

LASA dispensary shelf check

A walk round your own shelves — one page, about 30 minutes



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Work through this with a colleague. The point is not a score, it is the list of fixes you leave with. Date it, keep it, and repeat it when stock moves or a new line arrives.

Pharmacy _____

Date _____

Completed by _____

Storage and separation

- ☐ Look-alike and sound-alike products are physically separated, not sat side by side.
NHS SPS best practice for storage
- ☐ Different strengths of the same medicine are separated or clearly divided.
- ☐ Different formulations are separated — standard and modified release especially.
- ☐ Shelf and bin labels show name, strength and form, and are not obscured.
- ☐ Risky pairs carry a written warning or tall man lettering on the shelf edge.

Selection and checking

- ☐ Everyone knows which pairs in this pharmacy are the risky ones.
Ask three people. Three different answers is itself the finding
- ☐ Staff read the label on the box in hand, rather than picking by bin position.
- ☐ Everyone double-checks their own work before it goes to the accuracy check.
- ☐ Barcode scanning is used where it is available.
- ☐ There is a clear route to query an ambiguous prescription with the prescriber.

Environment and pressure

- ☐ The dispensing bench is clean, uncluttered and well lit.
- ☐ Interruptions during dispensing and checking are kept to a minimum.
- ☐ Staff can say when they are too rushed to check safely, and are listened to.

Learning from what goes wrong

- ☐ Near misses are logged, including the ones caught before handout.
- ☐ LASA near misses are reviewed and the shelf layout changed as a result.
- ☐ Packaging concerns are reported to the MHRA at patient.information@mhra.gov.uk.

Three things we are changing as a result

- 1 _____
- 2 _____
- 3 _____

Full guide, worked examples and the LASA quick reference: ppets.co.uk/lasa-look-alike-sound-alike-medicines