

Guidelines for ordering, receipt, storage and use of FP10 prescriptions by Mersey Care NHS Foundation Trust

These guidelines are to be followed by all healthcare professionals involved in the ordering, receipt, storage and use of FP10 prescriptions issued by the Medicines Management Department, Maghull Health Park.

FP10 prescriptions are controlled stationery

Medicines Management Procedure – MM13	
Approved by Drugs and Therapeutics Committee	
Version 2 January 2017 K. Willmott	Review Due Jan 2019
This Version 3 - Reviewed September 2018 K. Finneran, J. Green & S. Rafferty	Next review due September 2020

Contents

Glossary	3
Section 1 – Introduction	4
Section 2 – Security	4
Section 3 – Reporting NHS prescription form Incidents	5
Section 4 – Destruction and Disposal	6
Section 5 – Ordering, receipt and storage of FP10 prescription forms by Authorised Signatories	6
Section 6 – Use of FP10 prescription forms by Prescribers	8
Section 7 – Ordering, receipt and storage of FP10 prescription forms by the Medicines Management Department	10
Appendix 1 – FP10 Prescription Order Form / Delivery Note	13
Appendix 2 – List of Authorised Signatories for the Ordering of FP10 Prescription Forms	14
Appendix 3 – Fraud, Loss or Theft Flowchart	15
Appendix 4 – FP10 Receipt Record Sheet	16
Appendix 5 – Record of FULL FP10 prescription pads issued to prescribers	17
Appendix 6 – Record of issues of individual FP10 prescriptions issued to service users	18
Appendix 7 – Record of FP10 prescriptions used in batch print prescription run	20
Appendix 8 – FP10 Destruction Record	21

Sections in Green are overarching and cover both the Prescribing Locations and the Medicines Management Department

Sections in Blue only apply to the Prescribing Locations

Sections in Grey only apply to the Medicines Management Department based at Maghull Health Park

For further information please read

https://cfa.nhs.uk/resources/downloads/guidance/Management%20and%20control%20of%20prescription%20forms_v1.0%20March%202018.pdf

Glossary of acronyms & terms

CD	Controlled Drugs
CDAO	Controlled Drugs Accountable Officer
LCFS	Local Counter Fraud Specialist
NHSBSA	NHS Business Services Authority
NHSBSA PS	NHS Business Services Authority Prescription Services
NHSCFA	NHS Counter Fraud Authority
PCSE	Primary Care Support England

The Head of Pharmacy Services (Maghull) will act as the designated person with overall responsibility for overseeing all processes outlined in these guidelines. The Medicines Management operations manager will act as deputy for the designated person in their absence.

The designated person can delegate any duties to other members of staff but they remain the departments designated person with overall responsibility for FP10 prescription forms.

1. Introduction

FP10 prescription forms are available to order from the Medicines Management Department. FP10 HNC forms (green prescriptions) are in a pad of 50 prescriptions and FP10-MDASS forms (blue prescriptions) in a box of 500. The FP10 MDASS forms are only to be issued to and used by addiction services. Ambition Sefton are also able to order FP10 SS forms (green prescriptions) in a box of 2000 prescriptions and FP10 HMDA S forms (blue prescriptions) are in a pad of 50 prescriptions.

FP10 prescription forms can be obtained from the Medicines Management Department using the FP10 Prescription Order Form / Delivery Note (Appendix 1), the member of staff requesting the FP10s must be an authorised signatory who has completed the authorised signatory form (Appendix 2). The authorised signatory form should be sent to and retained by the Medicines Management Department, Maghull Health Park, Parkbourn, Liverpool, L31 1HW.

FP10 prescription forms are used by doctors and non-medical prescribers to allow service users to obtain medication from a community pharmacy.

FP10 HNC and FP10 SS prescriptions can only be used for single supplies, FP10 MDASS and FP10 HMDA S can be used to prescribe medication in instalments.

Non-Medical Prescriber (lilac FP10 prescription pads) are NOT covered by these guidelines, for up to date information please see MM05 – Non Medical Prescribing Guidelines.

2. Security

All FP10 prescription forms must be handled as controlled stationery. Each stage; ordering, receipt, storage and use must be accounted for and records kept as detailed further in this document.

FP10 prescription forms must be stored securely and only be accessible to authorised members of staff. Extra care must be taken if using FP10 prescription forms outside of Trust premises as theft can occur from prescribers' bags, cars or homes as well as community locations. Theft of FP10 prescription forms can lead to service users, colleagues or members of the public illegally obtaining medication or selling the forms on to a third party for profit.

To assist with the security of FP10 prescription forms it is mandatory the Trust maintains clear and unambiguous records relating to prescription stationery. This is important for both the Medicines Management Department and the locations throughout the Trust who use FP10 prescription forms.

A risk assessment should be carried out by the service lead to identify potential security threats at locations where FP10 prescription forms are stored. Suitable physical security measures that address identified risks should be put in place. Physical measures include CCTV, alarms and access control systems. Other physical security measures that should be considered include windows barred with internal metal security grilles and doors with appropriate locks.

This risk assessment will be followed up in due course via the medicines management audit process.

Access to the room or area where FP10 prescriptions are stored should be restricted to authorised individuals. Keys or access rights should be strictly controlled and a record made of keys issued or an authorisation procedure implemented regarding access to the controlled area.

It is advisable to hold minimal stocks of FP10 prescription forms as this reduces the number of forms vulnerable to theft.

Stock checks should be undertaken on a weekly basis. The Medicines Management Department's designated person should be notified immediately if any discrepancies are found and the Fraud, Loss or Theft Flowchart (appendix 3) followed.

There must be an audit trail for all FP10 prescription forms so that the Medicines Management department know the serial numbers they have received and issued. An audit trail is also required to show the serial numbers of the FP10 prescription forms issued to individual prescribers. A record of individual forms issued should also be recorded in the service users clinical notes. The audit trail should allow the 'history' of a prescription to be traced from receipt of the blank form in the Medicines Management department to when it is used to prescribe medication.

3. Reporting NHS prescription form incidents

Any incidents involving FP10 prescription forms, fraud, loss or theft should be reported by the prescriber or the manager at the prescribing location to the NHSCFA (NHS Counter Fraud Authority) (see appendix 3). A Trust datix form should be completed and the following people informed; the designated person in the Medicines Management department (Head of Pharmacy Services (Maghull)), the controlled drugs accountable officer (CDAO) (if applicable i.e. if the lost or fraudulent prescription is for controlled drugs) and the police (if applicable).

The Trust's nominated LCFS (Local Counter Fraud Specialist) should be notified if fraud / suspected fraud has occurred.

Any report must include the following details:

- date and time of fraud, loss or theft
- date and time of reporting fraud, loss or theft
- place where fraud, loss or theft occurred
- type of prescription stationery
- serial numbers
- quantity
- details to whom the incident has been reported.

The location whose FP10 prescription forms are lost / stolen should instruct all prescribers at that location to write and sign all newly issued prescriptions in RED ink for a period of TWO months.

4. Destruction and Disposal

FP10 prescription forms which are no longer required (e.g. due to change of name or address) should be securely destroyed by shredding or by tearing into at least four pieces before being put into confidential waste, appropriate records of these actions should be kept by the destroying location. The person who destroys the forms should make a record of the serial number of the forms destroyed. The destruction of the forms should be witnessed by a second member of staff. Records of forms destroyed should be kept for at least five years.

5. Ordering, receipt and storage of FP10 prescription forms by Authorised Signatories

The location manager / consultant should nominate a member of staff to be responsible for the ordering, receipt, safe storage and distribution of the FP10 prescription forms.

All members of staff who will be involved in any stage of the process must complete the authorised signatory form (appendix 2) which needs to be signed off by the consultant or manager.

Individual prescribers are responsible for the security of FP10 prescription forms after they have been issued to them. This includes security during clinics and when travelling between locations.

5.1 Ordering

Requests for FP10 prescription forms can only be made on an official FP10 Prescription Order Form / Delivery Note (appendix 1). Request forms should be emailed to the Medicines Management Department (mhhpharmacy@merseycare.nhs.uk). The email request MUST come from the authorised signatories own email account. The ordering location must keep a copy of the order form for their own records.

All request forms should include the following information

- unit name
- unit code – RW.....
- address
- signature of staff member ordering FP10s (must be authorised)
- name of staff member ordering FP10s (must be authorised)
- date of request
- quantity required

5.2 Receipt

FP10 prescription forms are collected by authorised staff or delivered via the Medicines Management delivery drivers.

FP10s delivered by drivers

Upon receipt of the FP10 prescription forms at the prescribing location, before the delivery driver leaves, a full check should be made against the delivery note to ensure the correct forms and the correct quantity of forms have been received. Any discrepancies should be

noted on the delivery note and queried with the Medicines Management department as soon as possible. The delivery note should only be signed once satisfied the order is correct and the packaging is sealed and unbroken.

As soon as practicable after the delivery has been made the serial numbers on the FP10s should be checked against the delivery note, any discrepancies should be reported to the Medicines Management Department.

FP10s collected from Medicines Management

FP10 prescription forms can only be collected from the Medicines Management department by an authorised signatory and their Trust ID badge must be shown before the forms are handed over. The member of staff collecting should check the type of FP10s, number of FP10s and the serial numbers against the order form / delivery note. Once they are satisfied everything is correct the member of staff must sign the order form to acknowledge receipt of the order and obtain a copy of the order form / delivery note to keep for their records.

The following details must be recorded in the FP10 record folder upon receipt of the FP10s at each location see appendix 4 (FP10 Receipt Record Sheet).

- date of receipt
- name of person receiving FP10s
- what has been received (quantity and serial numbers)
- where it is being stored & who stored them

The copy of the FP10 Prescription Order Form / Delivery Note should be filed and kept for a minimum of five years.

Records of serial numbers received should be kept for at least five years.

5.3 Storage

The location is responsible for the security of FP10 prescription forms once they have been issued to them. Each prescriber also has a responsibility for security once FP10s have been issued to them. In each community location / team, one member of staff should have overall responsibility for ordering and storing the FP10 prescription forms, they should ensure all forms are securely locked away when not in use. FP10 prescription forms should be stored in a designated lockable filing cabinet / drawer / cupboard in a lockable room. Medicines Management would recommend a small Bristol Maid cupboard secured with a digi-lock.

http://www.bristolmaid.com/product.asp?strParents=425,428&CAT_ID=184&P_ID=642

Access to the room or area where FP10 prescription forms are stored should be restricted to authorised individuals. Keys or access rights should be strictly controlled and a record made of keys issued or an authorisation procedure implemented regarding access to the controlled area, including details of those allowed access. The details kept should allow a full audit trail in the event of any security incident.

Rubber stamps detailing prescriber's names and / or addresses should be kept in a secure location separate from prescription forms but secured to the same standard.

6. Use of FP10 prescription forms / pads by Prescribers

When issuing FP10 prescription forms / pads to prescribers, the following information should be recorded in the FP10 record folder (see appendix 5 for issuing FULL FP10 pads and appendix 6 for issuing single FP10 prescriptions).

- when it was issued (date and time)
- who issued the prescription forms / pads
- to whom they were issued
- serial numbers of the prescriptions issued
- name of the prescriber
- signature of prescriber

The serial number of any FP10 prescription forms written for service users should be documented in their clinical notes along with the medication prescribed on it. Alternatively the prescription can be scanned and a copy saved in the clinical notes, also complete appendix 6 (Record of issues of individual FP10 prescriptions issued to Service Users).

Blank prescriptions should never be pre-signed by prescribers and where possible all unused forms should be returned to stock at the end of the day.

Any FP10 prescription forms returned from prescribers should also be entered into the FP10 record book, recording the same information as when new FP10 prescription forms are received into stock.

Any completed prescriptions should be stored in a locked drawer / cupboard within a locked room. Service users, temporary staff and visitors should never be left alone with prescriptions forms or be allowed into secure areas where forms are stored.

Doctors' stamps should be kept in a secure location separate from prescription forms. The stamp pads should be secured to the same standard as prescription forms.

If a prescriber leaves the Trust (e.g. resigns, retires or dies), the FP10 record book should be checked before they leave to ascertain if any FP10 prescription forms have been issued to them. If the prescriber has been issued prescription forms, they must either return them or be able to account for their use.

6.1 Prescriptions for controlled drugs

Prescribers must comply with all the relevant legal requirements when writing prescriptions for controlled drugs.

6.2 Batch printing (Only applicable to community drug teams)

Locations using FP10 SS (green single sheet) and / or FP10 MDA SS (blue single sheet) to print batches of prescriptions must record the first and last serial numbers used of the prescriptions used in the batch run using appendix 7 (Record of FP10 prescriptions used in batch print prescription run). This information together with the patient record will provide a full audit trail.

6.3 Duplicate and spoiled prescriptions

If an FP10 is duplicated, spoiled or no longer required, it should be securely destroyed or returned to the prescriber as soon as possible.

If an error is made during prescribing, the prescriber should do one of the following

- put a line through the script and write 'spoiled' on the form
- cross out the error, initial and date the error, then write the correct information
- destroy the form and write a new prescription

A record must be made in the FP10 documentation before any duplicated / spoiled / incorrect forms are destroyed. The forms should be securely destroyed by shredding or by tearing into at least four pieces before being put into confidential waste, appropriate records of these actions should be kept by the destroying location. The person who destroys the forms should make a record of the serial number of the forms destroyed along with the reason for destruction using the FP10 Destruction Record Sheet (appendix 8). The destruction of the forms should be witnessed by a second member of staff. Records of forms destroyed should be kept for at least five years.

There may be reasons for a prescription to be deemed spoiled other than error. Rather than just destroying or returning these form, best practice is to retain them securely for local auditing purposes for a short period before destruction.

6.4 Home Visits

When making home visits to service users, prescribers should take precautions to prevent the loss or theft of forms.

FP10 prescription forms should be carried in a lockable carrying case and kept out of site until they are needed.

FP10 prescription forms must not be left on show in a vehicle. If they have to be left in a vehicle for short periods of time, they must be stored in the car boot and the vehicle should be fitted with an alarm. FP10 prescriptions should never be left in a vehicle overnight.

Before leaving Trust premises, prescribers going on home visits should record all the serial numbers of any prescription forms they are carrying by ticking the 'home visit' box on the FP10 record sheet. Only a small number of prescription forms should be taken on home visits (the minimum number required to fulfil the number of visits) to minimise the potential loss.

If a prescription is used for a service user during the home visit, the usual records must be completed on the FP10 record sheet as soon as possible. If a prescription is returned unused this must be recorded in the section at the bottom of the FP10 Record Sheet and the prescription form returned to stock.

6.5 Prescriptions posted in the mail

The preferred and safest option for service users to obtain a signed prescription form from their prescriber is face to face during their consultation.

If this not possible, prescriptions can be posted, faxed, emailed or transferred electronically (future development) to a nominated pharmacy.

As a last resort signed prescriptions can be posted to service users home address after a full risk assessment has been carried out. This should include a process with established

checks, to ensure as far as possible that the prescriptions actually reach the intended recipients. Therefore if signed prescription forms are sent in the post to service users, a number of precautions should be taken to ensure it is delivered and dispensed to the legitimate service user. These may include, but are not limited to:

- checking that the service users address is up to date
- considering if there are known individuals at the service users address with substance misuse issues.

Records should be kept when any prescriptions are posted to a nominated community chemist or to the service users home address.

Keeping a record of the date the prescription form was posted, name and address of recipient, expected delivery date and items prescribed / dosages / amounts. This may include but is not limited to:

- discreet information on external envelope / packing so that the item is not easily identified
- return address if the item cannot be delivered
- using a postal service with tracking information
- getting the item signed for at point of delivery to ensure it can be traced in the event it has not been received by the intended recipient.
- reconciliation checks to ensure that the patient did receive the prescription form
- escalation and reporting actions for staff in the event the patient reports non receipt of the prescription form

If the prescription form is for controlled drugs, it is recommended that these types of prescription forms are not posted and alternative arrangements are made to ensure the service user receives the medication.

7. Ordering, receipt and storage of FP10 prescription forms by the Medicines Management Department

Medicines Management staff should read the standard operating procedures along with these guidelines before they order or issue out any FP10 prescription forms.

Prescription forms can only be ordered through the company currently contracted for this, Xerox.

Only authorised staff within the Medicines Management department can place an order. The staff member must be registered and verified by the NHS print contract management team before they can place an order.

Any paperwork relating to the ordering, receipt, storage or supply of FP10 prescription forms should be kept in clearly labelled files in the controlled drugs room. All paperwork must be kept for a minimum of five years after the last entry on that page.

7.1 Ordering

An authorised member of Medicines Management staff generates an order via JAC; this produces an order number and allows the forms to be booked in once they have been delivered. Xerox's secure website is then used to place the order. The order number generated by JAC should be used as a reference number when placing the order with Xerox.

Wherever possible, there should be a separation of duties between the ordering, receipt and checking of prescription forms.

7.2 Receipt

Two members of pharmacy staff should be present (one of whom is the authorised member of staff who placed the order) when the delivery arrives.

Upon delivery of the FP10 prescription forms, before the delivery driver leaves, a full check should be made against the delivery note to ensure the correct forms and the correct numbers of forms have been received. Any discrepancies should be noted on the drivers delivery note, queried with the supplier and documented on an order query form. The delivery driver should be asked to remain on site while this happens. The delivery note should only be signed once satisfied the order is correct and the packaging is sealed and unbroken.

As soon as practicable after the delivery has been made the serial numbers on the FP10s should be checked against the delivery note, any discrepancies should be reported to the supplier.

Once the FP10s have been booked on to JAC the number of pads received in to stock and the serial numbers should be recorded in the FP10 record book / folder.

A copy of order, delivery note and order query form (if applicable) should be kept with the FP10 paperwork.

7.3 Storage

The FP10 prescription forms should be securely stored as soon as possible and treated as controlled stationery. Within the dispensary the forms should be stored in a locked cabinet within a lockable room or area.

The stock levels kept in the Medicines Management department should be approximately 1 months supply. This is to allow for any problems or disruptions in the ordering and supply chain.

The stocks of individual prescription forms should be checked when they are issued out. If discrepancies are found the Head of Pharmacy Services (Maghull) should be informed who will investigate the error or delegate another member of staff to look into the discrepancy.

7.4 Distribution to locations

Once an order form for FP10s has been received and the prescriptions have been issued and checked, they should be stored securely and not left in a public place or in areas where there is unsupervised access while they are waiting to be collected / delivered.

FP10 prescription forms can only be collected from the Medicines Management department by an authorised signatory and their Trust ID badge must be shown before the forms are handed over. The member of staff must check the items issued and the serial numbers against the order form / delivery note. Once they are satisfied everything is correct they must sign the order form to acknowledge receipt of the order. The order form should then be photocopied, a copy given to the member of staff for their records and the original kept in Medicines Management.

If a member of staff is collecting FP10 prescription forms they must not make any other pick ups / drop offs, they must return to their base directly from the Medicines Management department. The FP10 prescription forms must not be taken home over night.

When FP10 prescription forms are delivered by a driver, the driver must sign the bottom of the order form to accept the items for delivery. (When a copy of the order form / delivery note has been signed by the delivery driver, it should be photocopied and a copy kept in the pharmacy department until the driver has returned with the copy signed by the community location). Once at the delivery location, an authorised signatory must check the FP10 prescription forms issued and the serial numbers against the order form. If there are no discrepancies one copy of the order form should be signed and handed back to the driver and a second copy should be signed and kept for the ordering locations records. If any discrepancies are found these should be noted on the delivery notes and the Medicines Management department contacted immediately.

Appendix 1

FP10 Prescription Order Form / Delivery Note

Unit Name		Unit Code	RW
Address			
Signature (must be authorised)		Date	
Print Name			

Prescription Form	Quantity Required	For Medicines Management use only Serial numbers supplied
FP10 HNC (Green PAD)	(each pad contains 50 prescriptions)	
FP10 SS (Green SINGLE SHEET) To be ordered by Ambition Sefton only	(each box contains 2000 prescriptions)	
FP10 HMDA S (Blue PAD) To be ordered by Ambition Sefton only	(each pad contains 50 prescriptions)	
FP10 MDA SS (Blue SINGLE SHEET)	(each box contains 500 prescriptions)	

Notes

1. Only authorised signatories are permitted to place an order and sign the form.
2. Orders should be emailed to the Medicines Management Department (mhhpharmacy@merseycare.nhs.uk). The email request MUST come from the authorised signatories own email account. The ordering location must keep a copy of the order form for their own records.
3. Upon receipt of the order, an authorised signatory must check the order and serial numbers and sign below to acknowledge receipt.
4. Copy this form for your records and hand the original back to the pharmacy delivery driver.
Any discrepancies should be noted on the delivery sheet and the designated person (Head of Pharmacy Services (Maghull)) informed by telephone immediately on 0151 250 6061.

For FP10s delivered by Medicines Management driver only.

Delivered by – Signature _____

Print Name _____ Date _____

I acknowledge receipt of the above order and the order is correct.
Please sign below, copy for your records and send the original back to the Medicines Management department with the driver.

Received by – Signature _____

Print Name _____ Date _____

Appendix 2

List of Authorised Signatories for the Ordering of FP10 Prescription Forms

Unit Name		Unit Code	RW
Address		Date	

Name (Please print in block capitals)	Signature	Initials

I confirm the staff members named above can act as authorised signatories and order FP10 prescription forms from the Medicines Management Department.

Print Name _____ (consultant / manager) please delete

Signature _____ Date _____

Upon completion of the form and when it has been signed by the consultant / manager, scan the form and email the completed form from the consultant / manager's email address to the Medicines Management Department (mhhpharmacy@merseycare.nhs.uk). If this is not possible, post to Medicines Management Department, Parkbourn, Maghull Health Park, Liverpool, L31 1HW.

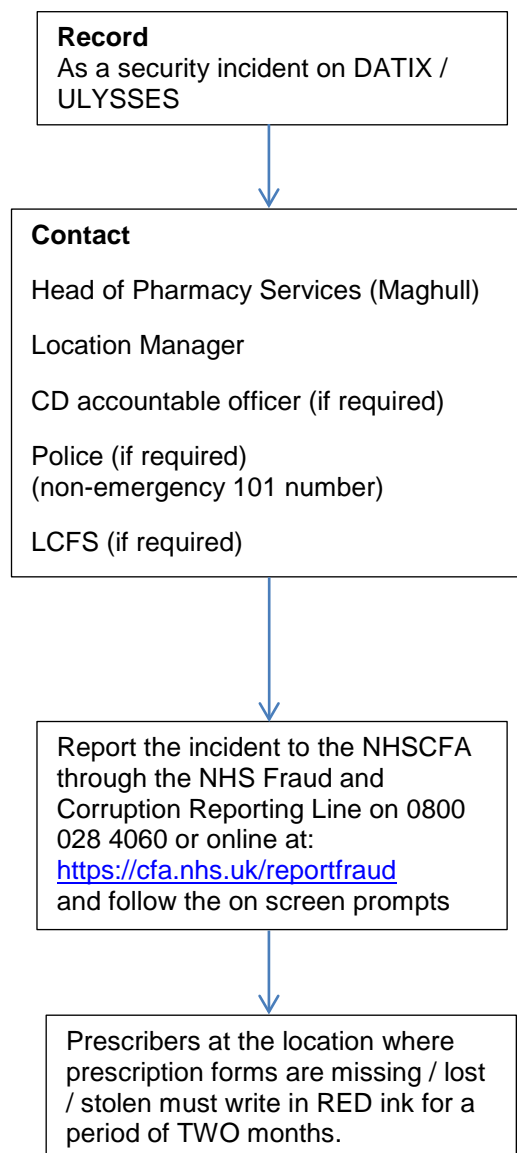
For Medicines Management use only					
Document Checked			Document Checked		
Date	Signature	Comment	Date	Signature	Comment

Appendix 3

Fraud, Loss or Theft Flowchart

This flowchart should be followed when prescribers / members of staff discover FP10 prescription forms are missing, have been lost, stolen, fraud or suspected fraud has taken place.

The same reporting procedures should be followed if a patient has lost an FP10 prescription (in this case before a replacement prescription is provided, a risk assessment should be undertaken to ensure, that the reported loss is genuine and not an attempt to commit prescription fraud. If the lost prescription was for controlled drugs, the CDAO should be informed and extra precautions taken to ensure the medication is dispensed to the intended recipient without incident).



Appendix 4

FP10 Receipt Record Sheet	Location:	Code: RW
----------------------------------	------------------	-----------------

FP10 Serial Numbers		Date Received	Time Received	Received By		Stored By		Stored Securely In
From:	To:			Name	Signature	Name	Signature	

Appendix 5

Record of FULL FP10 prescription pads issued to prescribers	Location:	Code: RW
--	------------------	-----------------

FP10 Pad Serial Number (not including last digit)		Date Issued	Time Issued	Issued / Taken by		Received by	
From	To			Print Name	Signature	Print Name	Signature



Appendix 6 page 1

Record of issues of individual FP10 prescriptions issued to Service Users	Location:	Code: RW
--	------------------	-----------------

FP10 Prescription pad serial numbers from:	FP10 Prescription pad serial numbers to:	50 prescriptions per pad
---	---	---------------------------------

Serial Number of Prescription (not including last digit)	Date	Time	Taken By		Issued to (Service user name / Hospital number / NHS number)	Taken on home visit	Prescribed by	
			Print Name	Signature			Print Name	Signature

Appendix 6 page 2

Serial Number of Prescription (not including last digit)	Date	Time	Taken By		Issued to (Service user name / Hospital number / NHS number)	Taken on home visit	Prescribed by	
			Print Name	Signature			Print Name	Signature

FP10 prescriptions from home visits								
Serial Number of Prescription (not including last digit)	Date	Time	Taken By		Issued to (Service user name / Hospital number / NHS number)	Taken on home visit	Prescribed by	
			Print Name	Signature			Print Name	Signature

Appendix 7

Record of FP10 prescriptions used in batch print prescription run	Location:	Code RW:
--	------------------	-----------------

Date	Time	Serial numbers used in print run		Blue or Green FP10s used	Print run completed by	
		First Number	Last Number		Print Name	Signature

Appendix 8

<h1>FP10 Destruction Record</h1>	Location:	Code RW:
----------------------------------	------------------	-----------------

Date	Time	Serial Number of Prescriptions	Reason for destruction	Destroyed By (Must be an Authorised Signatory)		Witnessed By	
				Print Name	Signature	Print Name	Signature