



Reporting Controlled Drug (CD) Incidents and Concerns



The regional NHS England Controlled Drug Accountable Officer (CDAO) is the CDAO of all organisations that are not considered a “controlled drug designated body” (e.g., community pharmacies; GP practices; dentists; care homes; some substance misuse services; and private ambulance services). This means that every incident that involves a CD - regardless of the CD schedule - must be reported to the NHS England CDAO team via an incident report.

What to report

- Accounted for losses e.g. spillages, wrongful destruction, manufacture error
- Patient involved e.g. administration, dispensing, prescribing or delivery errors
- Unaccounted for losses e.g. running balance issues, lost/missing/stolen CDs or prescriptions, recording or register errors
- Patient, member of the public or professional/employee of concern e.g. allegation of fraudulent activity including theft and diversion, drug seeking behaviour and illicit use
- Governance e.g. CD cupboard unlocked, storage errors
- Any other incident or concern involving any schedule of CD

How to report

- All CD incidents should be reported via **www.cdreporting.co.uk** - an email to the London CDAO team is not necessary
- When you are filling in the free text sections of the report please provide as much detail as possible to enable the London CDAO team to understand what happened. What are the contributory factors and causes? Assess the risk including the impact on the patient, determine if appropriate action has been taken and whether steps have been implemented to prevent recurrence
- Do not include Patient Identifiable Data (PID) in the report: if this is required, a member of the London CDAO team will request this information

Who to report to

- The London CDAO team via **www.cdreporting.co.uk**
- Internally within your organisation e.g. superintendent/governance/manager etc - as per your SOPs
- Include who else you have reported to within your incident submission alongside any relevant reference numbers
- Is it an event involving patient safety? Report to the Learn From Patient Safety Events Service (LFPSE)
- Is it a crime? - report to the Police (via 101 or 999 for emergencies) & CDLO
- Does it require reporting to a regulator? e.g. GPhC/NMC/GMC/GDC/HPCPC
- Does it involve fraud? - report to NHS Counter Fraud
- Does it affect a licence? - report to the relevant licensing authority

Acknowledgement:

We would like to thank the NHSE East of England CDAO team as this aide memoire is based on their template.