

## Appendix A. Profile of interviewees

Interviewees	Trust A	Trust B	Total
Pharmacists	Senior pharmacist Clinical pharmacist x 3 Managerial pharmacist <b>Total = 5</b>	Senior pharmacist x2, Clinical pharmacist x2, Clinical governance pharmacist Policy pharmacist <b>Total = 7</b>	<b>12</b>
Doctors	Clinical Director Medication safety lead Medical consultant x2 Registrar Junior doctor <b>Total = 6</b>	Medical consultant x4 Patient safety manager Registrar Junior doctor <b>Total = 7</b>	<b>13</b>
Nurses	Senior nurse manager Matron Ward sister Ward manager Ward nurse x4 <b>Total = 8</b>	Senior nurse manager Matron Senior staff nurse x2 Deputy Ward manager Staff nurse <b>Total = 6</b>	<b>14</b>
Managers	Divisional manager Risk manager Governance manager <b>Total = 3</b>	Risk manager Clinical governance manager <b>Total = 2</b>	<b>5</b>
Senior management	Board members x3 <b>Total = 3</b>	Board members x2 <b>Total = 2</b>	<b>5</b>
<b>Total</b>	<b>25</b>	<b>24</b>	<b>49</b>

**Appendix B. Summary of patients whose data was collected for each medication safety measure, by Hospital and Phase (total number, and mean per weekly data collection)**

Hospital	Measure	Phase	Total patients	Mean patients (s.d.)
<b>Hospital A</b>	Allergy documentation	Baseline	390	20.53 (3.79)
		Feedback	533	25.38 (4.14)
		Total	923	23.07 (4.63)
	Omissions	Baseline	336	16.80 (3.86)
		Feedback	434	20.67 (4.47)
		Total	770	18.78 (4.57)
	ID bands	Baseline	264	12.57 (3.63)
		Feedback	329	15.67 (4.92)
		Total	593	14.12 (4.55)
POD lockers	Baseline	397	18.90 (5.43)	
	Feedback	499	23.76 (4.43)	
	Total	896	21.33 (5.48)	
<b>Hospital B</b>	Allergy documentation	Baseline	240	16.00 (3.93)
		Feedback	266	14.78 (2.67)
		Total	506	15.33 (3.30)
	Omissions	Baseline	238	15.87 (3.72)
		Feedback	265	14.72 (2.72)
		Total	503	15.24 (3.21)
	ID bands	Baseline	218	14.53 (3.66)
		Feedback	229	12.72 (2.54)
		Total	447	13.55 (3.18)
POD lockers	Baseline	237	15.80 (3.78)	
	Feedback	262	14.56 (2.64)	
	Total	499	15.12 (3.22)	
<b>Overall</b>	Allergy documentation	Baseline	630	18.53 (4.43)
		Feedback	799	20.49 (6.39)
		Total	1429	19.58 (5.62)
	Omissions	Baseline	574	16.40 (3.78)
		Feedback	699	17.92 (4.78)
		Total	1273	17.20 (4.37)
	ID bands	Baseline	482	13.39 (3.72)
		Feedback	558	14.31 (4.23)
		Total	1040	13.87 (3.99)
POD lockers	Baseline	634	17.61 (5.00)	
	Feedback	761	19.51 (5.92)	
	Total	1395	18.60 (5.54)	

### Appendix C. Proportion of drug omissions that could be classified as 'critical omissions'

Measure	Baseline	Feedback	OVERALL
Total no. omitted drugs	421	444	865
Omitted drugs not on 'critical list'	294	292	586
Omitted drugs on 'critical list'	95	118	213
Uncategorised omitted drugs	32	32	64
Excluded (transcription unclear)	0	2	2
<b>% omitted drugs on 'critical list'</b>	<b>22.57</b>	<b>26.58</b>	<b>24.62</b>