

Management and control of prescription forms

Aide-mémoire for NHS England regional teams

- Develop a culture of awareness amongst all regional team staff, all prescribers and GP practice staff of the issues and risks surrounding the management and control of prescriptions. Reports of lost or potentially lost prescriptions require immediate action.
- Ensure that robust policies and procedures are in place to effectively manage and control prescription forms.
- Designate a member of staff to accept overall responsibility for overseeing the whole process involved – from the ordering, receipt, storage and transfer of prescription forms to their overall security (including access to them).
- Maintain an up-to-date list of prescribers and GP practices to account for those who have left, moved employment/CCG area or been suspended from prescribing duties.
- Check orders received from prescribers and GP practices against current details and status before issuing prescription form stock.
- Check deliveries of prescription form stock from the secure printer/supplier whilst the delivery driver is 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 secure printer/supplier.
- Transfer prescription form stock to secure storage immediately.
- 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.
- For onward delivery within NHS England and to other organisations (e.g. to GP practices, nurse/pharmacist prescribers), prescription form stock should be sealed to prevent access whilst in transit.
- Onward deliveries should be by internal/approved courier and only handed over when signed for.
- 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>