

PCES - Fife OOH Call Incident Report

Call number:	39813	Receive Date:	15-Jun-2026 08:26
Patient's Name:	Lee Reid		
Date of birth:	10-May-1992 (34 years)	Gender:	M
Address:	60 Wheatley Street	Current Address:	153
	Methil		
	Leven		Valley Gardens South
	KY8 3DQ		KY2 6AN
Return Contact No:			
Tel No:	07442 194207		07442 194207
Mobile No:			
Priority:	Within 4 Hours	Call Origin:	NHS24
Received:	15-Jun-2026 08:26	Calltype:	Advice
Advised:	08:44	Arrived PCC:	15-Jun-2026 08:46
Final Cons start:	15-Jun-2026 23:26	Final Cons End:	15-Jun-2026 23:27
Consulting Doctor:	Stacey Brown	Own doctor:	

CHI Number:
1005922055

Reported Condition:
LOST MEDICATION - 2 DAYS

NHSD details:

Received By - **Melissa Flynn (Nhs 24) (Callhandler) (East Co**
 Triage Start Time - **15-Jun-2026 08:26**
 Triage End Time - **15-Jun-2026 08:44**

Clinical Summary - **Clinical summary created by: Melissa Flynn (Nhs 24) (Callhandler) ()**
[15/06/2026 08:26:22]
Reason for call: LOST MEDICATION - 2 DAYS
Confirmed symptom(s): Medication enquiry - not overdose Delayed or missed dose; or dose enquiry
Symptom(s) not found: No current fever
Risk factor(s) not found: Patient not resident in a Care Home No travel outside Europe in last 21 days or to an affected country
20260615T074442.279 GMT Elizabeth Clarke (NHS 24):PREGABALIN PRESCRIBED 2ND JUNE FOR ANXIETY. AFTER TRAVELLING BACK FROM AYSHIRE ON BUS SATURDAY BAG WITH CLOTHES/MEDS WENT MISSING FROM BUS. LAST TAKEN PREGABALIN SATURDAY AM. CALLING AS DIDNT REALISE

**GP CLOSED TODAY-ADVISED PREGABALIN NOT PRESC IN
OOH. FEELING ON EDGE-ANXIOUS-SHAKY. WORSENING.
OUTCOME:SPEAK WITH CLINICIAN 4HRS Outcome: Speak to
clinician within 4 Hrs**

Questions -

Algorithm: Keyword Search

Keyword 1:

[X] Medication

Keyword selected

[X] Medication

Algorithm: Risk Assessment

Is this call from a Nursing or Care Home?

--NO

Do you have fever?

--NO

Have you been outside Europe in the last 21 days?

--NO

Algorithm: Protocols Used

Guideline used

[X] Medication 88

Algorithm: Medication 88

**Select the additional marker of the keyword that defines the callers
complaint: (Select one)**

[X] Medication enquiry

**Select the descriptor of the keyword that defines the callers complaint:
(Select one)**

[X] Delayed missed dose or dose enquiry

Algorithm: Protocols Used

Last Guideline used in the recommendation
[X] Medication 88

Disposition Contact GP Practice within 4 Hours (as soon as possible)

Final Consultation details:

Consultation
Start - **15-Jun-2026 23:26**

Consultation
Finish - **15-Jun-2026 23:27**

Consulting
Clinician - **Brown , Stacey**

History - **vNo answer when called - called mutiple times - unable to get on phone.
Will have to call back throuhg NHS24 if any further concerns.**

Clinical
Codes - **9N4.. Failed encounter**

Followups:
UCSF Call Back If Required

Clinical Codes Summary (All Consultations):

9N4.. Failed encounter
