

NHSGGC Controlled Drug Governance Team

MEMORANDUM



To: Community Pharmacy Teams in NHS Greater Glasgow and Clyde

From: Controlled Drug Governance Team, NHSGGC

Date: 1st March 2023

Subject: Reporting Controlled Drug Incidents – New CD Incident Reporting Form

All health care professionals have a statutory duty to report any incidents, errors or concerns, however minor, regarding the management of Controlled Drugs (CDs) to the NHS Board Controlled Drugs Accountable Officer (CDAO).

An electronic Controlled Drug Incident Reporting Form is now live and should be used to report any CD concerns/incidents from 1st March 2023.

The new CD Incident Reporting Form can be accessed via the link below:

<https://forms.office.com/r/4TWawRnRn6>

Important: There is an option to **print/save the form at the end** - please ensure that you retain a copy for your records.

The CD Governance Team will accept reports on the old Word version of the form until the end of April, after which we would ask community pharmacy colleagues to use the electronic form only.

An overview of the information to be completed on the form:

- The full name, address and contractor code of the pharmacy, and contact details to enable us to contact the relevant person should more information be required
- The type of incident – prescribing/dispensing etc
- The drug(s) and formulation involved - allows us to identify if a problem is occurring with a particular drug/ brand/ formulation
- A summary of the event, stating clearly what happened, why it happened and who was involved; if patient safety was at risk then details should also be included
- Details of the immediate actions taken to resolve the situation
- Details of the actions that will be taken to prevent this from happening again
- The learning acquired from investigation of the incident within the pharmacy

Further information on reporting incidents and concerns relating to CDs can be found in the Guide accompanying this memo.

If you have any questions about completing the new form or around controlled drugs in general, please e-mail cdgovernance@ggc.scot.nhs.uk