

SOP 8: Template Standard Operating Procedure for Dealing with Controlled Drug Incidents and Errors

Objectives

To ensure reporting and escalation processes are in place for the safe management and use of controlled drugs (CDs).

Provide assurance that incidents are reported and dealt with appropriately and ensure timely actions are taken to mitigate risks and share learning from the lessons learnt.

Scope

This SOP encompasses the significant event procedure used to record incidents or discrepancies within the CD procedure and to define when an incident should be reported to the CCG and the local NHS England CD Accountable Officer.

Responsibilities

All clinicians and Practice staff are responsible for the safe management and use of controlled drugs

The CD GP Lead for controlled drugs in the Practice should be informed of all issues relating to controlled drugs in the Practice and depending on the type and seriousness of the incident, reporting may need to be escalated to the CCG, the NHS England Controlled Drugs Accountable Officer and the Police.

Concerns may be raised through any channel, such as routine prescribing data, patient comments or complaints, other clinicians, the police or social services. A decision to refer the matter to other agencies may be taken in consultation with others in the Practice, defence organisations, the CCG etc., and this decision should be taken at the outset.

Process and Records

1. All concerns and incidents related to CDs should be reported to the Lead GP and CD Lead within the practice as soon as possible.
2. Follow the practice protocols for Complaints, Concerns and Significant Event.
3. Report CD related incidents, including lost prescriptions and lost controlled stationery, via the online CD reporting tool: www.cdreporting.co.uk or other local incident reporting

systems (excluding patient identifiable information) to share learning and to identify areas of concern and systems improvement.

4. All serious incidents should be reported to the NHSE Controlled Drug Accountable Officer immediately. This should be done via online CD reporting tool: www.cdreporting.co.uk.
5. For any serious incidents that are STEIS reportable the practice should also report these to the CCG by emailing: seriousuntowardincidents@nhs.net

(Serious Incident Framework Supporting learning to prevent recurrence NHSE 2015).

In these instances, practices must submit a rapid review of the incident within 72 hours and a full root cause analysis within 60 days. The case will be reviewed at the CCG Serious Incident Review Panel. The practice will be informed when the incident has been closed or if further information is required.

6. Organisations must register with the online tool at www.cdreporting.co.uk or by emailing england.lancscontrolleddrugs@nhs.net. This web-based system will also be used for annual declarations for CDs and can also be used to request an authorised witness for destruction of stock CDs.
7. If criminality is suspected contact Police Controlled Drug Liaison Officer for advice or report to 101 and get a crime number.
8. Learning should be shared within the practice and with colleagues.
9. Learning can also be shared nationally on the National Reporting and Learning System at <http://www.nrls.npsa.nhs.uk/report-a-patient-safety-incident/>
10. Serious incidents should also be reported to National Reporting and Learning System (NRLS) and Strategic Executive Information System (STEIS). Refer to CQCs guide [https://www.cqc.org.uk/sites/default/files/20160229_briefguide-
interpreting_reporting_incident_data.pdf](https://www.cqc.org.uk/sites/default/files/20160229_briefguide-interpreting_reporting_incident_data.pdf)

References

1. The Controlled Drugs (Supervision of Management and Use) Regulations 2013 <https://www.legislation.gov.uk/uksi/2013/373/contents/made>
2. NICE NG46 (2016) Controlled Drugs: Safe use and management <https://www.nice.org.uk/guidance/ng46>