Dear Colleague,

RE: Changes to the Controlled Drug Reporting Website

The Controlled Drug reporting website – www.cdreporting.co.uk has undergone a review and development process and as a result, the website has been upgraded and some of the reporting modules have been re-designed or modified based on comments from users and to make the reporting modules compatible with other national reporting systems.

This is a very exciting re-launch that has been designed to improve upon the way the reporting of concerns, incidents and other controlled drug functions currently happen and to further standardise processes across regions to comply with the Dame Janet recommendations from the Shipman enquiry.

The CD Reporting website will change on **Thursday 1 December 2022** and from this date there will be several changes. Before this date, please continue to report as you normally would.

Reporting Modules

The following Modules are available on the website. There are further modules in development that will be rolled-out in time.

Incident and Concerns reporting

This reporting form has been changed for ease of use for the reporter. It was previously one reporting module, and is now replaced by two different modules, with slightly different questions to ensure that the pertinent information is captured. The modules have a change in focus now looking at harm to patient rather than risk.

- **Incident Module** – An event or situation arising in the course of work that resulted in or could have resulted in injuries, illnesses, damage to health, or fatalities. "Near miss" or "dangerous occurrence" are also terms for an event that could have caused harm but did not and these may be treated as an "incident"
- **Concerns Module** – A matter of interest or importance to the Controlled Drugs Accountable Officer on the safe use or management of Controlled Drugs. Events that are yet to be corroborated or substantiated also constitute a concern. Concerns can now be reported anonymously, as well as when logged into the Reporting website.

Application to be a Temporary Authorised Witness

This process has been redeveloped to ensure ease of use, and to support professionals requesting to witness the destruction of controlled drugs in more than one organisation.

Log a Controlled Drug Destruction

This module has been redeveloped to link with the Temporary Authorised Witness licence and make it easier to record the drug destructions witnessed by the Temporary Authorised Witness.

Controlled Drug Declarations

The Declaration form has been redesigned, to capture the information providing assurance to the Controlled Drug Accountable Officer that organisations have processes and policies in place to ensure safe handling and management of controlled drugs, in all areas including, administration, prescribing and dispensing.

Additional functions

The website retains a number of features and functions, which have all gone through a review and design process, as well as new features and functions. These include:

- **My Messages** – where the Regional Controlled Drug team may send information or requests to reports submitted. Reporters will receive an email informing them that they have a Message and will need to log into the Controlled Drug website to access the information in the message.
- **My Reports** – where reports submitted can be viewed, as well as reports that need to be completed and submitted.
- **Resource Centre** – information about controlled drugs, regional and national controlled drug newsletters and communication, website library for controlled drug resources. User guides for the modules can also be found here
- **Adding information to reports -** Once submitted, the reporter can send in additional information and comments for every report submitted. This includes internal investigation findings relating to controlled drug incidents, or to clarify comments on the declaration. This is a new feature to the reporting website.
- **Multiple organisations** – these can be listed in the reporter's profile. The reporter then selects from a drop-down list which organisation the report is for. The report will then be sent to the relevant Regional Controlled Drug team, without the reporter needing to change their settings, as is the current way to do this. This is support GP Practice managers and Pharmacy superintendents among other professionals who work at multiple practices or branches for one organisation.
- **Technical Help desk support** – is available to support with technical queries or issues with the website. The team can be contacted on 0113 825 5238, via email on england.cdreportingtechnicalhelpdesk@nhs.net or through the message system on the website.
- **Contacts** – The information for the Regional Controlled Drug Accountable Officer's and their teams will be available.

Registration

Reporters will need to register the first time they use the new Controlled Drug Reporting website. Once they have gone through the registration process, they will have access to reports previously submitted.

When registering, reporters can add multiple organisations, in different regions, that they work for. Reporters will also be able to amend their details at any time and add or remove organisations.

Please complete the registration process to access your Controlled Drug Website account at your soonest convenience from 1 December 2022.

In the meantime, please continue to report as normal. Further information regarding the upcoming changes can be found at www.cdreporting.co.uk. Or if you have any queries, please contact us or the CD Reporting Help Desk team - england.cdreportingtechnicalhelpdesk@nhs.net.

Kind regards,

Controlled Drugs Accountable Officer Team (Yorkshire and Humber)
NHS England (NE and Yorkshire)
Medical Directorate
Quarry House, Leeds, LS2 7UE