Root Cause Analysis Investigation
Fishbone Diagram - tool

Patient factors:
- Health Status
- Carer Support
- Family Support
- Interpersonal relationships

Individual (staff) factors:
- Colleague health & wellbeing
- Colleague engagement

Task factors:
- Absence of toolkit for transfer of MDS business to support existing processes & procedures
- Lack of consistency of SOP compliance
- Colleague engagement

Communication factors:
- Poor communication plan to patients/carers of transfer of MDS business (written)
- Notable practice: effective surgery communication to pharmacies (written)
- Ineffective communication flow to staff up, down & across (verbal)
- Lack of robust measures for monitoring communication received (verbal / written)

Team factors:
- Lack of shared understanding of goals
- Ineffective leadership in branch & field teams
- Inappropriate & untimely decision makings (delayed)
- Inadequate inter professional challenge
- Failure to raise concerns & use existing supportive mechanisms
- Lack of integration of team on move.

Education + Training Factors:
- Transfer of knowledge into practice
- Unfamiliar working environment
- Ineffective supervision
- Lack of awareness of personal limitations/self awareness
- Lack of understanding of “The big picture”

Equipment + resources:
- No factors identified

Working condition factors:
- Administrative audit trail not used effectively
- Administrative systems (telephones) not effective
- Reduction of experience due to colleague hospitalisation
- Notable practice: Purpose built dispensary dedicated to MDS dispensing
- Outside personal influences
- Working/opening hours – lack of alignment of hours to GP surgery

Organisational + strategic factors:
- Lack of familiarity of detailed understanding of GPhC standards within branch teams
- Decisions were made in isolation not as an organisation
- NHS complexity - impact of 3 different Rx systems – (EPS, RD, FP10)
- Lack of awareness & engagement with existing organisational procedure for raising concerns
- Lack of prioritisation

Problem or issue (Delayed delivery of NK’s medication)