

What to do if you are presented with a forged or fraudulent prescription

NOTE: PROVIDED FOR THE USE OF PHARMACIES IN THE EAST OF ENGLAND

If threatened, or if you believe that the person may become violent, then telephone the police as soon as you can on 999.

DO NOT DISPENSE	You should not dispense the medication but keep the prescription. However, your personal safety is paramount so do not take any risks in retaining a prescription. If you decide you must give the prescription back take a copy so you can follow up on your concerns, add 'presented at xxx pharmacy on xx/xx/xx' at the top of the prescription to warn other pharmacies
STALL FOR TIME	Inform the patient that you can't dispense the prescription immediately, ask them to either wait or return later (if possible, ask them to say when they will return). Delaying tactics to try include: lack of stock, lunchtime closure, backlog of work or the need to speak to the prescriber.
CHECK WITH THE PRESCRIBER	Telephone the prescriber to confirm whether the prescription has been altered or forged. Use a published telephone number rather than any number given on the suspect prescription unless you are sure it is correct.
CALL THE POLICE	If the person who presented the prescription is waiting in the pharmacy, or is expected to return shortly, call the police on 999 , explain the situation and ask them to attend immediately. If it is not known when the person may return, or they are to return another day, telephone the police on 101 and report the crime. In either case, obtain a crime reference number from the police.
GET BACK-UP	If your pharmacy is part of a larger store which has security staff, arrange for a member of security staff to come to the pharmacy (straight away, if the person is waiting, or in advance of the time that the person is expected to return).
WARN PHARMACIES	Telephone (or securely email) other local pharmacies. Use the local communication cascade system if you have one.
IF THE PATIENT COMES BACK LATER	If the patient returns later, ask them to wait (using the delaying tactics above) and contact the police on 999 as above. If this is not possible, say you are unable to dispense the prescription because you believe it may not be genuine / may have been altered, and the police have been informed. This will hopefully deter them from attempting to use any other stolen prescriptions they may have.
TELL NHS ENGLAND	Email the Controlled Drugs team england.ea-cdao@nhs.net (even if it is not a CD) provide details of the prescription, the prescriber and the prescription number. If CDs are involved report the incident at https://www.cdreporting.co.uk/
TELL YOUR LCFS	If you have already notified the police, advise your CCG Local Counter Fraud Specialist (LCFS) of the crime reference number and of the name, number and station of the police officer dealing with the case.
KEEP A RECORD	Record all the details, including a description of the person, and make a note of any telephone conversations. If there would have been any CCTV footage of the person presenting the prescription or when they returned to the pharmacy later, retain and quarantine this footage so that it can be provided to the Police or your LCFS at a later stage. Avoid handling the prescription, put it in a bag. If the police or your LCFS wish to take the original prescription away as evidence, retain a copy in the pharmacy.
CLAIM THE REWARD	A reward is payable where fraudulent activity can be proven and the conditions for the scheme are met. Refer to Drug Tariff part XIVA.