Ashford Business Services Ltd

Pharmacy incident report

Record dispensing errors, near misses and other incidents - learn from what happened and prevent repeats.

Incident details

Pharmacy	Sarah Mitchell
Date of incident	9 November 2026
Time	10:30 am
Reported by	James Patel, Office Manager
Date reported	9 November 2026
Incident type	Dispensing error / near miss / adverse reaction / complaint / other as agreed at the meeting.

What happened

Describe the incident factually: what was prescribed, what was dispensed or what occurred, and how it was discovered. as agreed at the meeting.

People affected

Name	Role	Contact	Harm caused
Sarah Mitchell	Patient / staff	David Okafor	None / describe as agreed at the meeting.

Immediate action taken

What was done straight away, e.g. patient contacted, prescriber informed, medicine quarantined.

Root cause and learning

Contributing factor	Details
Look-alike packaging	Two strengths of the same medicine were stored side by side and the wrong strength was picked.
Interruption during dispensing	The dispenser was interrupted by a phone call mid-check and the label was not re-read.
Staffing pressure	Only one pharmacist was on duty during the lunch rush, so checks were rushed.

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Corrective actions

Action	Owner	Due date	Done
Action as agreed at the meeting.	Sarah Mitchell	9 November 2026	
Action as agreed at the meeting.	Sarah Mitchell	9 November 2026	

Sign-off

Investigated by	Reviewed by (manager)	Date