

## Patient Returns

Patients return unwanted or unused CDs for the purpose of destruction. They must not be returned to stock or reused.

Returned S2 and S3 CDs are still subject to safe custody requirements and must be kept in the CD cabinet until you have arranged a time to destroy them.

If you are not a dispensing practice, it is unwise to accept patient returns - you will not have the resources to process them. Ensure your practice leaflet directs patients to their usual pharmacy.

When a patient, or their representative, brings medication back to the dispensary you should make time to sort it the same day.

Sort the returns carefully to identify any S2, S3 or S4 p1 CDs as these require denaturing before you dispose of them.

To comply with good practice recommendations, log the returned CDs in a “patient returns register” - usually available from the same company that supplied your CD register. It is recommended to keep this register for a minimum of 7 years.

Complete all fields in the patient returns register. This will usually include date of return, person returning the CDs, who originally dispensed the CDs as well as drug name and quantity.

**Ask a colleague to double check your entry and confirm the quantity returned.**

Do not discard the packaging, you will need to identify each item when the time comes to destroy the CDs.

Put the sorted CDs in the CD cabinet, safely separated from your stock (including any expired stock).

Patient returned CDs should be destroyed in a timely manner e.g. later the same week, once a month. You will need to strike a balance between how much space you have in your CD cabinet and how many items will fit in a DOOP<sup>®</sup> kit.