CAS Alert - Standard Operating Procedure

**Objective**

The objective of this Standard Operating Procedure (SOP) is to support the systematic management of Central Alerting System (CAS) alerts in general practice by establishing a process for receiving, acting on and signing off alerts and keeping an auditable record. This will enable practices to demonstrate to CQC whether they have acted on a CAS alert and what action was taken. This SOP supports the use of the ‘CAS Alert - Practice Record’ form.

Most CAS alerts received by GP practices relate to changes in drug safety information, drug alerts (recalls) and public health information. The ‘CAS Alert - Practice Record’ form may be adapted as appropriate.

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| **Practice name:****Date:** |
| **Email address for receipt of CAS alerts** |  |
| **Practice CAS alert lead: Staff member with lead responsibility for receipt of alert and transfer to appropriate practice CAS alert implementation lead (see appendix 1)** |  |
| **Additional staff member(s) responsible – List member(s) of the team responsible for assessing and actioning specific alerts.**  |  |
| **CAS alert implementation lead – identify appropriate lead listed in appendix 1.** |  |
| **CAS alert deputy lead - identify appropriate deputy lead listed in appendix 1.** |  |
| **Where practice record is kept** |  |

**Email address**

* The use of a generic email address is recommended so several members of staff have access. Emails addressed to a specific staff member may not be accessed if he/she is unavailable or on leave.
* Confirm that the email address currently receiving CAS alerts is the most appropriate.
* Notify the MHRA of any change to email address to ensure that MHRA distribution list can be updated: safetyalerts@mhra.gov.uk. It is also a requirement for the MHRA to have a mobile number for use if email systems are down. Please ensure this is also updated when necessary.

**Identify and brief staff member with lead responsibility for checking for CAS alert emails and additional staff member(s)**

1. Identify staff member with lead responsibility
2. Identify additional staff member(s) to act in their absence.

**Responsibilities: Practice CAS alert lead.**

* Check the designated email address for new CAS alerts at least once each working day.
* Start completing ‘Practice Record’ form with CAS alert reference, title, issue date and deadline if applicable. Sign and date for receipt of email alert from MHRA.
* Transfer new CAS alert and ‘Practice Record’ form to CAS Alert Lead for the practice depending on type of alert. Use appendix 1 to identify the appropriate person.
* Check monthly to ensure that alerts have not been missed and those distributed to implementation leads have been completed.

**Identify and brief appropriate CAS alert implementation leads and deputies for varying types of alert:**

* Identify CAS alert implementation leads who have overall responsibility for ensuring each type of CAS alert is dealt with appropriately and keeping a record of this.
* Identify deputy CAS alert implementation leads to act in their absence.

**Responsibilities: CAS alert implementation lead**

* Sign and date the ‘Practice Record’ form as acceptance of responsibility for the CAS alert
* Determine appropriate actions, with clinical support if necessary, and date for completion.
* Ensure all relevant practice staff members are informed about the new CAS alert at a practice meeting and that it is documented in the meeting notes.
* If appropriate, delegate a named individual to ensure actions are completed.
* Ensure progress is recorded on the ‘Practice Record’ form.
* Practice CAS Alert implementation Lead is responsible for ensuring actions are completed and signed off

**Review responsible staff members annually, or earlier if change of staff or role.**

**Practice records**

Practices are advised to establish either a paper or electronic based CAS alert folder for

storing the following:

* a copy of each CAS alert received
* a copy of each completed ‘Practice Record’ form
* spare ‘Practice Record’ forms
* Standard Operating Procedure including
* Appendix 1: List of CAS alert implementation leads by type of alert
* Surrey Heartlands CAS alert checklists

This folder should be easily accessible for reference and to share with CQC if requested.

**Resources**

A Medicines Safety Alerts Checklist is circulated bi-monthly with Medicines Management

Matters and is also available through local medicines management teams on request.

**Appendix 1:** List of CAS alert implementation leads by type of alert.

Document those in the practice who are responsible for implementing any actions required following receipt of each type of CAS alert.

Practice name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Practice CAS alert lead\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Type of CAS alert** | **CAS alert implementation lead**  | **Deputy CAS alert implementation lead** |
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