

# Community Pharmacy Incidents Annual Report 2023/24

## Key findings and actions



**265** incidents received by SPPG

significantly lower than other years (686 in 2018)

**24%** reported anonymously

42% decrease from 2018

**246** incidents reviewed and closed in year  
(183 known and 63 anonymous)

**44** incidents graded as medium or high risk

**17%** caused actual harm

## Key actions by SPPG

- Seven Yellow Card Reports submitted to MHRA
- New Community Pharmacy Anonymous Incidents Website launched
- 10 pieces of learning issued from SPPG



**5** patients admitted to hospital with moderate harm.

Four involved a Monitored Dosage System (MDS)

## Most common errors



Incorrect quantity 16%



Incorrect medication 14%



Incorrect dose 14%



## Areas of improvement identified

Reviewing, reporting and recording incidents

