



Supporting Staff who Administer Medicines During the Pandemic - February 2021



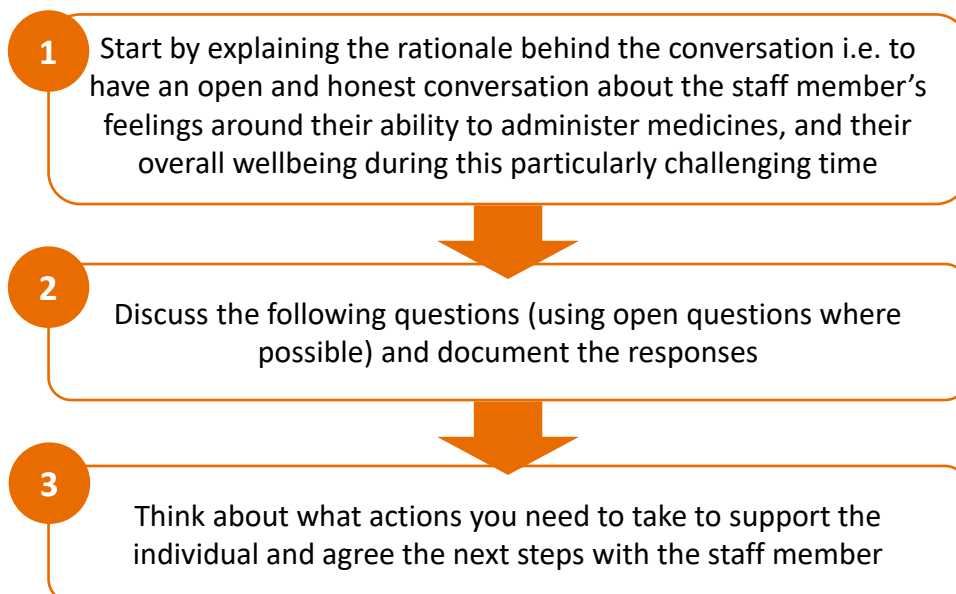
Having a meaningful conversation

BACKGROUND

During this particularly challenging time, staff may be feeling under pressure on a number of different fronts. To support staff in their role, it is important to check in with staff (we suggest every 3 months or so) to check on their wellbeing and how this may impact their ability to administer medicines safely.

PROCESS

As part of your conversation with the member of staff:



For staff who may prefer to fill in a questionnaire rather than share their thoughts during a conversation, the Supporting Staff who Administer Medicines Questionnaire form can be used.

DETAILS

Name of staff member:

Job role:

Date:

Date of
medicines
training:

Date of
competency
assessment:

Name of person completing the form:

Job role:


Questions to ask	Rationale	Staff Member's Response	Actions Taken to Support the Staff Member
1. How are you feeling currently – in your role, and on a personal level?	Begin the conversation by encouraging openness. Often people will answer more positively than they actually feel so compare this answer against questions later on in the conversation.		
2. Tell me about any concerns you may have about administering medicines	The purpose is to open up dialogue about how the staff member actually feels. Encourage the staff member to be open and honest and reassure them that your conversation will remain confidential. Try to be non-judgmental in your responses.		


Questions to ask	Rationale	Staff Member's Response	Actions Taken to Support the Staff Member
3. Do you feel you have had sufficient training to do your role?	During the pandemic, many staff have experienced changes to their role. Encourage discussion about the areas of knowledge and learning they feel may be missing.		
4. Who would you contact if you have any queries or if you are unsure of something?	Make sure you have a clear system in place to encourage open reporting of concerns and any actions needed as a result.		
5. Describe any medicines errors, incidents or near misses that have occurred recently	Explain you have a blame-free approach to discussing errors either made by the member of staff themselves or made by others.		
6. Has this affected your confidence?	Enable the staff member to discuss openly how they feel and discuss appropriate ways to support them.		
7. Do you feel under pressure when you are administering medicines? What are those pressures?	Enable the staff member to feel comfortable about telling you how they feel. Discuss suggestions of how these pressures can be alleviated.		


Questions to ask	Rationale	Staff Member's Response	Actions Taken to Support the Staff Member
8. Describe any distractions that are present when you administer medicines	Enable the staff member to explain the reality of their situation. Discuss how those distractions can be minimised.		
9. Describe how you feel when you are administering medicines. Do you feel stressed or anxious?	Talk openly about how the pandemic is affecting work. Watch for signs that the staff member may be suffering from anxiety e.g. increased irritation or anger, increased worry or sadness, unhealthy eating or sleeping difficulties.		
10. How would you describe your general health and wellbeing?	As above. Make sure your organisation has a system in place to identify and provide or signpost to mental health services for staff members in need of support.		
11. Do you have issues inside or outside of work that may affect your ability to concentrate? Do you wish to share the information with me?	As above. Difficulty concentrating is a sign that the staff member may be experiencing stress or anxiety.		

Questions to ask	Rationale	Staff Member's Response	Actions Taken to Support the Staff Member
12. Do you feel supported?	Encourage an honest response with no judgment.		
13. What can we do to help?	This is your opportunity to listen carefully to what the staff member needs from you.		

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