Guidance for all organisations to use the CD reporting website - London Region

(Version 1.3)
**Guidance for all London organisations for use of the CD reporting website**

Issue Date: 17 March 2015

Revision date: 17 August 2015

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This guidance has been adapted from the support materials developed by the NHS England colleagues who are responsible for developing the CD Reporting website.
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1. **Introduction**

1.1 **Background**

This guidance is for any organisation, whether NHS or private, to report incidents involving controlled drugs. NHS England\(^1\) has developed a website solution to enable the reporting of all controlled drugs incidents. The NHS England London Region will be adopting this solution from 1 April 2015. It is easy to use and records each incident so that the Controlled Drugs Accountable Officer can manage and oversee the risks in a controlled and safe way to ensure patients are safe from harm.

**Do not** use the website solution to report incidents relating to forged prescriptions or other situations where an alert may need to be circulated.

In these circumstances, the existing alert reporting template should be completed and emailed to england.lon-alerts@nhs.net

In addition to reporting incidents and concerns, the web solution will eventually allow the submission of occurrence reports, periodic declarations and requesting controlled drugs destructions. **These functions are not yet supported in the NHS England London Region and must not be used by organisations in London.**

2. **What you will need**

To undertake this process you will need access to the internet and can use any search engine e.g. Internet Explorer (minimum version 9), Google Chrome, Firefox etc.

3. **What you need to do**

Type in the following into your search engine:

**URL:**  [www.cdreporting.co.uk](http://www.cdreporting.co.uk) press enter/ return

**Tip - You can save it as a favourite on your home page for easy access.**

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\(^1\) The web based solution was developed by the Greater Manchester Area Team, now part of the NHS England Northern Region.
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You will see the NHS England Controlled Drugs website home page. (Fig.1)

When you log on for the first time please register your details. To do this you will see a banner ‘Registration’ click here. Once you are a member, you can access the website by clicking the ‘member’s area’ button. Complete all details marked with an asterisk as you will not be able to register unless all the boxes have information entered. When complete, press submit and you will receive a confirmation email to the email address you have registered with. You are now registered and will be able to enter via the ‘members’ area’.

Tip – You will only be able to add incidents if you are registered.

Fig. 1
4. How to report a controlled drugs incident

From the CD reporting home page ‘click’ ‘members area’ This will take you to the reporting page (Fig. 2) where there are options to report an incident; complete an annual declaration (GPs and Dentists); complete a quarterly occurrence report (e.g. hospitals and hospices) or request destruction of controlled drugs. Select ‘incidents and concerns’.

Fig. 2

This will take you to the ‘Start Reporting’ page (Fig. 3). On this page is an important message about patient identifiable information and advice if the web page takes longer than expected to load. Please read. Once you have read the statement, a button will appear that says ‘Start Incident’. Click this button.

Tip: You can read the ‘define risk rating’ information on this page.
Fig. 3

Two drop down boxes will appear (Fig.4). Please select the geographical area you are in and also whether you are an organisation that submits a quarterly occurrence report e.g. hospital, hospice.

Fig. 4

Click ‘next’ and answer the questions in Section 1 (Fig. 5) about you. Then click ‘next’ and answer the questions in Section 2 (Fig. 6).
Fig. 5

Tip – If you do not know the answer then fill the space with either N/A or don’t know. If you leave it blank it will not let you finish reporting the incident.

Tip – If you are not sure of your registration number then click on the body you are registered with and you can search for your registration number.

Fig. 6
Fig. 7

Click ‘next’ and you will be taken to Section 3 (Fig. 7). This section is about the detail of the incident. Enter the details of the professional involved and if they have a registration number you can click on the professional body relevant to the individual and obtain their registration number if you do not already have it.

**Reporting requirements**

The section headed ‘reporting requirements’ is for reporting to specific regulating departments.

**RIDDOR:** The Health and Safety Executive manages RIDDOR reporting. “RIDDOR requires employers and others to report deaths, certain types of injury, some occupational diseases and dangerous occurrences that ‘arise out of or in connection with work’. Generally, this covers incidents where the work activities, equipment or environment (including how work is carried out, organised or supervised) contributed in some way to the circumstances of the accident”.

Please visit their website for further details. [http://www.hse.gov.uk/riddor/index.htm](http://www.hse.gov.uk/riddor/index.htm).

**STEIS:** The Strategic Executive Information System (STEIS) is for reporting an incident that occurred during NHS funded healthcare (including in the community), which resulted in patient harm.

**SEA/SI:** A Significant Event Audit (SEA) or Serious Incident (SI) is defined by [www.patient.co.uk](http://www.patient.co.uk) as “identify[ing] events in individual cases that have been critical (beneficial or detrimental to the outcome) and to improve the quality of patient care from the lessons learnt”. Your organisation may require you to complete an audit, please refer to your organisations reporting process.
**National Reporting and Learning System (NRLS):** Patient safety incidents are any unintended or unexpected incident which could have, or did, lead to harm for one or more patients receiving NHS-funded healthcare.

Please note: The NRLS do not investigate individual reports, but they do record public concerns and use this information to improve safety.


**Report a patient safety incident**

Next enter the site and type of incident that has occurred. Please note there are drop down boxes for you to select an organisation and a type of incident. Only select “other” if you cannot find your organisation or the type of incident. When you select “other” you will be asked for more information. There is a section for “Additional Therapeutic Drugs Involved”, at the bottom of the page, where you can add the drugs involved and also a section to add additional staff information if more than one person was present. Click ‘next’.

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**Fig.8**
Section 4 (Fig.8) is to risk score each incident. Please note: there is risk score guidance available at the bottom of the page to help you. Score the likelihood and severity- the scores are added up and not multiplied. Examples are as follows: a CD spillage would be rated Green 1-4 and a patient given the wrong medication and having to be hospitalised would be rated Red 8-10.

The next question asks if the incident is patient related to identify whether a patient was involved, whether there was any advice that was given to the patient and whether there was any harm. When complete click ‘next’.
Section 5 (Fig. 9) is about the incident and the outcomes.

(Fig.9)

This section is for you to provide as much detail as possible about the incident. The more comprehensive the information provided, the more likely it is that the Accountable Officer for Controlled Drugs will be able to close the incident expeditiously.

Please note: Section 5 is the last point at which an entry can be checked, by going back to previous sections, prior to submission. Once you enter section 6, if you go back you will lose all previously entered information.

Section 6 (Fig. 10) – In this section you need to enter your full email address and press submit; this is your declaration.
All incidents will be reviewed by the NHS England London Region CDAO Team and you may be contacted if additional details are required.

Thank you for reporting this incident.
5. Contact details

London CDAO Team
(North West, North East & South Sub-Regions)
William Rial: Controlled Drugs Accountable Officer
Sangeeta Gadhoke: Controlled Drugs Support Pharmacist
Zarana Mehta: Controlled Drugs Pharmacist

The best way to contact us is by email: england.londoncdaccountableoffice@nhs.net
Telephone: 0113 807 0791