

Controlled Drug Accountable Officer
NHS England and NHS Improvement
East of England
West Wing, Victoria House
Capital Park, Fulbourn
Cambridge, CB21 5XA
england.ea-cdao@nhs.net

To Pharmacies in the East of England

2nd April 2020

Dear Colleague

We have received the message below from Controlled Drug Liaison Officers (CDLOs) in local Constabularies with the request that it is shared with all Pharmacies. If you have any queries, please contact the CDAO office, details above or your local CDLO, details below.

Dr Sarah Rann

Controlled Drugs Accountable Officer, NHS England and NHS Improvement East

Message from Police to Pharmacies:

We aware that the COVID-19 pandemic is having an impact on the transportation and delivery of some controlled drugs to retail pharmacies where many patients on blue instalment scripts for controlled drugs such as methadone who would normally collect their drugs daily may now be collecting these in larger quantities on a less frequent basis.

In many cases retail pharmacies are having to order and then store larger quantities of these drugs albeit on a less frequent basis, where in some cases it may be in contravention of regulation 3 of the Safe Custody Regulations 1973 which requires retail pharmacies to store such controlled substances like methadone in *“a locked safe, cabinet or room which is so constructed and maintained as to prevent unauthorised access to drugs”*.

We are pleased to see that many retail pharmacies in this position are working hard to keep these substances in the most secure possible way and out of sight from patients, accepting that they need to do everything in their power to ensure the safe and secure handling and storage of controlled substances to ensure patient safety and maintain public protection.

We understand that many pharmacies up and down the country quite rightly want the reassurance from policing that it will take a reasonable and supportive approach, and not look to enforce this aspect of legislation over the next 3 months subject to regular and periodic reviews.

Even though Chief Constables and Commissioners (London) have complete independence on the level and style of operational policing delivered locally, the National Police Chief’s Council lead for Drugs has written to all Chief Constables/Commissioners for Police this week, explaining the situation and asking all policing leaders to take a supportive approach in your endeavours.



We are also aware that in some cases, there may be an increased risk of criminal activities given that some patients will be aware that a larger than normal amount of controlled substances are being delivered to, and stored in, pharmacies.

We will be working in partnership with local police crime prevention teams, and those pharmacies that operate in areas where there is a high risk of crime and harm to ensure that the necessary safeguards are considered and implemented to deter and prevent criminality, increase public safety.

Please get in touch with your local CDLO if you have any questions, please see contact details below.

Norfolk	Steven.Hamilton@norfolk.pnn.police.uk Tel: 01953 424332
Suffolk	Robin.Pivett@suffolk.pnn.police.uk Office: 01473 613888 Ext 2869 Mobile: 07979 178664
Essex	Wayne.Bloomfield@essex.pnn.police.uk Tel 101 Ext 42070149
Hertfordshire	Phil.Terry@Herts.pnn.police.uk
North Cambridgeshire	harvey.nutton@cambs.pnn.police.uk 101 Ext 3791
South Cambridgeshire	Gavin.Guy@cambs.pnn.police.uk 01223 823325 and 07802 451130.
Bedfordshire	Colin.Reed@Bedfordshire.pnn.police.uk
Thames Valley	Raymond.Scotcher@thamesvalley.pnn.police.uk