

ZV0

So this participant ZV0 on the 18th February 2019 so we were talking about feedback weren't we.

Yes.

There was one difference between what I observed and what should have happened and that was that you measured 8.55mls very carefully and it's only a small difference but it should have been 9mls.

Yeah you could round it up and make it 9.

But actually the calculation without rounding up should have come to 9.

Oh is it?

Yeah so could you just talk me through kind of your working in getting to 8.55mls.

Oh it's because it says I should add 9.5ml of water for injection, so my prescription is 360 divided by what I have **400** times 9.5.

So...

So it's plus or minus 5.

So what happened there then was the way this is written it's not particularly clear but it's got this displacement value, so 400mgs of the powder takes that 0.5mls.

Oh I see so that makes it 10.

Should have been 10 rather than 9.5 so why do you think you made that mistake?

I misinterpreted it then.

Ok. Do you have any idea why you may have misinterpreted that?

Because we are used to seeing reconstituted by an equal figure that's what you normally have on our Medusa.

Ok. So how could.

So I should have used the 10 yeah that is why we have two people doing it all the time.

Good point, could you think how this could be changed to maybe stop this mistake happening?

Probably rephrase the sentence and make it much more clearer, when you reconstitute it, it gives you 10ml.

So if I just show you in this other version it explains it like that.

Yeah. "Add 9.5ml of water or sodium chloride to each vial. This make 10ml" yeah that's much more clearer.

Ok and my last question when you were doing that, how did you feel with me standing there watching you and given what's happened at work today?

Umm well I had to concentrate because I had a lot of things running in my head at the moment but I had to concentrate to do all the calculations.

Ok did you feel tired or under pressure or distracted or anything like that?

Probably under pressure.

Why was that?

Because you were standing and watching me, felt like I was doing an exam.

Ok I can see why you think that. That's great. Anything else you want to say?

No, it's very good which means I just have to look at it in much more carefully so the patient doesn't miss 0.5.

Thank you very much.