

Publication: [Understanding the utilisation of a novel interactive electronic medication safety dashboard in general practice: a mixed methods study](#)

**Publication details (Vancouver format)**

Jeffries M, Gude WT, Keers RN, Phipps DL, Williams R, Kontopantelis E et al. Understanding the utilisation of a novel interactive electronic medication safety dashboard in general practice: a mixed methods study. BMC Medical Informatics and Decision Making 2020;20:69

**What are the most important findings/conclusions in this paper? Why are they important?**

This paper showed how healthcare staff in general practices used an interactive electronic dashboard, SMASH. It was designed to improve safety when medicines are prescribed. Knowing how people used the dashboard helped to increase our understanding of how IT tools can be used in other places to improve the safety of prescribing medicines.

**What did you do?**

We talked to 22 people working in different general practices across Salford in Greater Manchester. These included nurses, a pharmacist, GPs and practice admin staff. We also talked to people who worked for Salford Clinical Commissioning Group.

We looked at how often the dashboard was used and which general practice staff used it. We could then compare how the dashboard was used across different practices and how things changed over time.

We brought together the views of the staff with information about how often the dashboard was used to increase our understanding of how useful the dashboard is.

**Why did you conduct this research?**

We wanted to understand how people used the electronic dashboard called SMASH.

**What was known before your paper was published?**

Sometimes mistakes are made when doctors and nurses prescribe medicines. One way to help reduce these mistakes is to show the prescribers a report, so corrections can be made and then lessons can be learnt for the future. A pharmacist was involved with presenting the report to the prescriber, because it's been shown this has better results.

**What is next? What is the potential impact of the work in this paper? What will change as a result of this paper (or the study it describes)?**

The SMASH dashboard allows the pharmacist to see patient medicines that have been prescribed and any mistakes. It is now being used across the North West of England. Understanding how it was used in Salford has helped with introducing it in other places.

**Does this paper link in to a particular study / project? If so, please summarise the study and explain how this paper has improved understanding, or will move the study forward.**

This paper was part of the SMASH project. It increased our understanding of peoples' views about working with the SMASH dashboard in general practices.