

PROCEDURE FOR LOST/STOLEN/FORGED PRESCRIPTIONS

1. Any person(s) identifying a lost/stolen/forged prescription or prescriptions must immediately notify the Medicines Management Team by telephoning 01992566144 during office hours Monday to Friday 9am to 5pm. Out of office hours, the CCG on-call Director should be contacted by telephoning **07623979140** but only for those incidents that would constitute a Serious Incident.
2. Telephone notification should be followed up by completion of a lost/stolen/forged prescription form (Appendix 1) which should be faxed or emailed through to the Medicines Management Team during office hours.
3. Any person(s) identifying a lost/stolen/forged prescription or prescriptions must immediately notify the police by telephoning Essex non-urgent number **01245 491491** or **101**. They should obtain a crime reference number, the name and contact details of the attending police officer and include these details on the above form.
4. Immediately upon discovery of a lost or stolen prescription(s), the respective prescriber must handwrite/sign all subsequent prescriptions in red ink for a period of three months.
5. Upon receipt of a completed fax/email, where there is a risk that one or more prescriptions may be presented for dispensing, all Essex and neighboring Community Pharmacies will be notified by the NHS England Area team (incidents team); the form attached in Appendix 2 should be completed and sent to them. The Medicines Management Team will complete a CCG Incident Form and attach Appendix 1 to this
6. The Medicines Management Team will locally conduct a root cause analysis investigation in conjunction with the practice. This will involve the completion of a checklist regarding processes for safe storage of prescription pads (Appendix 3).

Appendix 1

LOST/STOLEN/FORGED PRESCRIPTIONS

PART ONE -To be completed by person reporting notification

Date of notification Date aware of loss of theft / suspicion

Date of loss/theft/suspicion (if known)

**Notifying Practice/Pharmacy/Other:
Name, Address and Telephone
Number**

Type of Issue (please tick): **Lost** **Stolen** **Forged**

The following numbered NHS prescription forms have been notified to us as lost/stolen/forged:-

Prescription Number/s

Types of Prescription Forms (tick appropriate box)

FP10NC	Non-computerised form (personalised)	
FP10D	Dental form	
FP10HP	Hospital form	
FP10MDA-S	Drug Addict form for use in a practice (personalised)	
FP10MDA-SS	Controlled Drugs for Drug Addicts (single sheet)	
FP10PN	Practice Nurse form /Community Nurse	
FP10SS	Computerised Form	
FP10HNC	Hand Written Form – Hospital Based Prescribers	
FP10HMDA-S	Controlled Dugs to Addicts	
FP10MDA-SP	Supplementary Prescribers	
FP10PCD	Private Prescribers – Management of CD's – Schedule 2 & 3 Drugs	

Details of Prescriber as it appears on the prescription, e.g., stamp (whose prescription pads have been lost/stolen/forged)

Prescriber has been informed to handwrite / sign prescriptions with immediate effect in red ink for a period of 3 months.

Prescribers Name _____

Signature _____

LOST/STOLEN/FORGED PRESCRIPTIONS (Cont'd)

Full details of theft/loss (please detail full circumstances in all cases)

Name of person reporting and job title
(GP, Practice Manager etc)

Contact telephone number (s) of person
reporting

Details of drug(s) on prescription(s): (If not applicable, write N/A)

Description of 'Suspect': (if not applicable, write N/A)

Immediate Action taken:

Have police been notified:

YES

NO

Police Station:

Incident/Crime No:

Caller No/Name of Police Officer

Now fax this document immediately to the Medicines Management Team:

Fax: 01992 566148 or email to WECCG.MedicinesOptimisationteam@nhs.net

Appendix 1 (Cont'd)

LOST/STOLEN/FORGED PRESCRIPTIONS (Cont'd)

**PART TWO
TO BE COMPLETED BY MEDICINES MANAGEMENT TEAM**

Reference Details:

Reported to NHS England:

On behalf of West Essex Medicines Management Team

Name:

Signature:

Additional Information / Details of Outcome / Follow-up visit

Appendix 2

Email to be sent to:

**Elizabeth Bennett, Programme Manager, Controlled Drugs
NHS England – East.
Victoria House,
West Wing
Capital Park,
Fulbourn**

**Office phone: 0113 825 4917
Cell phone: 07900 715 395
Email; elizabethbennett@nhs.net**

This information will be used to to action a patient / prescription Cascade Alert to healthcare providers across Essex.

From: West Essex Medicines Management Team

**Direct Line: 01992566144
Fax: 01992566148**

For the attention of: All GP Practices in West Essex CCG

For action

All Community Pharmacies in Essex,
Hertfordshire, North East London
and East Anglia Area team
WIC/OOH
Accident and Emergency

For action
For information
For information

Date:

No. of pages including cover:

Re: URGENT – LOST/STOLEN/FORGED PRESCRIPTIONS

A number of prescriptions, (serial numbers unknown / numbered) have been lost/stolen.

They were lost/stolen from:

.....

on.....

Therefore all prescriptions written by.....will be signed in red ink for
Three months until.....

If you have any doubt as to the authenticity of a prescription, please contact the Police
quoting reference number and contact details as follows: _____

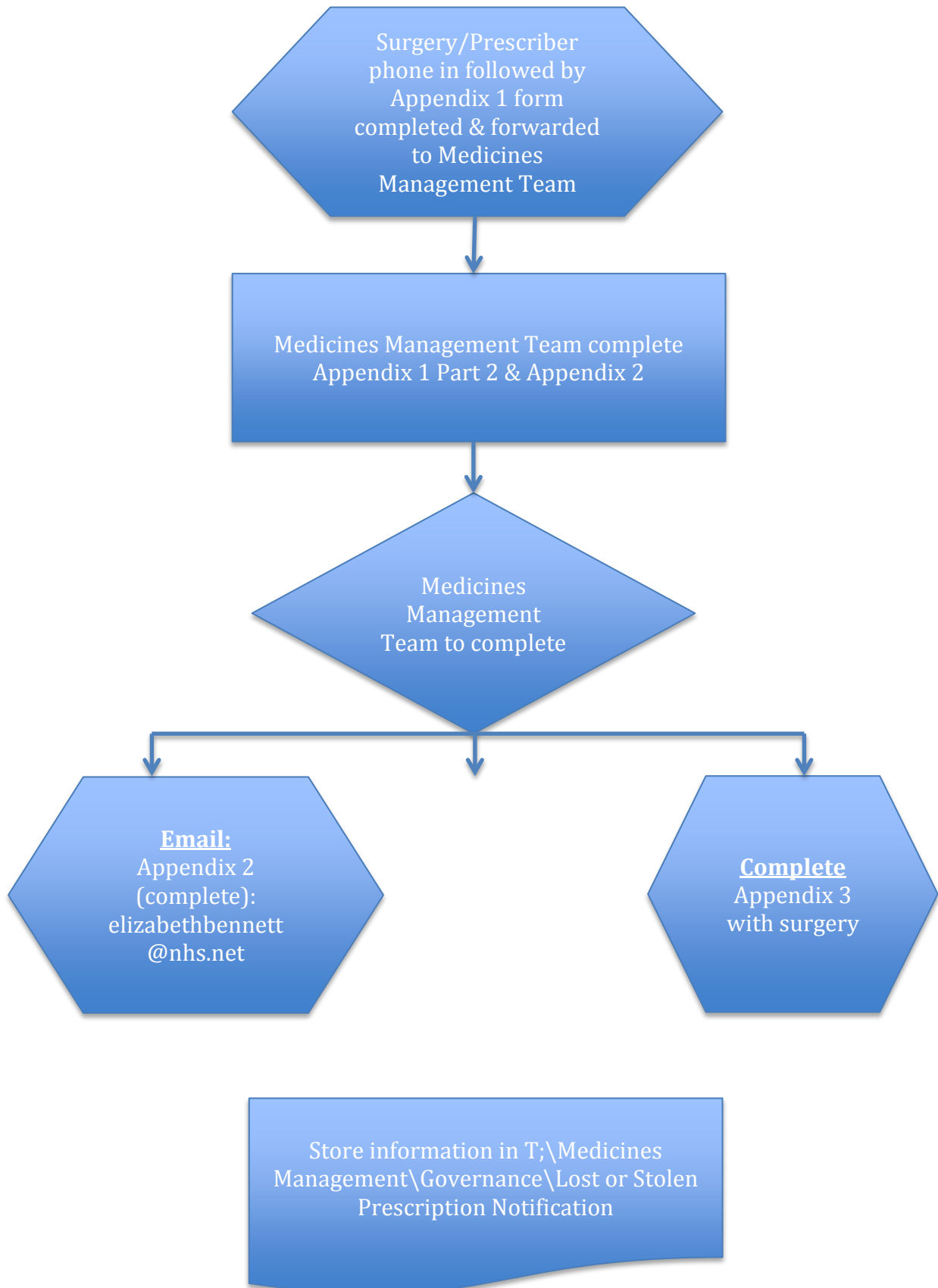
For further information, contact the Medicines Management Team on 01992566144
Area team to confirm the Email has been received and the alert has been circulated

Appendix 3

Checklist for SAFE STORAGE OF PRESCRIPTION PADS AND STAMPS on Surgery Premises

RECOMMENDATION	Y/N	ACTION
Obtaining Prescription Forms from Contractor Services		
• Is one person in the practice responsible for the ordering and receipt of prescriptions from Contractor Services?		
• Is a record of the date, numbers of requests and receipts that are made for forms being kept?		
• Is the number range on the forms received recorded?		
• Is the number range of the prescription forms place in each printer recorded? (Computer generated prescriptions can go missing)		
Storage		
• Are FP10s stored in a safe locked cupboard or drawer?		
• Are there designated key holders for the storage place?		
Issuing Prescriptions to Individual Doctors		
• Is a record of the date and number range kept?		
• Is the doctor signing for them?		
Use of Forms		
• Are prescription pads left in consulting or treatment rooms kept in a locked drawer or in a safe place, out of reach of patients?		
• Are prescriptions held by an individual prescriber kept to a minimum, e.g. in the doctor's bag or elsewhere on surgery premises?		
• Are prescriptions stored in a prescriber's car kept to a minimum or being avoided?		
• Are forms being pre-signed?		
Practice Stamps and Fee Forms		
• Are the address stamps being stored securely, out of sight and reach of visitors and patients?		
• Is the number of stamps and their locations known and checked periodically?		
• Is NHS fee money, receipt forms etc, stored in a secure place?		

Medicines Management Team Lost or Stolen Prescriptions



Medicines Management team

Checklist for Lost or Stolen Prescriptions

Date & Time incident reported	
Name of person receiving information	
Date & time appendix 1 sent to reporter of incident, prescriber notified to write handwritten scripts in red for 3 months	
Date & time appendix 1 received back and filed on T drive	
Appendix 1 completed by	
Date ,time and person sending appendix 1 to cfsms	
Date & time Appendix 2 completed and sent to incident team, request confirmation when alert is sent out and filed on T drive	
Appendix 2 completed and sent by	
Confirmation received by area team , alert has been sent out	
Completed by	
Date & time appendix 3 sent to the practice to complete and review procedures	
Completed By	
Appendix 3 received back from practice with review and filed on T drive	
Completed By	