

Remember to Report Controlled Drugs Incidents or Concerns to your CDAO online via www.cdreporting.co.uk

If you experience an issue or have a concern relating to the prescribing, dispensing, transportation, storage or administration of controlled drugs – **PLEASE REPORT THESE TO YOUR CDAO**

CONCERNS

Concerns relate to issues which *may* occur due to poor practices, system failures or worries regarding colleagues in relation to CDs for example. Reporting concerns may also be a form of ‘whistleblowing’ regarding issues surrounding CD safety e.g.:

- **Worries** by surgery staff that a colleague may be self-prescribing CDs following behavioural changes (*concerns may be reported anonymously*)
- Concerns relating to **unauthorised staff** having access to CD cupboard keys/not following SOPs/worries about CD storage issues
- **Inappropriate prescribing** of high volumes of CDs identified by Hospices, Care Homes, Substance Misuse Services etc
- **Unsafe management and control of CDs** in a patient’s home setting i.e. end of life care

Concerns may be submitted anonymously, but we would be unable to make enquiries to the reporter about the concern or feedback any investigative outcomes.

INCIDENTS

Incidents include events that have already happened directly, or because of, a different occurrence and have caused injury, harm or health damage, including ‘near misses’ for example:

- **Loss of CDs** following a pharmacy break-in/dispensing error/CD spillage
- **Prescribing error** on a Prescription from a GP; wrong medications/too much or too little dosage
- **Running balances** with a **discrepancy** between stock and register/record keeping errors
- **Failure of a syringe driver** in a home setting for end-of-life community care
- **Delivery driver error** – issued to wrong patient/lost on route/ not followed SOPs
- **Dispensing errors/Medicines label errors/incorrect formulations**
- **Fraudulent attempts to obtain CDs**

The above list is not exhaustive but this guidance shares examples of CD incidents which **must** be reported.

When reporting the concern or incident you will be asked to provide details of the event and actions taken, such as:

- What action was taken? Was the patient contacted?
- Was any harm caused to the patient, if so, what action was taken?
- Was the prescriber informed?
- Who else has been informed/notified of the incident?
- What measures have been put in place to prevent recurrence?
- What have you learnt from the incident? Have you shared learning with your team?

If you have any queries, please contact the NHS England Midlands CD Teams at england.midlandscd@nhs.net

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