



We value our successful partnership!

We have been through an unprecedented health care crisis together. As we begin to move towards the easing of lockdown measures, we want to take the opportunity to thank you again for your enormous support. It's been a challenging time for all of us and there are many lessons to learn. We welcome your feedback.

Telephone contact

Unsurprisingly we have experienced difficulties contacting you during the peak of the health care crisis. As we begin to move to a "new normal" way of working we will telephone you whenever we need to communicate any changes to a service user's treatment plan. We would try to telephone you on three separate occasions before sending you an e-mail via PharmOutcomes. We would explain that we have experienced difficulties contacting you & ask you to provide a direct telephone number if you have one. This would help us enormously!

Collection of medication by a representative

For those service users whose instalment arrangements does not include supervised collection we ask that they attend in person to collect their medication. This is clearly stated in our 4-way agreement.

There will be occasions when they cannot attend in person. The reasons for this can vary from "I'm running late, can't get to the pharmacy on time" or "I'm not well, can someone else collect my medication for me".

Often, we are called first to determine the risk and authorise when appropriate the collection of medication by a representative. We would inform you of this and ask that the service user provides a written note to the pharmacist authorising their representative. We accept that this is not always possible.

There will be times when you are approached in the first instance. The decision to dispense to a representative remains your professional judgement. Please call us when this situation arises, the reasons for this, the name of the representative and the last time you saw the service user.

Please refer to the Royal Pharmaceutical Guidance on Medicines, Ethics & Practice (2018). This further advises that it is good practice to insist on seeing the patient in person at least once a week unless this is a known not to be possible.

Contacting us at Spectrum CGL

Please call us on **0800 652 3169** This line is operated by a member of staff who has access to our service user database and can assist you with your enquiry.

Managing Overdose not leading to death

Drug related overdoses are commonly caused by opioid drugs and often involve their use with other depressant drugs like alcohol and benzodiazepines. Opioid Medication Assisted Treatment (MAT) is a protective factor against premature death however there are instances when overdoses do happen.

The availability of **Naloxone Take Home** to our service users with training on overdose awareness and how to use **Naloxone** can help reduce the number of drug related deaths.

However, a review of overdose incidents not relating to death within Spectrum in Hertfordshire during the Covid-19 health care crisis has identified a need to draw up a protocol on how to respond when news that a service user has overdosed is reported to a member of staff.

The overdose can be a result of an intentional or accidental overdose or a result of a prescribing or dispensing error by health care staff.

Our protocol is not intended to address the emergency management of poisoning or overdose. If a person has collapsed and is unresponsive, an ambulance must be called immediately, and basic life support administered.

However if you receive notice that a service user has overdosed, take as much information as possible from the person making the report. If you are not talking to the service user, try and make contact and if successful, establish the time and circumstances of the incident. Establish where they are and if urgent medical attention is required.

Inform CGL Prescriber as soon as possible by calling our number. Stop dispensing against any current prescriptions until we advise you otherwise.

For a copy of our protocol please [email us](#). A copy of Nice guidelines on poisoning or overdose (June 2017) can be located [here](#)

Prescribing members of staff

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