

Raising Concerns

Standard operating procedures (SOP) should clearly define the action to be taken should deviation from the SOP arise including, who to report to, how to investigate and what documentation requires completion.

Your practice should cultivate an atmosphere conducive to reporting incidents and near misses to ensure the safe use and management of CDs, patient safety and maintain a safe working environment.

CD incidents should be reported on the NHS Controlled Drug Reporting website
www.cdreporting.co.uk

Clinical incidents or significant events include:

- Any incident where a patient is harmed or nearly harmed and includes “near misses”, when things almost go wrong;
- Deviation from the SOP or unsafe / illegal practice;
- Incomplete records;
- Stock that is unaccounted for.

In the event of an incident, carry out a root cause analysis (RCA) and prepare a report. The NHS National Patient Safety Agency has developed RCA report-writing tools and templates to use for this purpose.

If the issue can not be resolved satisfactorily within 48 hours, the CDAO and police should be informed immediately. The CDAO should be informed of the outcome of any internal investigations undertaken within your practice. This process may include discussion with the relevant professional body, or other inspectors.

Advice is available, and encouraged to be sought, from the CCG Medicines Optimisation Team (MOT) if concerns or queries relating to the management and use of CDs are identified at any time. These may be related to legal, clinical, practical, contractual or ethical use of CDs. MOT can support you to make changes and guide you through the reporting process.

There may be occasions when MOT identify concerns at a practice e.g. while witnessing a CD destruction or through routine monitoring of CD prescribing.

Police Controlled Drug Liaison Officers		
Mr Gavin Guy	Cambridge City, Cambridge East, Cambridge South	07802 451 130 Gavin.Guy@cambs.pnn.police.uk
DC Harvey Nutton	Huntingdonshire, Fenland, Peterborough	07736 084 567 Harvey.Nutton@cambs.pnn.police.uk

Contact the Medicines Management Team for advice: Clare Moody clare.moody@nhs.net 01480 387 114

Controlled Drug Accountable Officer: Dr Sarah Rann england.ea-CDAO@nhs.net