**NHS Highland Process for Reporting Information on “Lost or Stolen” Prescriptions**

NHS Highland Community Pharmacy Services operates a process for circulating information to all community pharmacies in Highland where prescriptions are reported as having been lost or stolen. Information is circulated in a bid to reduce the likelihood of forged prescriptions being presented at pharmacies and to prevent patients from receiving duplicate medication from more than one pharmacy. The process applies to lost or stolen prescriptions for any controlled drug where a replacement prescription has been generated and issued due to the currency they possess. Other medicines may be reported where there is a genuine cause for concern. Clinics and Practices should have their own procedures in place for cancelling lost prescriptions and determining the circumstances when issue of a replacement prescription is appropriate. All incidences of lost or stolen blank prescription stationary should be reported.

Examples include:

* A patient reports that a controlled drug prescription such has methadone has been lost or stolen and a replacement prescription is issued.
* A practice or clinic suspects that blank prescription stationary has been stolen.

**The procedure for reporting lost prescriptions is as follows:**

* 1. Collate required information using the appropriate template (Appendix A or B). Appendix A should be used for **completed** prescriptions which have been lost or stolen. Appendix B should be used for **blank** prescriptions which have been stolen from the practice or clinic.
  2. The prescription serial number or Unique Prescription Number should be recorded to help pharmacists identify the prescription.
  3. Forward information to CPS office using the appropriate template by:

Email (preferred) to [nhsh.cpsoffice@nhs.scot](mailto:nhsh.cpsoffice@nhs.scot)

* 1. CPS office will circulate to all community pharmacies in Highland.
  2. Information is also circulated to:
     1. Director of Pharmacy
     2. Substance Misuse Pharmacists
     3. Controlled Drugs Inspectors
     4. Drug and Alcohol Team
     5. Police
     6. Counter Fraud Liaison Officer

If the prescriber, practice or clinic has lost the prescription, also contact [nhsh.nhshighland.accountableofficer@nhs.scot](mailto:nhsh.nhshighland.accountableofficer@nhs.scot)

* 1. Where prescriptions are bar coded the ePharmacy helpline (0131 275 6600) can be contacted to enquire if the original prescription has been issued already and if not the original can be cancelled. The “Barcode Reference Number” is required to do this. This does not apply to prescriptions printed using current SMS IT system.