

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