

Standard Operating Procedure for Dealing with Controlled Drug incidents, alerts, and errors.

Objectives

To ensure reporting and escalation processes are in place for the safe management and use of controlled drugs (CDs).

Provide assurance that incidents and alerts are reported and dealt with appropriately and ensure timely actions are taken to mitigate risks and share learning from the lessons learnt.

Scope

This Standard Operating Procedure (SOP) encompasses the significant event procedure used to record incidents, alerts, errors, or discrepancies within the CD procedure and to define when an incident should be reported to the ICB and the local NHS England CD Accountable Officer (CDAO).

Responsibilities

All Pharmacy staff, clinicians, GP practice staff, dental practices staff are responsible for the safe management and use of controlled drugs and prescriptions for CDs.

The GP Lead for controlled drugs in the Practice and the Superintendent Pharmacist should be informed of all issues relating to controlled drugs in the Practice or Pharmacy and depending on the type and seriousness of the incident, reporting may need to be escalated to the Integrated Care Board (ICB), the NHS England Controlled Drugs Accountable Officer, and the Police.

Concerns may arise through any channel, including routine prescribing data, patient comments or complaints, other clinicians, the police, or social services.

It is a requirement that all CD incidents be reported to the NHSE CD AO team by all prescribing or dispensing contractors.

ICB CD operational lead is responsible for ensuring that all incidents or other concerns involving the safe use and management of controlled drugs are reported to NHS England's CDAO. They are also responsible for ensuring that providers are aware of the need to report CD incidents and should facilitate incident reporting in relation to CDs. Alliance Chief Pharmacists and their deputies can take over this responsibility in the absence of the ICB CD operational lead. They are to keep NHS England's CDAO informed of updates regarding incidents by email at England.ea-cdao@nhs.net.

ICB CD operational lead is responsible for circulating information and alerts to commissioned providers such as GP practices, dental practices, dispensing doctor's dispensaries, pharmacists working in PCNs urgent care providers and relevant stakeholders (where details are held). Alliance Chief Pharmacists and their deputies can take over this responsibility in the absence of the ICB CD operational lead.

ICB community Pharmacy Lead and Head of Pharmacy are responsible for circulating information or alerts to all community pharmacies in SNEE. In their absence the NHSE Community Pharmacy Contract team (hosted by Hertfordshire and West Essex ICB) should be sent the alerts for dissemination to all Community Pharmacies within SNEE.

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ICB primary care team and dental services team are responsible for circulating information or alerts to all GP practices and dental practices respectively.

- Primary Care e-mail address: sneeicb.primarycare@nhs.net (For all GP related alerts)
- Dental services e-mail address: dental@snee.nhs.uk
- Community Pharmacy e-mail address: lucy.archer@snee.nhs.uk; lee.doherty@snee.nhs.uk

In absence or unavailability of the SNEE ICB Community Pharmacy team, please send to the EOE Community Pharmacy Contract team hosted by HWE.

HWE Community Pharmacy EOE team: hweicbhv.pharmacy@nhs.net

ICB CD operational lead is responsible for ensuring that relevant information, less urgent or follow up alerts are also sent via the ICB primary care newsletter via: john.troup@snee.nhs.uk

CD incident reporting process for all contractors

1. All concerns and incidents related to CDs should be reported to the Lead GP and/or Superintendent Pharmacist or suitably nominated staff within the practice and pharmacy as soon as possible after the incident occurred.
2. Staff are to follow the practice and pharmacy protocols or standard operating procedures for Complaints, Concerns and Significant Event.
3. All CD related incidents including lost prescriptions and lost controlled stationery, wrong deliveries of dispensed CDs, etc should be reported to the NHSE Controlled Drug Accountable Officer by the practice and pharmacy immediately.
4. This should be done via online CD reporting tool: www.cdreporting.co.uk
5. Organisations must register with the online tool at: www.cdreporting.co.uk
6. Staff should be asked to send the incident number to the medicines optimisation team after they have reported it. The incident number should be linked to the alert on the alert log.
7. If criminality is suspected contractors are to contact Police Controlled Drug Liaison Officer for advice: robin.pivett@suffolk.police.uk; drugtestingonarrest@suffolk.police.uk. Tel: 01473 613888 Ext: 2869 Mobile: 07979 178664
8. Learning should be shared within the practice, pharmacy and with colleagues.
9. Learning can also be shared nationally on the National Reporting and Learning System at: <http://www.nrls.npsa.nhs.uk/report-a-patient-safety-incident/>
10. Serious incidents should also be reported to ICB Patient safety team. E-mail address is: sneeicb-nee.si@nhs.net

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11. The ICB safeguarding team may also need to be notified if there are safeguarding concerns. E-mail addresses for each Alliance is below:

North East Essex: sneeicb-nee.safeguarding@nhs.net

Ipswich and East: IESICB.AdultSafeguarding@nhs.net

West Suffolk: WSICB.suffolksafeguardingchildren@nhs.net

References

1. The Controlled Drugs (Supervision of Management and Use) Regulations 2013
<https://www.legislation.gov.uk/uksi/2013/373/contents/made>
2. NICE NG46 (2016) Controlled Drugs: Safe use and management
<https://www.nice.org.uk/guidance/ng46>
3. Controlled drug monitoring in primary care - A practical guide. PrescQIPP. B164 | March 2017 | 2.0
4. Memorandum of Understanding between NHS England East of England and Integrated Care Boards on the Safe Use of Controlled Drugs v 1.9 draft