

From: EWING, SAMANTHA (NHS ENGLAND) <samantha.ewing4@nhs.net>

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Subject: IMPORTANT INFORMATION: Concerns module on CD Reporting Website

Sent on behalf of the NHS England Midlands CDAOs

Dear colleagues,

We are writing to inform you of an important change to the reporting system for controlled drug incidents and concerns.

Following a review of reporting patterns, we have found that the majority of submissions categorised as “concerns” should in fact be reported as “incidents”. To improve accuracy, streamline processes, and ensure appropriate follow-up, we will be **disabling the Concerns module** on the CD reporting website.

What this means for you

- **All future reports must be submitted as *incidents***. This includes events that resulted in harm, could have resulted in harm, or represent a near miss.
- CD Reporting will continue to provide an option to submit **anonymous concerns for whistleblowing purposes**. This ensures individuals can still raise sensitive issues confidentially where appropriate.

Why this change is being made

The distinction between incidents and concerns has led to frequent misclassification, which can delay appropriate action. As most issues reported require incident-level review, consolidating reporting into a single route will support more consistent and effective oversight.

Anonymous concerns

The anonymous reporting function remains available for situations where individuals need to raise worries about unsafe practice, system failures, or concerns about colleagues. These submissions will continue to be handled sensitively, although we may be unable to seek clarification or provide feedback due to anonymity.

This change will bring our reporting process in line with all the other regions, ensuring consistency and alignment.

If you have any questions about this change or require support with incident reporting, please do not hesitate to contact us.

Kind regards

Sam

(Samantha Ewing)

Administrator - Controlled Drugs Team West Midlands

NHS England

Email: Samantha.ewing4@nhs.net / england.midlandscd@nhs.net

Website: www.england.nhs.uk

5th floor | 23 Stephenson Street | Birmingham | B2 4BH