



GUIDANCE FOR COMMUNITY PHARMACIES

Police Advice Checklist

In these difficult times with COVID 19, pharmacies as you already know are under pressure to supply medicines and services to patients. Whilst keeping themselves safe in order to continue to provide essential services and support to the public.

During the past weeks the Police in the UK are aware of telephone calls to pharmacies from persons claiming to be from the Police. Those persons requested information regarding stocks of medicines, storage, security measures and vulnerability. The Police have now established several of the calls made were in fact genuine and had good intent, but several others were in fact false.

In an effort to combat these attempts to elicit vital information and to prevent crime the Police have issued guidance (Appendix 1) that will assist and deal with such calls. Police Officers will give their name, ID number and police station which they are based at freely.

- Satisfy yourself as to the identity of the caller. Record the telephone number displayed, if not withheld.
- Ask the person for their full name, their ID number. Where are they based, do they have a landline as well as a mobile.
- Get them to define the nature of their call. What exactly do they want to know? Take control and direct the conversation.
- Do they know of or are they aware of the CDLO (Controlled Drug Liaison Officer) within their Force. Most pharmacies will have a contact number.
- Be mindful of the caller asking for quantities of stock held, opening times, number of staff, the location of the CD (Controlled Drug) cabinet or even the layout of the premises or even keyholder details.
- Are they asking about physical security measures, the alarm, CCTV. Deliveries from the wholesaler. This should raise your suspicions, or something is wrong.



- If you feel pressured and in order to give yourself more time ask them to ring back at a specific time. This will give you time to verify if they are genuine. You can seek verification from NHS England or your local CDLO.
- Try to remain focussed and remember details, such as male/female caller, local accent or anything you think might be relevant.
- Before you have any incident or caller, perhaps ensure that you create a list of relevant contact numbers which are on display at a convenient spot perhaps in the dispensary, out of public sight. (This includes Police telephone numbers).
- Consider revisiting your SOP's (Standard Operating Procedures) amend or alter them accordingly. Ensure staff are fully briefed and are conversant with them. Remember to keep your SOPs up to date.

Remember to be aware, alert and vigilant.

Continue to serve the Community in your determined and professional way. We are working together with each other, to protect one another in these exceptional times.

Original draft prepared with the assistance Greater Manchester Police

April 2020

Please also see attached security advice prepared by the Metropolitan Police. Please contact local police force CDLOs for further local information if required or phone 101.



APPENDIX 1

POLICE CHECK LIST – Ask the caller the following questions.	Responses
Ask the person for their full name, their ID number.	
Where are they based (Police Station)?	
Do they have a landline as well as a mobile number?	
Record the telephone number displayed, if not withheld.	
What exactly do they want to know?	
<p>Do they know of or are they aware of the CDLO (Controlled Drug Liaison Officer) within their Force?</p> <p><u>Hampshire Police</u></p> <p>Nicolas Tromans, Emma Briscoe and Sue Walsh Controlled Drugs Liaison Officers Hampshire Constabulary Operational Headquarters Mottisfont Court Tower Street Winchester Hampshire SO23 8ZD</p> <p>Email: CDLO@hampshire.pnn.police.uk</p>	



If they want to know quantities of stock held, opening times, number of staff, the location of the CD (Controlled Drug) cabinet, layout of the premises, wholesaler delivery details, alarm, CCTV or keyholder details.

STOP - DO NOT GIVE OUT THIS INFORMATION – Contact your local CDLO or call 101, continue to call 999 in an emergency

cdlo@hampshire.pnn.police.uk

If you feel pressured ask them to ring back at a specific time. This will give you time to verify if they are genuine. You can seek verification from NHS England or your local CDLO.

Alternatively call 101. In an emergency continue to call 999.

cdlo@hampshire.pnn.police.uk

nicholas.tromans@hampshire.pnn.police.uk
emma.briscoe@hampshire.pnn.police.uk
sue.walsh@hampshire.pnn.police.uk

Try to remain focussed and remember details, such as male/female caller, local accent or anything you think might be relevant

Call 101 to verify any identification. Continue to call 999 in an emergency.