

# Reporting a Controlled Drugs Incident to NHS England



1. Register or Log in to the CD Reporting website:

[www.cdreporting.co.uk](http://www.cdreporting.co.uk)

2. Select Incident on the home page

**Incidents**— include events that have already happened, directly, or as a result of a different occurrence, and have caused injury, harm, or health damage, including 'near misses'; for example:

- Loss of CDs following a pharmacy break-in
- Prescribing error on a prescription
- Administration errors
- Dispensing errors

3. Record the **Date and Time of incident**

4. Record where the incident took place. You can list multiple organisations in your profile, if the organisation you are looking for is missing, please add this to your profile information.

5. Enter the incident category. The categories will provide further options to select from. Multiple selections can be made.

6. Write a description of the incident and the learning that has taken place. Please provide information on what the issue relates to, and give of a summary of what happened, or concerns of what may happen, based on actions, the scenario, environment, behaviours and set practices.

7. Tell us about individual(s) involved in the incident, this could be patient or members of the public, professionals, employees, or other. Not applicable is also included as an option. Please provide the additional details for Professionals, however **do not include patient identifiable information**.

8. Physical and Psychological Harm and Patient outcome. Please enter a measure of known physical and psychological harm to the patient, as well as provide information on the outcome for the patient This has replaced the Risks score previously used.

**9. Controlled Drugs or CD Devices**—record the drugs you are aware of, or suspect are involved in the incident, including the amount, dosage or medicine strength, and type, i.e. tablet, patch, etc. **Remember** to list the **generic** drug title, such as: GABAPENTIN, and **not** brand name: Neurontin. Generic names are listed in a ‘drop-down’ menu. Multiple drugs can be listed. Also record if a device was involved from the drop down list.

#### Section 7: Details of Controlled Drug or Device involved

Was a controlled drug involved?

- Yes  
 No  
 Don't Know

Controlled drug involved  
 Please record the controlled drug(s) involved

Generic controlled drug name  
 Please Select   
 Don't know

**10. Other organisation may need to be informed about the incident.** Please record when this is the case. A compressive list or other reporting places has been listed, along with “Other” option.

**11. Supporting Information**—reporters may also add documents to reports, in PDF, Word or Jpeg format. This could include photographs of suspicious (fraudulent) CD prescriptions, or illegal driver activity when delivering CDs to homes, or incorrectly completed CD registers, or ineffective / potentially dangerous SOPs.

**12. Save or Submit?** Reports can be saved to complete at a later time. The reporter will be sent an email reminder two weeks from saving report. After a further seven days if the report has not been submitted, it will be automatically deleted. A report can be saved at anytime during the writing

**13. Summary section.** Please check the summary is correct before submitting the report by clicking on “edit”. Reports can now be added to once they have been submitted, if information is discovered once the report is submitted.

**14. Making a Declaration**—before submitting the report, you will be asked to confirm that a true reflection of the incident, to the best of your knowledge has been submitted and that it complies with the Eu General Data Protection Regulation (DGPR) and Data Protection Act 2018. This feature has not changed from the earlier programme, and acts like a signature on a paper form.

**15. Submission**—once submitted, you will receive a reference number. You can access a copy of your report in the “**My Report**” section on the website. You can add additional information to the report from here as well. The Regional CD team will contact you if there are any further queries, and you may receive a message to action in the “**My messages**” section of the website.

#### Contact your local NHSE CD Team:

##### East of England:

[england.ea-cdao@nhs.net](mailto:england.ea-cdao@nhs.net)

##### London:

[england.londoncdaccountableoffice@nhs.net](mailto:england.londoncdaccountableoffice@nhs.net)

##### Midlands Central:

[england.centralmidlands-cd@nhs.net](mailto:england.centralmidlands-cd@nhs.net)

##### Midlands North:

[england.northmidlandscd@nhs.net](mailto:england.northmidlandscd@nhs.net)

##### Midlands West:

[england.westmidlandscd@nhs.net](mailto:england.westmidlandscd@nhs.net)

##### North East & Yorkshire:

[england.cumbrianortheast-cds@nhs.net](mailto:england.cumbrianortheast-cds@nhs.net)

[england.yhcdao@nhs.net](mailto:england.yhcdao@nhs.net)

##### North West:

[england.nwcdreporting@nhs.net](mailto:england.nwcdreporting@nhs.net)

##### South East:

[england.southeastcdao@nhs.net](mailto:england.southeastcdao@nhs.net)

##### South West:

[england.southwestcontrolleddrugs@nhs.net](mailto:england.southwestcontrolleddrugs@nhs.net)