

Management and control of prescription forms

Aide-mémoire for practice managers

- Develop a culture of awareness amongst staff and prescribers of the issues and risks surrounding the management and control of prescriptions.
- Ensure that robust policies and procedures are in place to effectively manage and control prescription forms in the practice.
- Designate a member of staff to accept overall responsibility for managing and overseeing the whole process– from ordering, receipt, storage and transfer of prescription forms, as well as access to them.
- Check deliveries of prescription form stock from the area team/supplier whilst the delivery driver is still present, to check order and amount are correct and packaging is sealed and unbroken. To speed up this process we recommend that two people carry this out.
- Report and investigate irregularities at delivery stage immediately with the area team/supplier.
- Transfer prescription form stock to secure storage immediately.
- Ensure access to secure storage is restricted and all staff access to/from secure storage is recorded
- Maintain clear and unambiguous records on prescription form stock received and distributed.
- Patients, temporary staff and visitors should never be left alone with prescription form stock or allowed into secure areas where forms are stored.
- Maintain an up-to-date list of all prescribers within the practice to account for those who have left, moved employment/CCG area or been suspended from prescribing duties.
- Prescribers conducting home visits should be alerted to and be mindful of the risks associated with carrying around prescription forms or leaving them unattended.
- Personalised prescription forms which are no longer in use should be securely destroyed, e.g. by shredding, before putting into confidential waste.
- Spoiled or cancelled prescription forms should be retained for audit purposes.
- Any suspected fraud incident involving prescriptions should be reported to either the Fraud and Corruption Reporting Line 0800 028 4060 or via the online reporting system at <https://cfa.nhs.uk/reportfraud>