

Welcome to the 8th edition of our toolkit designed to share good practice and lessons learned from medication incidents involving our clients.

Dispensing earlier than stated date on prescription

What happened - We recently investigated an incident where a female partner of a client phoned a pharmacy impersonating the prescriber (female) in order to authorise early collections of his Espranon medication, which was fulfilled. The client would attend the pharmacy for his medication before the stated collection date. He informed us of this incident after this relationship ended.

What did we do next - We immediately contacted the pharmacy to stop all prescriptions. The client was subsequently reviewed and resumed treatment under daily supervised consumption. He understood his wrongdoings.

What else did we do – We sought advice from our Medicines Management group and Herts LPC. This is because we know that our prescribers have phoned you, on a few occasions, to request you dispense a day earlier (followed by a letter or email).

We learnt that instructing a pharmacist to dispense earlier than the stated date on a prescription can only take place when Home Office wordings allow, with a replacement prescription or a written instruction on the current prescription. We apologise for this. We will no longer make this request without following this process.

Our new Alcohol Telecoms Service

Last Winter, in response to increased levels of harmful drinking during lockdown, we launched a new service for people who are drinking more than usual but may not think about visiting a regular treatment centre.

This new team support people drinking at harmful levels but who are not physically dependent (scoring between 8-19 on an [alcohol audit](#)) and provide:

- **Information and Brief Advice** – a one-off session for those scoring 8-15 on AUDIT. We will offer alcohol advice, health promotion and education.
- **An Extended Brief Intervention (EBI)** for those scoring 16-19 on AUDIT, comprising of 6 sessions – where we explore the person's relationship to alcohol, the impacts on their health and help them develop coping strategies, resilience, and recovery capital
- **Remote support via phone or video call** so people can access support without having to travel

Self Referrals can be made via telephone on
0800 652 3169 or online: change-grow-live.org/herts

General Prescription Requirements

We received a query from a community pharmacist regarding the general prescriptions requirements for Section 2 and 3 controlled drugs. The question related to the **absence of the GMC number from our medical prescribers on our FP10 prescriptions**. The pharmacist declined to dispense on these grounds.

I'm reliably informed by our Medicines Management Department and Herts LPC that the GMC number is not a legal requirement. **Prescriptions issued by Non-Medical Prescribers will have the name and professional registration number**, which for nurses is the NMC number and for pharmacists is the GPhC.

You will already be familiar that the CD prescription requirements for all MDA forms for Schedule 2 and 3 CDs must include:

- Patient name and address
- Drug name
- Dose ("as directed" not permitted)
- Formulation
- Strength (where appropriate)
- Total quantity/ dosage units of preparation in both words and figures (or total volume in mls for liquid)
- Prescriber signature and address
- Date of Issue

The period of treatment must not exceed 14 days for any drugs ordered in instalment and must specify the instalment amount, and interval, between each instalment.

All printed prescriptions issued by us comply with these requirements.

Prescribing members of staff

- Dr Gideon Felton
- Professor Fabrizio Schifano
- Dr Zahra Naderian
- Dr Tayaba Malik
- AnnaMarie Felice - Nurse Clinical Lead and Non-Medical Prescriber
- Hannah Hemp - Non-Medical Prescriber
- Azlinda Jolly - Non-Medical Prescriber
- Leigh-Anne Mupfumira (Agency) - Non-Medical Prescriber NMC Pin 00J2170E

Contact us

Our Single Point of Contact (SPOC) is **0800 652 3169**, which operates during these hours:

- Monday: 09:00- 17:00
- Tuesday: 09:00- 19:00
- Wednesday: 09:00 - 19:00
- Thursday: 09:00 - 19:00
- Friday: 09:00 - 19:00
- Saturday: 09:00 - 17:00

You can also email us on herts@cgl.org.uk