

CGL Nuneaton
112 Abbey Street,
Nuneaton,
Warwickshire
CV11 5BX

T: 01926 353513
F: 01926 328658
E: Warwickshire.Info@cgl.org.uk
W: www.changegrowlive.org



Drug and
Alcohol Service

Warwickshire

Dear Pharmacist,

At Change Grow Live, we're committed to continual improvement, and as part of our processes we review all incidents monthly. We do this to identify any themes and trends and to look at how we can mitigate risk and improve our processes.

Following the review of incidents over the last few months, we identified a few recurring themes relating to medication or prescriptions, and we thought it would be useful to share these with you as partners.

Identified themes:

- Receipt of prescriptions not regularly returned to us (this helps us with our tracking and auditing processes)
- Medication given out on out-of-date prescriptions (which may lead to double prescribing or someone given medication when it's been stopped)
- Not always being informed when someone has missed their pick-up (especially after 3 days) or patterns in missed pick-ups.

We have put together a simple reminder that you may wish to display (on the following page) with a few prompts. We thought this may be useful, (especially coming up to the holiday season where we often see an increase in pharmacy-based incidents due to locums supporting in your pharmacies and not always understanding the processes).

We hope that by sharing this, it will help us to continue to work effectively, and in addition, avoid any additional work for all of us when dealing with cgl prescriptions and support in the safeguarding of our service users.

We want to continue to work together well, communicate effectively with one another and continue to provide a fantastic service to our joint customers and welcome any feedback from yourselves.

Thank you as always for the fantastic service you offer our service users.

Kind regards

Emma Sansom.

Quality Lead (M: 07741 326 387)



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**Drug and
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Warwickshire

Please send 'Received Receipt' to the following email address within 24hours:

info@cgl.org.uk

Please make cgl aware as early as possible if there is an issue with any prescription that you have received from us

Please destroy all old scripts immediately that you are notified by cgl of a stop or change - to prevent 'double scripting'

CGL pharmacy bulletin - simple reminders for successful partnership working

Please keep cgl informed of any issues with service users' conduct whilst in your pharmacy

Please inform the relevant hub ASAP if a service user misses 3 consecutive days of their medication

01926 353513 (option 1 for Nuneaton, option 2 for Leamington, option 3 for Rugby)

Please inform the relevant hub of any 'non-collection' patterns noticed eg a person who should collect weekly on a Monday consistently not collecting until Tuesday.



We're part of

**Change
Grow
Live**