

PEER REVIEW OF THE UK DRUGS IN LACTATION SERVICE UKMI 2025



UKDILAS

UK Drugs in Lactation Advisory Service

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Introduction

The UK Drugs in Lactation Advisory Service (UKDILAS) is based in the Midlands (Leicester) and provides evidence-based information and advice to healthcare-professionals on the use of medicines during breastfeeding.

Objective

We conducted a Peer Review specifically for our specialist breastfeeding enquiries to monitor the standard of enquiry answering compared to the national UKMi enquiry answering standards. We have previously done peer reviews of general enquiries but wanted a more targeted approach to assess enquiry answering standards of our complex breastfeeding enquiries.

Challenges

The MS Teams whiteboard was difficult to use for some groups due to unfamiliarity.

Survey

A survey (involving 10 staff) provided feedback on the peer review process below:

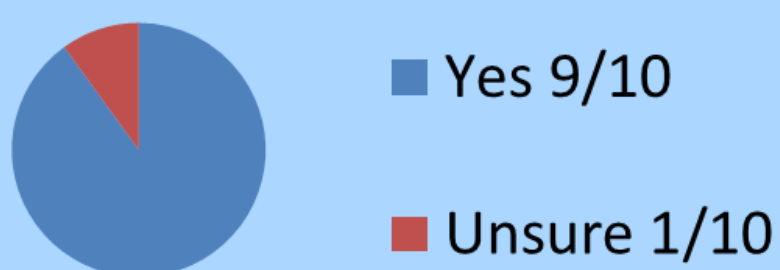
Methodology

- 13 pharmacists were included, with a mix of experience, and trained to answer the enquiries.
- Split into small groups of three or four staff.
- One breastfeeding enquiry was reviewed from each colleague (13 in total).
- Each reviewed enquiries from the members of their group using UKMi assessing enquiries spreadsheet.
- MS Teams was used to discuss the enquiries.
- MS Teams whiteboard to collate the key points.
- A UKDILAS meeting was held to discuss key points.

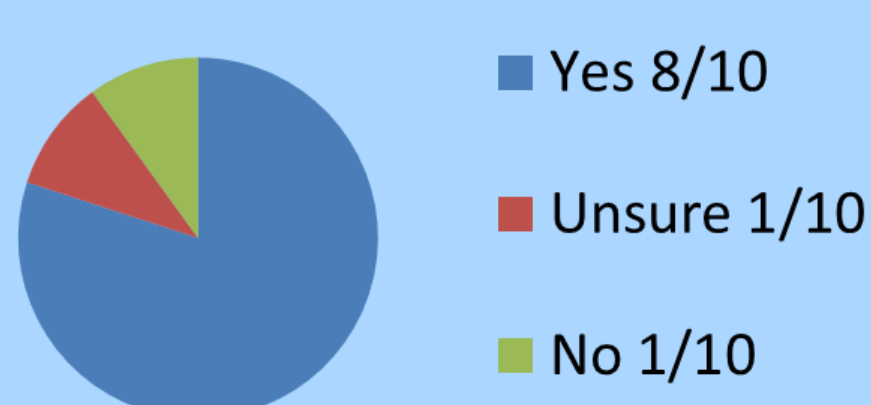
Key Learning Points :

- **Giving a phone answer if under time pressure and follow up with an email if required.**
- **Giving NICE co-sleeping advice for sedative medication during breastfeeding.**
- **Confirming where the baby is (hospital/home) so correct monitoring advice can be given .**
- **Using correct keywords e.g. 'lactation' 'milk banking' and 'prematurity' to use for KPI data.**
- **Interesting case studies were highlighted to discuss with the team for wider learning**

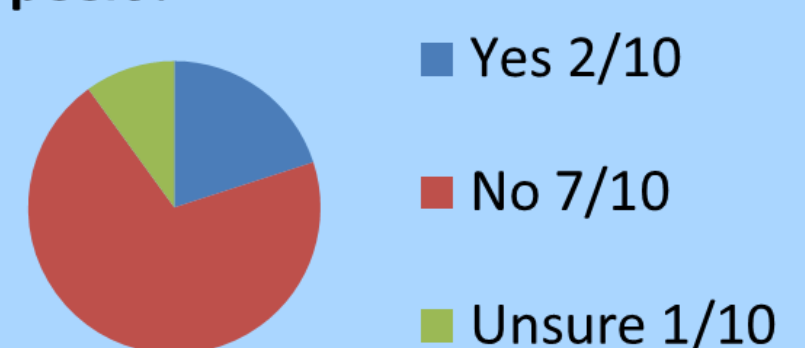
Do you think peer reviews improve your work quality?



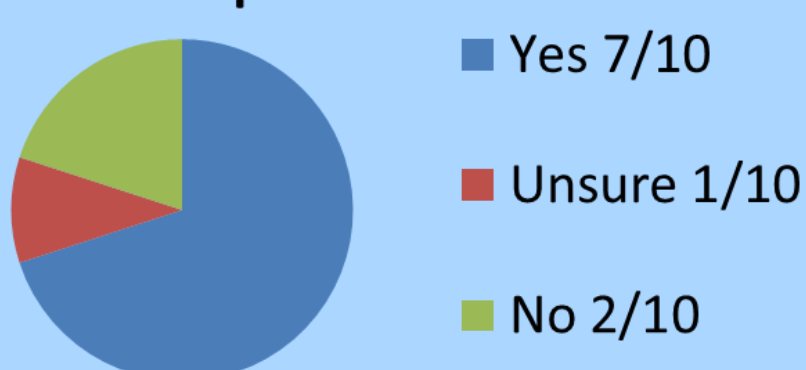
Did the peer review help identify development needs?



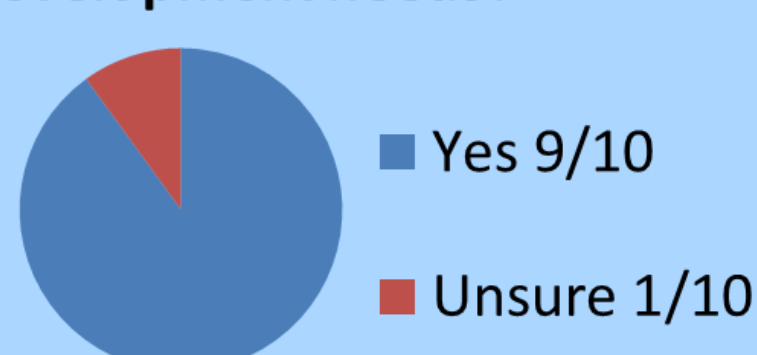
Do you find it uncomfortable to give feedback on your peers?



Do you think peer reviews improve team working relationships?



Do you act on your development needs?



How frequently do you think peer reviews should be done?



Conclusion: Overall there was positive feedback from the UKDILAS team. Continuous review and revision of the process is necessary. Audits can be done of keywording, documentation and key learning points to monitor improvement. Future surveys could see if staff have acted on their development needs and to understand why people sometimes feel uncomfortable to give feedback.

References : 1. UKMI resources. Peer Review. Assessing enquiries spreadsheet . Accessed via ukmi.nhs.uk on 28/11/2024

2. UKMI resources. Peer Review. Guidance on assessing queries completed by Medicines Advice Services. 25/03/2024. Accessed via ukmi.nhs.uk on 28/11/2024