



The Pharmacy  
Guild of Australia

12 February 2019

Ms Mikaela Meggetto  
Coroner's Registrar  
65 Kavanagh Street  
SOUTHBANK VIC 3006



Dear Ms Meggetto

### Helping to prevent dispensing errors

I am writing to follow up on a letter we wrote to you on 25 May 2018 regarding the investigation into the death of Margaret A Yeomans (Court Reference COR 2016 003703).

I am pleased to advise you that Guild Learning and Development has now developed an online course titled *The role of pharmacy staff in preventing dispensing errors*. The course is designed to provide pharmacists with an awareness of the importance of robust dispensing policies and guidelines and how these are relevant to all pharmacy staff.

We have advertised this course extensively (see Media Release attached) and it has been well received by pharmacists. It will be available on the Guild's CPD portal indefinitely so it can be completed by newly graduated pharmacists.

Yours sincerely

George Tambassis  
National President

### National Secretariat

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Ref: SP1006-8-5246



30 January 2019

## MEDIA RELEASE

### Helping to prevent dispensing errors

A request from the Victorian Coroner has led to the development of a course dedicated to minimising dispensing errors in pharmacies.

Minimising the risk of errors is an important part of the dispensing process and pharmacists are required to have appropriate procedures and processes in place to reduce the chances of such errors occurring.

However, it is not just dispensing pharmacists that play a role in the incidence of dispensing errors.

All pharmacy staff who interact with patients have the potential to detect situations where a supplied medicine is incorrect or inappropriate for a patient.

Guild Learning and Development has developed a new online course titled The role of pharmacy staff in preventing dispensing errors.

The course was developed as at the request of the Victorian Coroner following a dispensing error made by a pharmacist that contributed to the death of an elderly patient.

It is designed to provide pharmacists with an awareness of the importance of robust dispensing policies and guidelines and how these are relevant to all pharmacy staff.

This activity has been accredited for 0.75 hours of Group 1 CPD (or 0.75 CPD credits), suitable for inclusion in an individual pharmacist's CPD plan, which can be converted to 0.75 hours of Group 2 CPD (or 1.5 CPD credits) upon successful completion of relevant assessment activities.

To enrol in this course please visit [guilded.guild.org.au](http://guilded.guild.org.au).

Please contact Guild Learning and Development on 03 9810 9930 or email [learninganddevelopment@guild.org.au](mailto:learninganddevelopment@guild.org.au) for more information.

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