

Medicines Safety Alert

Missed Doses on EPMA

- Delayed and omitted doses of medicines pose a threat to the wellbeing of patients and should be avoided when ever possible.
- Missed doses have been monitored within the Trust since 2010, with a resulting in a reduction in number of inappropriately missed doses.
- Moving to EPMA system has changed the way missed doses are recorded, allowing for more efficient communication between healthcare teams.

Missed Doses Toolkit

The [Pharmacy intranet](#) contains important resources to support the avoidance of missed doses and the correct documentation of unavoidable missed dose at ward level. These include:

- [The Critical Medicines list](#) – A list of medicines which must not be missed without informing a doctor.
- [Drug stock finder](#) – A search engine to identify wards that stock various medicines (for use outside of pharmacy opening hours)
- [Missed doses checklist](#) – What to do if you can't find the medicine you want to administer.
- [Missed doses Flow chart](#) – How to respond to various potential reasons for a missed dose.
- [Missed doses SOP](#) – Standard Operating Procedure describing how to manage missed doses (currently under review)

Key Actions

Nursing Staff

- Ward staff should make every effort so as not to omit a dose unless clinically appropriate or unavoidable.
- Critical medicines must not be omitted without discussion with the doctor.
- When a dose is missed, correct documentation of the reason for the missed dose and action taken must be recorded as a [drug level note](#).

Medical staff

- Highlight newly started medicines or stat doses of medicines to nursing staff, as these may easily be missed.
- When the supplementary chart is used (for variable dose antibiotics, blood products and IV fluids) ensure a prescription on the EPMA system is used to sign post nurses to the supplementary chart.

Pharmacy Staff

- Identify missed critical medicines as part of daily drug chart review.
- Discuss missed doses with nursing staff as soon as they are identified.
- Provide practical pharmaceutical solutions where possible to avoid missed doses.
- Provide supportive out-of-hours on-call service, including advice and remote robotic dispensing.