

SENT VIA EMAIL

To: All GP Practices

Tel : 028 9536 3926

Fax : 028 9536 3126

Web Site:

www.hscboard.hscni.net

4th May 2018

Dear Colleagues

**SECURITY MEASURES FOR ORDERING AND COLLECTING
PRESCRIPTIONS**

HSCB has recently investigated an incident whereby an individual had been obtaining prescriptions by deception from a GP practice for sleeping tablets on a repeated basis and over a significant period of time. The individual had been personally ordering and collecting the prescriptions from the practice and had become familiar to practice staff. Certain circumstances subsequently led to suspicion and when challenged as to her identity, the individual gave a false name and left the premises.


Based on learning identified from investigation of this incident, we request that all GPs practices consider the following recommendations:

1. Establish a process in relation to the information required to confirm the identity of anyone ordering or collecting a prescription. All relevant practice staff should be made aware of this process.
2. Be particularly vigilant in relation to prescription requests involving drugs liable to abuse/misuse e.g. anxiolytics, hypnotics and analgesics.
3. Patients should take responsibility for ordering their own prescriptions unless there are exceptional circumstances which must be agreed in advance and recorded in the patient's clinical record. Alternatives to telephone ordering may provide greater security— see repeat/acute prescribing protocol guideline at link below:
<http://www.medicinesgovernance.hscni.net/primary-care/gp-practice/repeatacute-prescribing-audit/>
4. Review repeat and acute prescribing protocols to ensure that systems are as robust as possible.

5. Ensure that medication reviews are carried out regularly to confirm that:
 - a. ongoing prescribing is **appropriate and necessary**;
 - b. the patient is actually getting the prescriptions as detailed in their computer record.

If you require any further information please access the resources on the Medicines Governance website (link above) or the Primary Care Intranet, or contact your Pharmacy Adviser.

Yours sincerely



Dr Margaret O'Brien
Assistant Director of Integrated Care
Head of General Medical Services



Joe Brogan
Assistant Director of Integrated Care
Head of Pharmacy and Medicines
Management

Contact details for Local Integrated Care Offices:

Belfast 12-22 Linenhall Street Belfast BT2 8BS Tel: 028 9536 3926	South Eastern 12-22 Linenhall Street Belfast BT2 8BS Tel: 028 9536 3926	Southern Tower Hill Armagh. BT61 9DR Tel: 028 9536 2104	Northern County Hall 182 Galgorm Road Ballymena BT42 1QB Tel: 028 9536 2845	Western Gransha Park House 15 Gransha Park Clooney Road Londonderry BT47 6FN Tel: 028 9536 1010
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