please report. I appreciate the time it takes for these incident forms to be completed. And I know it's sometimes time that you haven't got. However, it is essential. Reporting supports the safe use of medicines, and it supports our learning and moving forward. We all have a duty of candour and we can play our part in putting things right. So finally a reporting culture is a safety culture. And I hope that you will find the other resources on this Web page really useful. Thank you for listening.