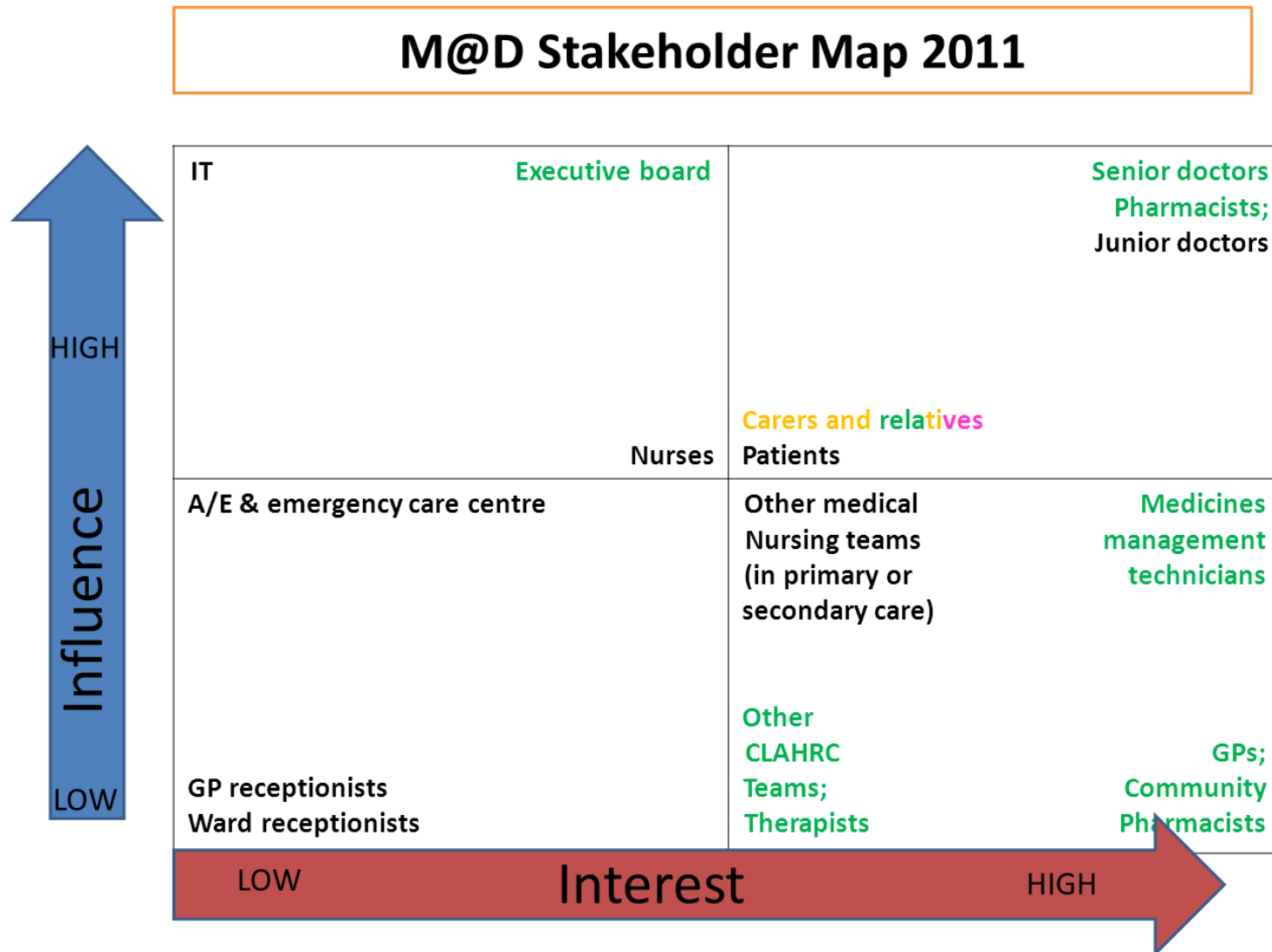


Appendix

Figure 1. Stakeholder Management Matrix – baseline





**Figure 3. Process map – higher level**

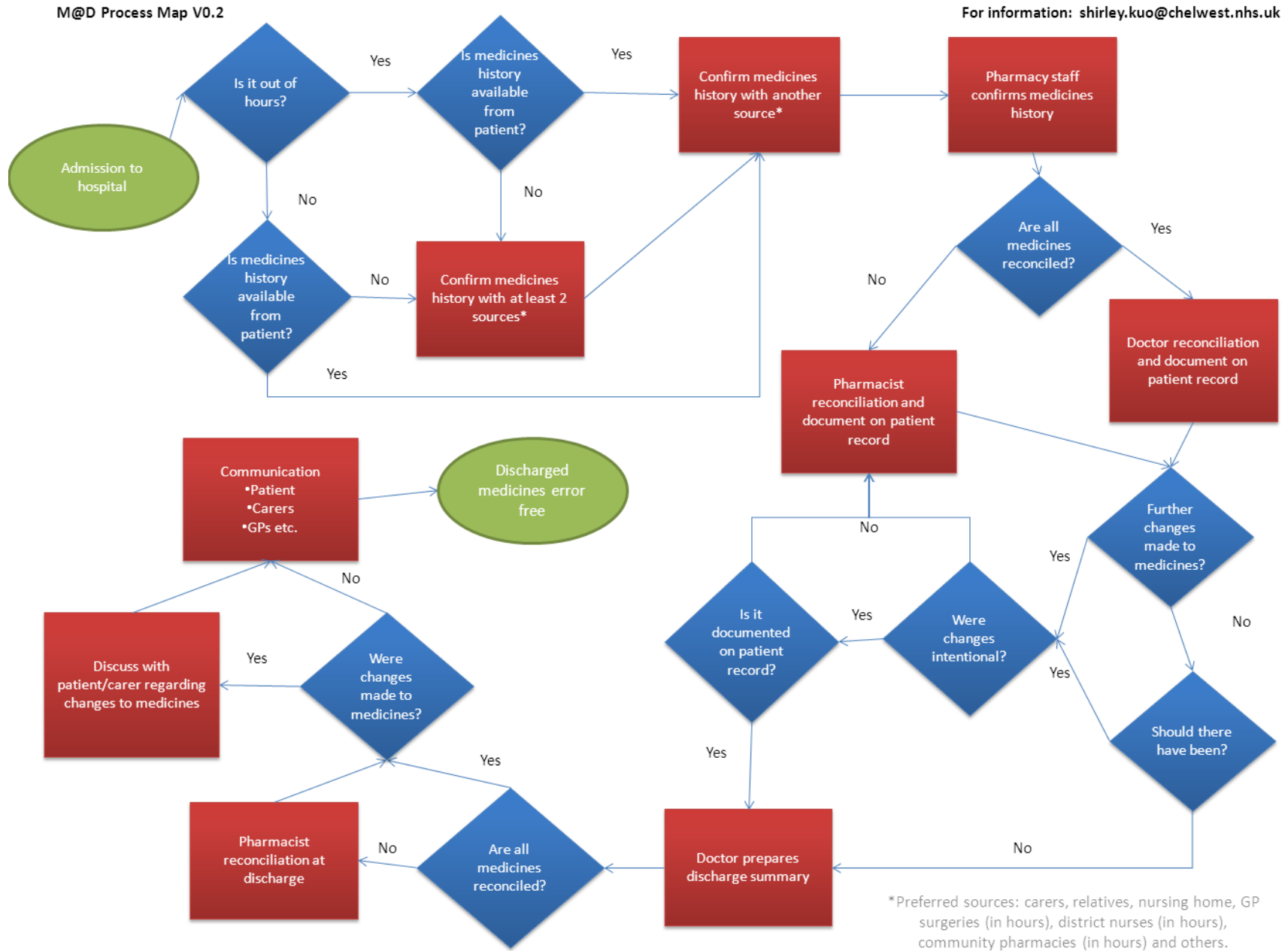
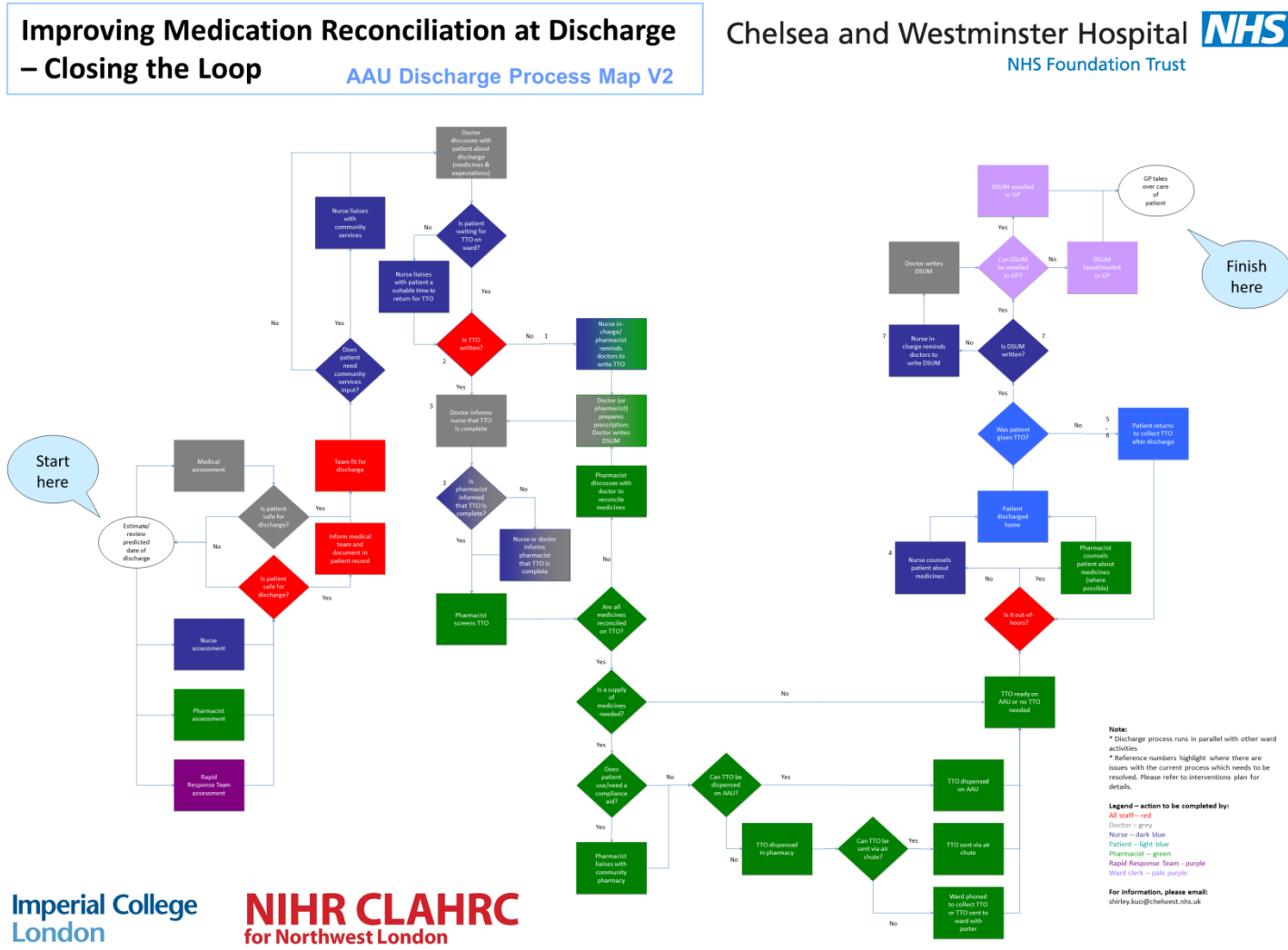


Figure 4. Process map – lower level (AAU)



**Figure 5. Embedded interventions and stakeholder groups**

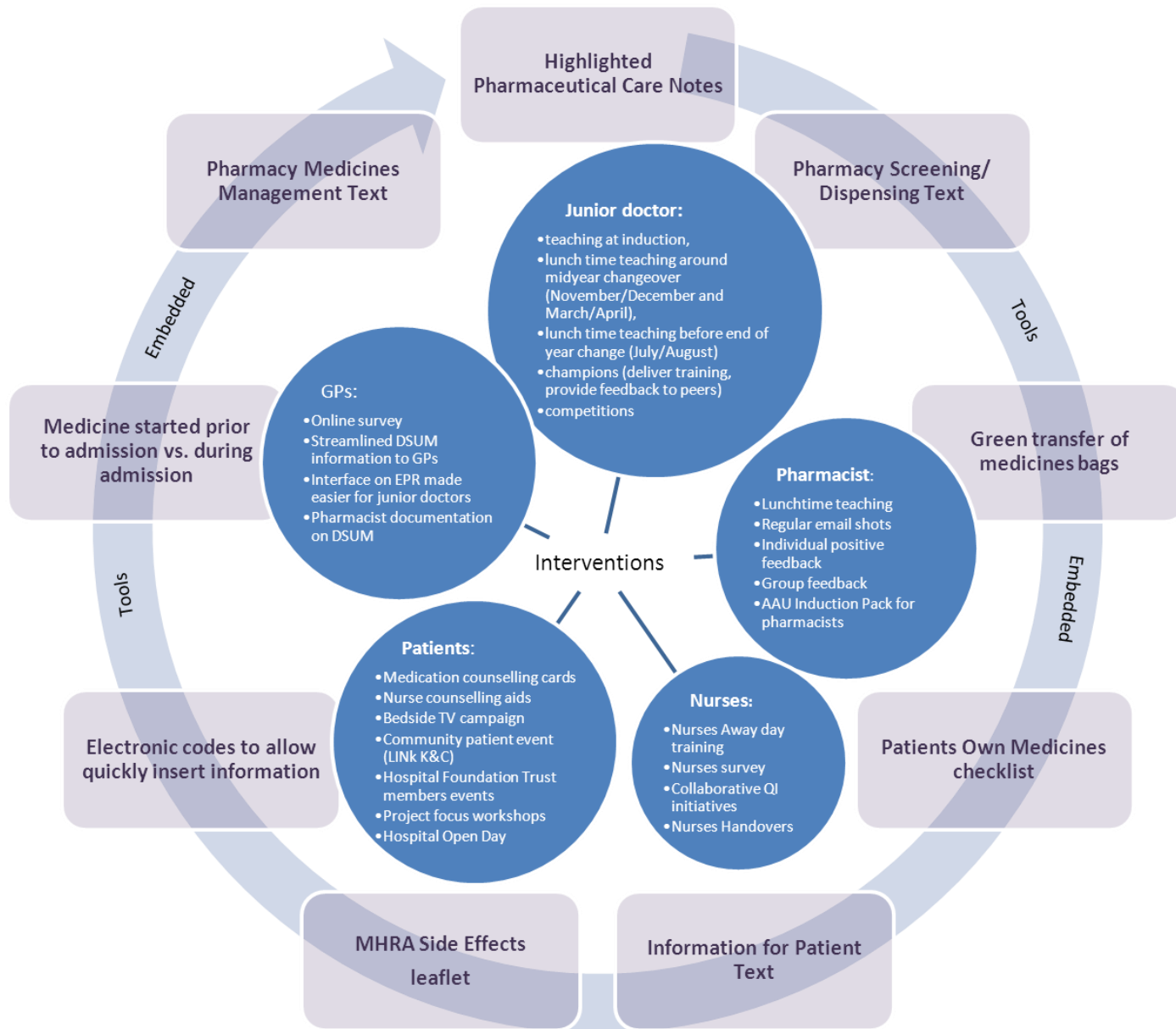
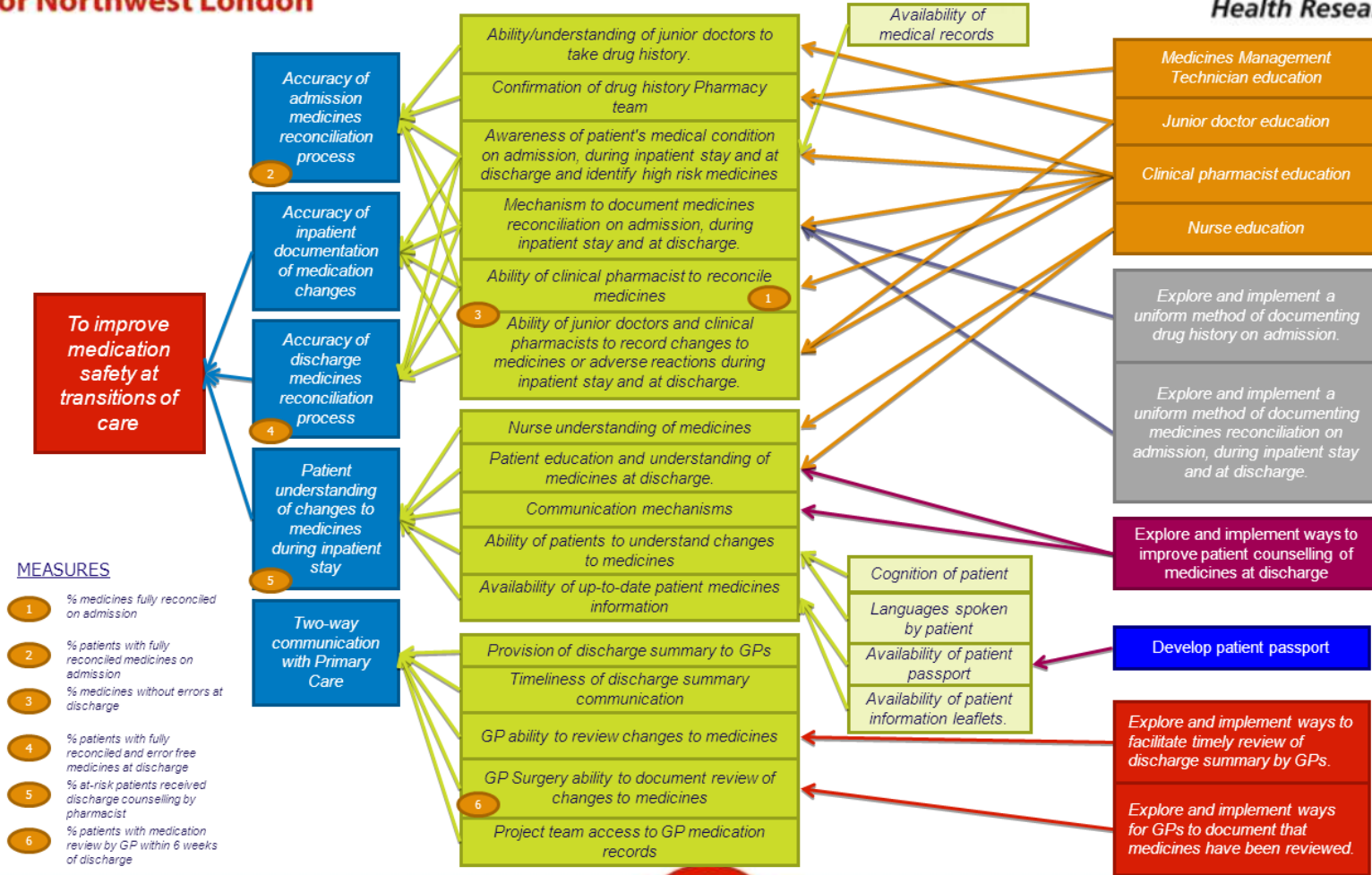


Figure 6. Action Effect Diagram

**NIHR CLAHRC**  
for Northwest London

**Medicines Reconciliation at Discharge –  
Closing the loop : ACTION EFFECT DIAGRAM**

**NHS**  
National Institute for  
Health Research



**MEASURES**

- 1 % medicines fully reconciled on admission
- 2 % patients with fully reconciled medicines on admission
- 3 % medicines without errors at discharge
- 4 % patients with fully reconciled and error free medicines at discharge
- 5 % at-risk patients received discharge counselling by pharmacist
- 6 % patients with medication review by GP within 6 weeks of discharge

Imperial College  
London

in  
partnership  
with  
Northwest  
London

Chelsea and Westminster Hospital **NHS**  
NHS Foundation Trust

## Appendix Table 1. Plan-Do-Study-Act Cycles

Series Number	Cycle title
Series 1a: 19/5/11	Transfer of medicines from AAU
Series 1b: 27/5/11	Transfer of medicines from AAU
Series 1c: 8/7/11	Transfer of medicines from AAU - Downstream wards
Series 1d: 22/9/11	Transfer of medicines from AAU - Nurses survey
Series 2: 21/5/12	TTO turnaround time - Pharmacist tracking
Series 3a: 6/12/11	Uncollected TTOs
Series 3b: 1/5/12	Uncollected TTOs
Series 4a: 11/2/12	Nurse training package - Nurse questionnaire (AAU)
Series 4b: 27/2/12	Nurse training package - Nurse questionnaire (Trust-wide)
Series 5: 28/5/12	AAU pharmacy process review
Series 6: 3/9/12	GP survey
Series 7: 14/6/12	Improvement measures

Key:

AAU = Acute Admissions Unit

TTO = To take out (medicines)

GP = General Practitioner