

Project Title

Improving Controlled Drug (CD) Compliance Through Pharmacist-Led Education for Care of Older People (COOP) Ward Nurses

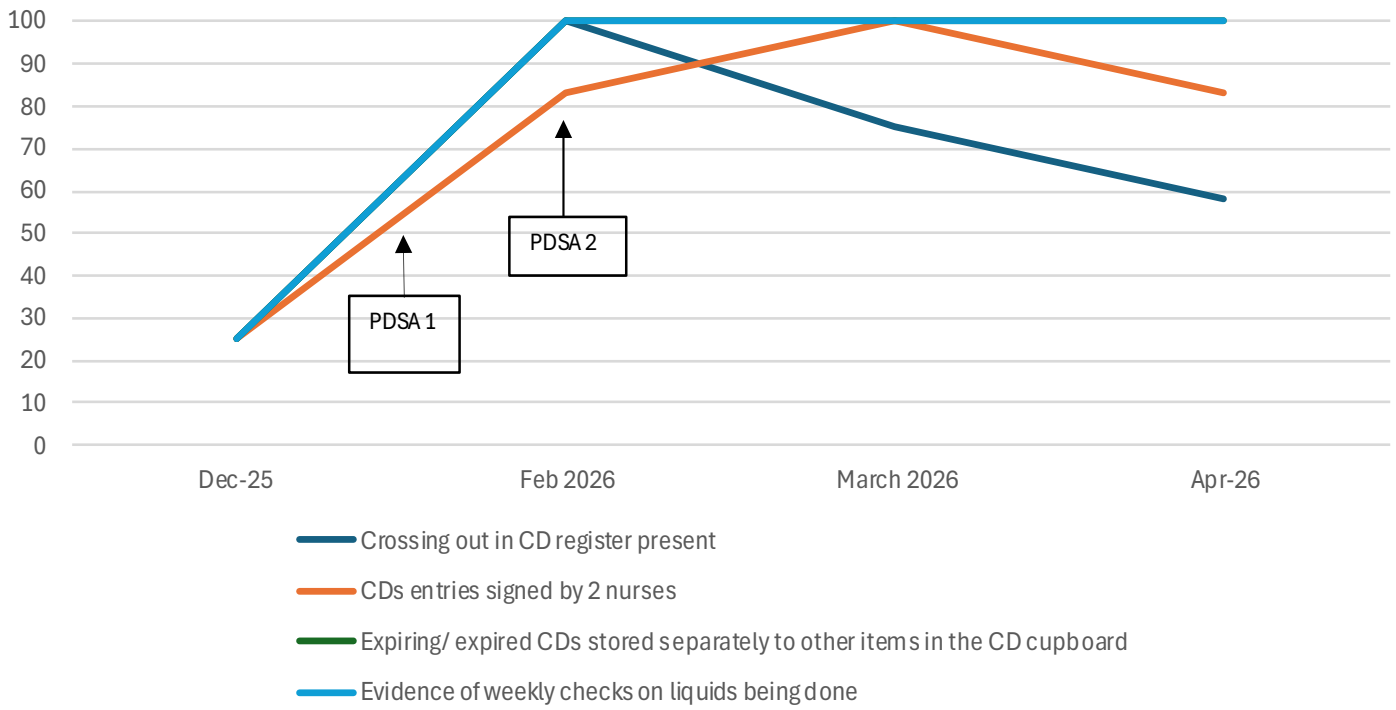


Quality Improvement

Project Team

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CD Documentation Compliance



Aim

Achieve 100% compliance across all CD audit domains.

Improve nursing confidence and consistency through pharmacist-led education on COOP wards

Why is this important?

Accurate management of CD is essential for patient safety, legal compliance, and effective governance.

Quarterly audits identified recurring errors in documentation and stock management. Pharmacist led education has been shown to improve medicines safety. Building staff confidence with clearer processes and expectations creates shared understanding between members of the MDT.

The areas of improvements are as follows:

- Reduction in the number of entries being crossed out in the CD register
- Ensuring expired stock is stored separately from in-date stock
- Ensuring all CD entries are signed by two nurses
- Improving compliance with weekly CD liquid volume measurements

What did we do?

- Baseline audit via Tendable
- Repeat snapshot audit focusing on areas of previous noncompliance done monthly
- PDSA 1:
 - Education sessions delivered weekly/ fortnightly over the course of January
- PDSA 2:
 - A quick reference guide was distributed to support documentation practice

Summary of Results

- Post intervention the data was collected Monthly Feb - April 2026 and compared to the data captured in the quarterly CD audit on Tendable
- Qualitative feedback highlighted greater confidence in CD processes, stronger understanding of legal responsibilities, improved documentation practices, and appreciation for enhanced collaboration between nurses and pharmacists.

Learning and Next Steps

- Capturing remaining 33% of staff. A challenge due to differing shift patterns
- Challenges to planned education session taking place due to operational pressures/ sickness
- Embed training into staff induction, remote options available but need to increase compliance
- Continue regular audit cycles and refresher sessions on a monthly basis
- Collaborate with nurse medicine champion in embedding and sustaining best practice with CD management
- Review scoring system of quarterly CD audit