

Since the UK's legal shift in November 2018 allowing medical cannabis prescriptions, many patients have sought treatment at private medical cannabis clinics. Patients often ask: *Will I have a named contact person at the clinic?* This question is crucial because it touches on the **patient contact pathway**, **continuity of care**, and **between-appointments support**—all important factors in the success and safety of medical cannabis treatment.

In this post, we'll explore whether clinics typically assign a named contact person, the regulatory oversight behind this, who is legally allowed to prescribe medical cannabis, and the importance of specialist competence. We'll also look at why clinics must be transparent about risks, especially since medical cannabis is an *unlicensed medicine* in the UK.

Understanding the Regulatory Landscape

First, it's essential to understand the public frameworks and regulations governing medical cannabis clinics in the UK. Two key bodies set the standards:

- **Care Quality Commission (CQC):** The independent regulator of health and social care in England. Clinics must register with the CQC if they provide regulated activities like diagnostic and screening procedures, treatment, or care. The CQC sets standards on safety, quality, and leadership.
- **General Medical Council (GMC) Specialist Register:** Doctors prescribing medical cannabis are expected to have appropriate specialist knowledge or be on the GMC Specialist Register for relevant fields such as pain management, neurology, or palliative care. The GMC also enforces professional standards.

While private medical cannabis clinics operate in a relatively new area, they are still bound by overarching healthcare standards. Proper registration, safety checks, and qualified prescribers are non-negotiable for high-quality care.

Do Clinics Typically Provide a Named Contact Person?

From speaking with clinics and reviewing patient experiences, the provision of a named contact person varies.



- **Some clinics assign a dedicated patient coordinator or nurse** who acts as the first contact, helping with appointment scheduling, answering queries about treatment, and facilitating urgency handling.

- **Others rely on generic communication channels**, such as a single phone number or email inbox without guaranteed continuity. This can frustrate patients who want consistent guidance.
- **Patients with complex needs or ongoing treatment courses** are more likely to be assigned a named clinician or care coordinator.

Clinics that emphasize **continuity of care** recognise that a named contact enhances patient safety and satisfaction. This contact becomes the patient's advocate and guide through complex dosing, potential side effects, and drug interactions.

Why Continuity of Care and Patient Contact Pathway Matter

Medical cannabis treatment is often not a one-off prescription. Patients <https://www.moroccoworldnews.com/2026/08/334132/what-makes-a-high-quality-medical-cannabis-clinic/> usually require follow-ups, dose adjustments, and monitoring for side effects. Therefore, a clear *patient contact pathway* is critical.



- **Continuity of care ensures risks are managed.** Since medical cannabis is an unlicensed medicine in the UK, clinical evidence is emerging, and clinicians must carefully monitor individual responses.
- **A named contact person is central to between-appointments support.** Patients benefit from having a familiar point of contact for urgent questions, pharmacy coordination, or adverse effect reporting.
- **Reducing communication gaps improves adherence.** Without reliable contact, patients may stop treatment prematurely or struggle to get valid information.

Regulatory Expectations from the CQC

According to the CQC's guidelines on regulated activities:

- Providers must ensure patients receive safe and appropriate care.
- Good communication and accessible points of contact are emphasized.
- Management systems should anticipate patients' needs for support between visits.

If you are considering a clinic, ask for their CQC registration number—this confirms they meet baseline standards. Clinics not registered where required should raise concern.

Who Is Legally Allowed to Prescribe Medical Cannabis?

In the UK, medical cannabis prescriptions must come from a registered doctor on a **specialist GMC register** or one with appropriate training and experience. GPs without specialisation cannot routinely prescribe, except in exceptional cases and with consultant oversight.

This restriction exists because medical cannabis is:

- An unlicensed medicine with less established clinical guidelines.
- Associated with potential side effects, drug interactions, and legal implications.

When choosing a clinic, patients should:

- Request the prescribing doctor's name and GMC registration number.
- Confirm the doctor's specialist area matches the condition being treated (e.g., neurology for epilepsy, pain management for chronic pain).

Specialist Competence and Scope of Practice

Qualified specialists have the knowledge to:

- Assess if medical cannabis is appropriate for the patient's medical condition.
- Understand the nuances of dosing, product selection, and risks.
- Monitor progress and modify treatment safely.
- Disclose known risks and uncertainties candidly to patients.

Beware clinics that use vague terms like "specialist doctor" but won't name the prescriber or confirm their GMC status.

Risk Disclosure and Unlicensed Medicines

Because medical cannabis remains unlicensed under UK medicine regulations, there are important considerations:

- Patients must receive clear information on potential risks and side effects.
- Clinics should have robust systems to monitor and report adverse effects.
- Transparency about what is known—and what isn't—protects patients from unrealistic expectations.

Clinics committed to patient safety will provide written materials, detailed consultations, and easy access to a named contact to address concerns.

Questions to Ask Your Medical Cannabis Clinic

1. What is the clinic's CQC registration number? Can I see their inspection reports?
2. Who will be my named contact person throughout treatment? Will I speak to the same person consistently?
3. Who will prescribe my medication? What is their GMC registration number and specialist field?
4. How do you manage between-appointments support for questions, side effects, or dosing adjustments?
5. How do you disclose and document risks associated with medical cannabis treatment?

Summary: What to Expect and Demand as a Patient

Patient Expectation Clinic Best Practice Red Flags to Watch For Named contact person for continuity Assigned patient coordinator or clinician available for support No consistent contact; generic emails only Qualified prescriber with appropriate specialist competence Clear prescriber name, GMC number, specialist register confirmation "Specialist doctors" unnamed or unverifiable Transparent risk disclosure and unlicensed medicine warnings Written info, clear discussion of risks, ongoing monitoring Claims cannabis treats "everything" or hides side effects Between-appointments support Responsive contact for urgent questions or dosage advice No access between visits; long delays in response

In short, you absolutely should get a named contact person at a good-quality medical cannabis clinic. This person ensures **continuity of care** and guides you safely through what can be a complex treatment journey.

Remember: Always ask for the clinic's *CQC registration number*, the prescribing doctor's *GMC registration and specialist status*, and insist on risk disclosure and clear communication pathways.

References and Resources

- Care Quality Commission (CQC)
- General Medical Council (GMC) Medical Register
- NHS Guidance on Medical Cannabis

If you found this useful, keep your questions coming. Staying informed is the best way to navigate medical cannabis safely.