



- If a person fails to attend for their OST, then the pharmacist must indicate on the prescription (Rx) “not dispensed” next to the relevant date – see [FP10-MDA-Factsheet CPN 0220.pdf](#) for further details on endorsing
- If the person misses a pick-up they should return the next day as usual for their next dose.
- If a dose is missed for **THREE consecutive days**, then the treatment should be **held** and the local Waythrough service contacted. The Rx should **not** be re-initiated until a specific instruction to endorse this has been given by a prescriber or the Recovery Worker (after consultation with the prescriber) from the local Waythrough service. If an instruction to continue the Rx is given the current Rx **can be used**¹. A note of this decision should be made on the persons PMR. See note section on page 2 for further details.
- If a person fails to collect four or more pick-ups in a 14-day FP10MDA Rx then the local Waythrough service should also be contacted. See note section on page 2 for further details.
- The risk of death during methadone induction has been calculated at nearly seven-fold greater than the person’s risk of death prior to entering methadone maintenance treatment and deaths usually occur during the first three to ten days of treatment². Therefore, extra caution should be exercised during the first two weeks of treatment and **any** OST doses missed (including buprenorphine) should be reported to the local Waythrough service.
- If a person misses a dose during the titration phase of treatment i.e. increase in dose during the induction onto an OST Rx, the local Waythrough service **must** be contacted before the next dose is given. Titration increases should not, in general, fall upon a weekend due to observation arrangements with the local Waythrough service.
- All emerging patterns of regular failures to attend the pharmacy should be brought to the attention of the local Waythrough service for further investigation.

¹ Verbal confirmation from RPS and Home Office by Chief Pharmacist, Waythrough

² Royal College of General Practitioners (RCGP). Guide to the Management of Substance Misuse in Primary Care (2005), pages 118-119.

Local Contact Details for Together Devon

Main contact number (for all services): 0800 233 5444

Exeter, East & Mid – option 2

North Devon – Option 3

South Devon – option 4

North Admin Team:

- Jess Kitchen - 07483123001
- Lisa Whiting – 07483495250
- waythrough.northtogether@nhs.net

Exeter Team:

- Nicola Stock (Administrator) – 07483 112403
- Emma Brown (Administrator) - 07483 495253
- Carolyn Meldon (Administrator) – 07484 489517
- Gemma Taylor (Senior Administrator) – 07525887651
- Bee Biggerstaff (Senior Administrator - 07977188849
- waythrough.exerttogether@nhs.net

South Admin Team:

- Charlotte West-07483473514
- Gemma Kerrison -07904 328516
- waythrough.southtogether@nhs.net

Please note that if a person misses 3 consecutive days you must contact the service preferably by phone. However, you may email the service the day before prior to closing or first thing on the fourth day (or at the weekend) if you are having difficulty contacting the service or an administrator by phone.

There is a risk of loss of tolerance to opioids in this scenario and the Medicines, Ethics and Practice Guidelines advise that it is “in the best interest of the patient (to), consider contacting the prescriber to discuss appropriate next steps”³. This is also a requirement of the Service Level Agreement (SLA) for people accessing oral OST through supervised consumption.

Any regular pattern of missed doses can be reported by phone or email or through the weekly communication email sent to pharmacies on a Monday morning through the service hubs.

³ MEP (online) 3.6.7 Prescription requirements for Schedule 2 and 3 Controlled Drugs: missed doses
<https://www.rpharms.com/mep/3-underpinning-knowledge-legislation-and-professional-issues/36-controlled-drugs/367-prescription-requirements-for-schedule-2-and-3-controlled-drugs#gsc.tab=0>