**NHS GM Integrated Care – Pharmacy incident and concerns proforma**

To ensure NHS England/Improvement can action this incident, please complete this brief form and return via email to [england.gmtop@nhs.net](mailto:england.gmtop@nhs.net)

|  |  |
| --- | --- |
| **Details of incident** | |
| Is the incident you are reporting on behalf of a patient?  **If yes, please complete both the patient details and pharmacy details sections in full. If no, please complete the pharmacy details section only.** |  |
| **Patient Details (if applicable)** | |
| Urgency – is the patient at high, medium or low risk of harm or immediate danger as a result of the incident you are reporting? |  |
| Is the incident being reported clinical or non-clinical? |  |
| Date of incident |  |
| Initials/DOB of the patient affected. NHS no. if known. |  |
| Has the patient provided consent to share this information?  If not, why not? |  |
| Contact Number of reporting officer |  |
| Email address of reporting officer |  |
|  | |
| Name of Pharmacy / Pharmacies involved |  |
| ODS Code(s) (also known as F codes) if known |  |
| Address of the pharmacy/pharmacies premises |  |
| Health and Well Being Board Area (locality), if known |  |
| Date of incident |  |
| Please indicate whether the incident you wish to report poses a high/medium/low risk to patient care or service access, and provide full details |  |
|  | |
| Is/are the pharmacy/pharmacies aware of the issue/s?  If not, why have you not contacted the pharmacy to discuss the issues with them direct?  If so, please provide details of the discussions you have had with the pharmacy/pharmacies, including date(s) of those discussions |  |
| Any other comments | |
| Recorded by : | |
| Email address: | |

Please note If the patient wishes to log an official complaint, there is a separate route through which this must be done. Please direct to the contact details below:

By post to: NHS England. PO Box 16738. Redditch. B97 9PT.

By email to: [**england.contactus@nhs.net**](mailto:england.contactus@nhs.net)

By telephone: 0300 311 22 33. Opening hours are 9am to 3pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. Closed on bank holidays.