

PHARMACY SAFETY CLIMATE QUESTIONNAIRE (COMMUNITY PHARMACY VERSION)

This survey asks for your opinions about patient safety issues and incident reporting in community pharmacy. We know that there are many demands on your time, but would be very grateful if you could spare the 10 to 15 minutes that it should take to complete the questionnaire.

Please be frank and honest as your answers will only be seen by the research team. We have coded the questionnaire for administrative purposes, however, we will ensure that no person will be identifiable by name or location. A FREEPOST envelope is provided to allow you to return the completed questionnaire direct to us. If you have any queries, please do not hesitate to contact

- An “*incident*” is defined as any type of error, mistake, adverse event, accident, or deviation, regardless of whether or not it results in patient harm.
- “*Patient safety*” is defined as the avoidance and prevention of patient injuries or adverse incidents resulting from the processes of health care delivery.

Please indicate your agreement or disagreement with the following statements about the community pharmacy in which you work. If you work in more than one community pharmacy, please think of the pharmacy in which you work MOST OFTEN. Mark your answer by filling in the circle.

SECTION A:

Please give your pharmacy an overall grade on patient safety. Mark ONE answer only.

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| A | B | C | D | E |
| Excellent | Very Good | Acceptable | Poor | Failing |

SECTION B: Pharmacy safety climate

Thinking about the pharmacy ...	Strongly Disagree ▼	Disagree ▼	Neither ▼	Agree ▼	Strongly Agree ▼
1. All staff are constantly assessing risks and looking for improvements	①	②	③	④	⑤
2. Staff work in “crisis mode” trying to do too much, too quickly	①	②	③	④	⑤
3. Similar incidents tend to reoccur	①	②	③	④	⑤
4. When an incident is reported, it feels like the person is being reported, not the problem.....	①	②	③	④	⑤
5. There are tensions between staff members in the pharmacy	①	②	③	④	⑤
6. The pharmacy manager/owner seriously considers staff suggestions for improving patient safety.....	①	②	③	④	⑤
7. It is just by luck that more serious mistakes don’t happen in the pharmacy.....	①	②	③	④	⑤

Thinking about the pharmacy...	Strongly Disagree ▼	Disagree ▼	Neither ▼	Agree ▼	Strongly Agree ▼
8. All staff have education and training in safety	①	②	③	④	⑤
9. Staff will freely speak up if they see something that may negatively affect patient care	①	②	③	④	⑤
10. There is a blame culture, so staff are reluctant to report incidents	①	②	③	④	⑤
11. The pharmacy learns and shares information about safety incidents with staff and other pharmacies.....	①	②	③	④	⑤
12. Staff work longer hours than is sensible for patient care.....	①	②	③	④	⑤
13. The culture is one of continuous improvement.....	①	②	③	④	⑤
14. Staff feel that their mistakes are held against them	①	②	③	④	⑤
15. Individuals are not actually committed to the team and only work together because they have to	①	②	③	④	⑤
16. Staff routinely discuss ways to prevent incidents from happening again	①	②	③	④	⑤
17. "Lip service" is paid to patient safety until an actual safety incident occurs.....	①	②	③	④	⑤
18. Staff are seen as already trained to do their job, so why would they need more training	①	②	③	④	⑤
19. The effectiveness of any changes made following an incident are evaluated	①	②	③	④	⑤
20. Staff in the pharmacy are seen as the cause of safety incidents, and the solution is retraining and punitive action	①	②	③	④	⑤
21. Staff feel free to question the decisions or actions of those with more authority	①	②	③	④	⑤
22. Patient safety is never sacrificed to get more work done	①	②	③	④	⑤
23. Investigations aim to learn from incidents and communicate the findings widely.....	①	②	③	④	⑤
24. There are enough staff to handle the workload.....	①	②	③	④	⑤
25. Investigations aim to assign blame to individuals	①	②	③	④	⑤
26. The team has a shared understanding and vision about safety issues; everyone is equally valued and feels free to contribute....	①	②	③	④	⑤
27. Staff are routinely informed about incidents that happen in the pharmacy.....	①	②	③	④	⑤
28. The pharmacy welcomes any outside involvement in investigations	①	②	③	④	⑤
29. Everyone in the pharmacy has confidence in the management ...	①	②	③	④	⑤
30. Incidents and complaints are "swept under the carpet" if possible	①	②	③	④	⑤
31. The pharmacy uses more locum/temporary staff than is sensible for patient care	①	②	③	④	⑤
32. Following an incident, there is a real commitment to change throughout the pharmacy	①	②	③	④	⑤

Thinking about the pharmacy...	Strongly Disagree ▼	Disagree ▼	Neither ▼	Agree ▼	Strongly Agree ▼
33. Training in safety has a low priority and is seen as irritating, time consuming and costly.....	①	②	③	④	⑤
34. Investigations are seen as learning opportunities	①	②	③	④	⑤

SECTION C: Background Information

1. Are you: Male Female

2. How old are you? _____ (years)

3. How long have you worked in community pharmacy? _____ (years)
(If you have worked for less than 1 year, please write in the number and write months)

4. Which of the following categories best describes your role in community pharmacy?
(please tick one box as appropriate)

- | | |
|------------------------------------------------------|--------------------------------------------------------|
| <input type="radio"/> a. Pharmacist proprietor/owner | <input type="radio"/> e. Relief pharmacist |
| <input type="radio"/> b. Pharmacist branch manager | <input type="radio"/> f. Pharmacy technician/dispenser |
| <input type="radio"/> c. Second pharmacist | <input type="radio"/> g. Medicines counter assistant |
| <input type="radio"/> d. Locum pharmacist | <input type="radio"/> h. Other (please state below) |

5. What kind of contract do you have in your current job?
(please tick one box as appropriate)

- | | |
|-----------------------------------------------|-----------------------------------------------------|
| <input type="radio"/> a. Permanent full-time | <input type="radio"/> d. Locum/sessional |
| <input type="radio"/> b. Permanent part-time | <input type="radio"/> e. Other (please state below) |
| <input type="radio"/> c. Fixed term/temporary | |

6. Which of the following best describes the type of community pharmacy that you work in?
(Please tick one as appropriate. If you regularly work in more than one pharmacy, select the category in which you most often work)

- | | |
|--------------------------------------------------------------------|--------------------------------------------------------------------------|
| <input type="radio"/> a. Single independent pharmacy | <input type="radio"/> d. Member of a medium chain
(6 – 25 pharmacies) |
| <input type="radio"/> b. Member of a small chain (2 to 5 branches) | <input type="radio"/> e. Member of a large chain
(over 25 stores) |

SECTION D: Your Comments

Please feel free to write any additional comments below about patient safety, error, or incident reporting.

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Thank you for taking the time to complete this survey.

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