



Good Practice Guide for Medical Cannabis Clinics



Cannabis
Industry
Council

Authors

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This guide does not constitute regulatory, legal, or medical advice. It is for informational purposes only.



Introduction

Since the legalisation of cannabis-based medicinal products (CBPMs) in the UK in November 2018, the sector has grown, with approximately 45,000 patients receiving prescriptions.

There are over 40 clinics and around 140 prescribers in the private sector, although the NHS has been slower to adopt CBPMs.

This good practice guide has been developed to support clinics in delivering a responsive, safe, and patient-centred service, ensuring high standards and compliance with regulatory requirements. This good practice guide is intended to supplement the work of the Care Quality Commission (CQC).

By adhering to these guidelines, clinics can demonstrate their commitment to good practice and ethical operations, contributing to the growth and legitimacy of the medical cannabis sector.

The Cannabis Industry Council will continue to support clinics through education and engagement with regulators and policymakers, fostering a patient-centred approach that benefits all stakeholders.

Rationale for Adopting Good Practice



Demonstrating Trustworthiness

Clinics must operate ethically and responsibly, fostering trust among patients and stakeholders, thereby helping the industry mature in a robust manner.



Collaboration and Fairness

The guidance promotes collaboration, discourages unethical practices, and ensures fair competition, ultimately enhancing patient outcomes.



Patient Engagement

With a clear framework, patients can expect consistent, high-quality care, leading to improved medical outcomes and better patient-clinic relationships.



Pragmatic Solutions

This guide avoids creating new regulatory bodies, additional costs, or unnecessary layers of bureaucracy, instead focusing on practical measures to improve patient care.



Principles of Good Practice

1. Regulator Compliance

Clinics must be registered with the CQC and adhere to all relevant regulations. This includes maintaining compliance with CQC requirements and ensuring that all clinic operations meet the highest standards of care. Prescribers must be on the Specialist Register of the General Medical Council and have appropriate indemnity insurance.

2. Clinic Oversight

Clinics must have a Registered Manager responsible for compliance with CQC regulations and the oversight of all policies and procedures. Management teams bear ultimate responsibility for clinic practices.

3. Staffing and Initial Training

Clinics must ensure adequate staffing, with all patient-facing staff trained in cannabis medicine and customer care. Training through recognised programmes is necessary. Regular staff appraisals should be held.

4. Ongoing Reviews

Regular reviews of prescriptions and patient outcomes should be conducted to ensure safety and compliance. The establishment of a clinical governance committee is recommended as part of this. Clinics should make process adjustments as necessary to maintain high standards.

5. Prescriptions

Clinics should have policies for both face-to-face and remote consultations, ensuring patient safety in all settings. Prescriptions must be based on thorough patient evaluations, including GP records and prior treatment histories. A peer review panel should assess initial prescriptions, and policies should guide follow-up consultations and significant prescription changes.

6. Product Quality

All prescribed products must meet regulatory standards for purity and quality, including compliance with European Pharmacopoeia standards and EU Good Manufacturing Practice (GMP) and Good Distribution Practice (GDP).

7. Data Protection and Sharing

Clinics must maintain appropriate clinical records, ensuring compliance with the General Data Protection Regulation (GDPR) and patient confidentiality. Patients should be informed about how their data is accessed and used.

8. Advertising and Marketing

Advertising must comply with applicable Medicines and Healthcare products Regulatory Agency (MHRA) Blue Book guidelines, and organisations are encouraged to read the separate CIC guidance on this topic ([see here](#)).

9. Complaints Process

A transparent and accessible complaints process must be in place, allowing patients to raise issues confidentially and ensuring quick and fair resolutions. Appropriate patient signposting to regulatory complaints procedures (e.g. MHRA Yellow Card and CQC) should be undertaken, where a complaint is not adequately resolved.

10. Linked Pharmacy

Clinics may have a linked pharmacy, but patients should not feel pressured to use a specific pharmacy. The choice should be guided by the prescriber, with patient preference in mind.

Specific Policies for Clinics

1. Remote Consultation and Patient Identification

Policies must be in place for patient identification during remote consultations, ensuring that these consultations meet the same standards as face-to-face appointments.

2. Patient Pathway

A clear pathway for patients, from initial consultation to ongoing care, must be established, ensuring consistent and effective treatment.

3. Guideline and Evidence Policy

Clinics should follow established guidelines and evidence-based practices when prescribing CBPMs, ensuring treatments are appropriate and effective.

4. Audit and Symptom Tracker Policy

Regular audits and the use of symptom trackers are essential for monitoring patient outcomes and ensuring continuous improvement in care delivery.

5. Aftercare Policy

A robust aftercare policy is essential, ensuring that patients receive ongoing support and that any issues arising from treatment are addressed promptly.



About the CIC

The Cannabis Industry Council (CIC) is a leading membership organisation representing the entire UK cannabis industry. Membership is open to organisations and business which either work within or operate from the United Kingdom, the Channel Islands, and the Isle of Man.

Together, our mission is to lead the industry to success and enable it to speak with one voice – for, and by, the sector.

[Learn more](#)



A collective voice for the medical cannabis, CBD, and hemp sector across the UK.

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