



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 “designated body” (e.g., community pharmacies; GP practices; dentists; care homes; substance misuse services; air ambulances; and other organisations). This means that every incident that involves a CD - regardless of the CD schedule - must be reported to NHS England as 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
- Pharmacy first monitoring
- 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 CDAO/team is not necessary
- When you are filling in the free text sections of the report, think about what information the CDAO will need in order 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, an investigator will request this information

Who to report to

- The CDAO 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
- Relate/affect a license? - Wholesale Distribution license report to MHRA, Domestic CD license report to Home Office