

Lost and Early Prescription Policy

Lost Prescriptions

From time to time prescriptions will become lost. There may be genuine reasons for this.

However in order to minimise the potential for abuse of certain drugs and to minimise these occurrences and ensure that monitoring occurs, the following steps will be observed by Reception staff in the first instance:

- Identify when script was ordered and by whom
- Establish if script was to be collected or sent to a pharmacy.
- Check with colleagues if script was collected and by whom.
- Check the computer for Pharmacy name – and contact pharmacy to see if script was received and dispensed – if dispensed does pharmacy know by whom or have CCTV coverage.

After following these procedures and prescription does appear to be 'lost', the following procedure must be adhered to:

1. The patient will be asked to complete a **Lost Prescription Statement**, giving details of the prescription/ medication lost. Copies of the Lost Prescription statement are available at Reception.
2. Someone requesting a replacement for a lost prescription **must speak to a doctor directly.**
3. **Only the doctor will initiate a replacement prescription and only if this is deemed appropriate.**
4. The occurrence of a lost prescription and the circumstances will be recorded in the patient's computer record by the doctor issuing the replacement prescription.
5. The trigger point for taking further action in an individual case is 2 lost prescriptions within any six month period.

6. In cases where there has been 2 lost prescriptions within a six month period, the patient will be invited to attend the surgery to see a doctor. Consideration at this stage will then be given to commencing weekly dispensing for this patient.
7. For individuals who after warnings and weekly dispensing orders etc, continue to report lost scripts / medications etc, consideration will be given to removal from the Practice list.

Early Prescription Requests

The Practice has been directed to reduce their prescribing of Controlled Drugs and pain relief medication. Early requests of prescriptions will be dealt with as a lost prescription. Staff will follow points 1-7 above.

Early requests for Controlled Drug and pain relief medication owing to holidays or pre-planned arrangements require at least one week's notice to the Practice. Such requests must be accompanied by clear evidence of travel arrangements to cover the period when additional medication will be required. This could include flight or travel documentation and must be printed for review by a GP.

Monitoring

The Practice Pharmacist will be responsible for monitoring of 'lost prescriptions' and will conduct a computer search on a monthly basis. Findings will be reported at monthly Practice meetings.

We thank you for understanding in this matter. The Practice has been directed to have a 'Lost Prescription Policy' by the Health & Social Care Board.

This policy will be available on display for patients and staff. The policy will be implemented in full.