

# Mid and South Essex

## Special Allocation Service (SAS)

### Important Information for Patients

This leaflet explains how the Mid and South Essex Special Allocation Service works and what you can expect when you are registered with us via **Primary Care Support England (PCSE)**.

Our priority is your **safety, wellbeing, and access to appropriate healthcare**, while also ensuring a safe environment for staff and other patients.

---

### Registration via PCSE

You are registered with us through PCSE due to an immediate removal by your GP Surgery. You will be registered with us for a minimum of 12 months, and you will be subject to **specific clinical and behavioural guidelines**. These guidelines are in place to ensure safe care and consistent support.

---

### Our Approach to Prescribing

We take a **holistic and clinically led approach** to prescribing. This means:

- Medication is prescribed only when it is safe and appropriate
  - Prescriptions are regularly reviewed
  - Decisions are based on your health needs and current clinical guidance
- 

### Controlled Medications

If you are prescribed **controlled drugs or medicines with a risk of dependence**:

- We will review whether this medication is safe and suitable for long-term use
  - Where appropriate, we may suggest **alternative or less harmful treatments**
  - Any changes will be made following clinical assessment
- 

### Overdose or Medication Safety Concerns

If there is a report that you have taken an **overdose of any medication**:

- Your medication will move to **daily collection** immediately
- This arrangement will remain in place for **six months**
- A review will then take place to decide the safest next prescribing plan

This is done to protect your health and safety.

---

## Lost or Missing Medication

If medication is lost or stolen:

- A replacement prescription will only be considered once a **police crime reference number** is provided
- Prescriptions will then move to **daily collections**
- This will be reviewed after **six months**, and a longer-term plan will be agreed

---

## Behaviour Standards – Zero Tolerance

We are committed to providing a safe environment.

We **do not tolerate**:

- Threats or intimidation
- Aggressive behaviour
- Shouting
- Offensive or abusive language

Any such behaviour:

- Will be recorded
- May be reported to the police
- May result in restrictions on how you access services

This follows **NHS Zero Tolerance guidance**.

---

## Legal and Clinical Standards

This service works in line with:

- NHS Zero Tolerance guidance
- The Misuse of Drugs Act 1971
- NHS England safe prescribing guidance
- Local safeguarding and clinical governance arrangements

---

## Patient Agreement

Whilst registered with the Mid and South Essex Special Allocation Service, you are confirming that you:

- Understand and accept these prescribing arrangements
- Agree to regular medication reviews


- Understand the consequences of medication loss, overdose, or safety concerns
- Agree to meet expected behaviour standards

Failure to follow this guidance may result in further safeguards being put in place.

---

## **Contact Us**

If you have questions about this leaflet or your care:

 **01702 742105**

**Monday to Friday 08.00 to 18.30**