

Spectrum Drug and Alcohol Service Hatfield

St. Martins House, 14 The Common, Hatfield, Herts, AL10 0UR

T: 0800 654 3168 F: 01707 273694 E: clinicaladmin.herts@cgl.org.uk

October 4th 2019



Dear Pharmacist,

Re: Requests to Void Prescriptions

You may already be aware that since our re-structure in April, our service moved to a centralised prescribing procedure. All batch prescriptions are prepared in advance by our clinical admin team and posted to you, allowing for each HUB to generate prescriptions for new treatment starts only.

Batch prescriptions for each pharmacy are printed on a fortnightly basis. Once authorised prescriptions for each client are sent to you approximately four weeks in advance by recorded delivery.

At this stage you are asked to complete a receipt form and return to us by fax as a way of confirmation that you have received these prescriptions.

Sometimes changes will need to be made to a client's treatment plan *after* a series of prescriptions have already been posted to you.

Under these circumstances the clinical admin team will contact you by telephone to request that you cancel **ALL FUTURE** prescriptions from a specified date.

Arrangements for replacement prescriptions will be agreed. Sometimes arrangements are made for replacement prescriptions to be collected from the HUB by the client.

We want to ensure that once a new set of prescriptions are issued, there is no risk of duplication. There have been instances where a request to void has not been followed leading to errors with an inaccurate trail of prescription governance.

When the clinical admin team telephone you they will ask for your name and will follow up the conversation with an email via PhamOutcomes confirming the dates and prescription numbers of the prescriptions that are to be voided.

We recognise that pharmacies are busy environments and sometimes calls cannot always be answered. Under these circumstances the clinical admin team will e-mail you via PhamOutcomes and place the request to void and destroy all future prescriptions for the stated client.

Your prompt response would be hugely appreciated and will help avoid dispensing medication against voided prescriptions.

Any non-urgent communication regarding clients prescribing treatment and acknowledgement of receipt of prescriptions can be emailed to us on clinicaladmin.herts@cgl.org.uk

This measure will take effect from November 1st 2019 allowing us time to train up our clinical admin colleagues on PharmOutcomes.

Any queries relating to this letter can be directed to me on my mobile number or e-mail.

Thank you once again for your on-going partnership work with our service and service users.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Anna Marie Felice'.

Anna Marie Felice
Nurse Clinical Lead,
M 07881 335210; E annamarie.felice@cgl.org.uk

