**Management**

 -Lack of desk space

 -Notes left out

 -Messiness

-lack of communication systems

-lost medication charts

-Doctors not present at board rounds

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-Difficulty contacting by bleep: not known if message received

-resources not being used e.g. BNF and microguide

-Bloods not being sent e.g. INR, levels

-Poor hand writing

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-No feedback about mistakes

-Interruptions

-lack of patient reviews

-high workload between 8.30 and 9.30

-time conflicts

-higher priority given to bed meetings

 -Poor skill mix

 -Lack of competence

 -staffing levels

-Patients being moved

-lack of senior support

-normalisation of errors

-pharmacist correcting mistakes

-no induction for locums

 -no training for locums

 -16 consultants on ward

 -Lack of knowledge

 -Fear of asking

 -Over-confidence

**People**

**Materials**

**Environment**

**Equipment**

**Process**

**Medication Errors**