Pharmacy Needle and Syringe Programme

Service Specification

April 2018
**Contents**

1. Introduction .................................................................................................................. 3
2. Aims and Objectives ....................................................................................................... 3
3. Service Specification ...................................................................................................... 4
4. Supplies and Stock Ordering .......................................................................................... 5
5. Staffing .......................................................................................................................... 6
6. Quality ........................................................................................................................... 6
7. Monitoring, Review and Targets ..................................................................................... 6
8. Invoicing and Payments ................................................................................................. 6
9. Leaving the Scheme ....................................................................................................... 7
10. Contacts ......................................................................................................................... 7

Appendix A – Achieve Referral Form .............................................................................. 7
Appendix B – Stock Ordering Form ................................................................................... 8
Appendix C – Nice Public Health Guidance 52: Needle And Syringe Programmes .......... 8
1. Introduction

The guidelines below outline the background to and the Standard Operational Procedures including administrative processes for the Needle and Syringe Programme.

Pharmacy services for drug users are contracted with Greater Manchester Mental Health NHS Foundation Trust (GMMH) - Achieve Bolton, Salford, Trafford – and will be commissioned and guided by localised need. Those who join the scheme will have a contractual obligation to adhere to this service specification and to input as appropriate into the ‘shared care’ of substance users.

Guidance contained in this document is in line with “NICE Public Health Guidance 52: Needle and Syringe Programmes” (National Institute for Health and Clinical Excellence, 2014).

The purpose of this Service Specification between GMMH and local pharmacies is to document a common understanding of the requirements for the provision of the following intervention:

1.1 Pharmacy Needle & Syringe Programme Facility

Harm Reduction provision including needle exchange schemes exist to reduce the sharing of equipment amongst injecting drug users, in order to limit the spread of blood-borne viruses such as HIV and Hepatitis. This helps to protect not only the individual drug users, but also the communities they live in. To this end needle exchange schemes provide easy access to sterile injecting equipment for all drug users.

Pharmacy Needle Exchange services supported by Achieve Bolton, Salford, Trafford to provide needle exchange provision for people over the age of 18 who inject illicit substances and non-prescribed anabolic steroids.

In addition to providing clean and sterile injecting equipment the service aims to meet service user needs in a meaningful and holistic non-judgemental approach by providing information, advice, resources, support and sign-posting around not only substance misuse but other health related needs.

Achieve has developed positive inter-agency working strategies with local services to encourage, motivate and support substance misusers through the drug treatment process.

Achieve is committed to ensuring that every person associated with its service is treated with dignity and respect and ensuring that no person is treated less favorably than another because of their age, gender, colour, race, disability, faith/belief, nationality, ethnicity, citizenship, physical appearance, health status, social position, employment status, family/marital status, political belief, trade union membership, sexual orientation or non-relevant previous convictions.

2. Aims and Objectives

Aim

To assist the service users to remain healthy until they are ready and willing to cease injecting and ultimately achieve a drug-free life with appropriate support.

Objectives

- To protect health and reduce the rate of blood-borne infections and drug related deaths among service users:
  - by reducing the rate of sharing and other high risk injecting behaviours;
  - by providing sterile injecting equipment and other support;
  - by promoting safer injecting practices; and
  - by providing and reinforcing harm reduction messages including safe sex advice and advice on overdose prevention (e.g. risks of poly-drug use and alcohol use) via relevant publications and materials.
To improve the health of local communities by preventing the spread of blood-borne infections by ensuring the safe disposal of used injecting equipment.

To offer information and referral to services which support an individual to engage with recovery from substance misuse.

To maximise the access and retention of all injectors.

To increase the number of people accessing the Needle and Syringe programme provision through open-access in a local pharmacy setting.

To provide baseline information in relation to the demand for the service in this geographic area.

3. Service Specification

The part of the pharmacy used for provision of the service is to provide a sufficient level of privacy and safety.

The pharmacy contractor will offer a user-friendly, non-judgmental, client-centred and confidential service.

Pharmacists must have satisfied the Health Education England and Centre for Pharmacy postgraduate education (CPPE) Declaration of Competence for Pharmacy Services – Needle and Syringe Programme service Declaration of Competence.

The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within their own protocols.

The pharmacy will allocate a safe place to store equipment and returns for safe onward disposal. The storage containers provided by the clinical waste disposal service will be used to store returned used equipment.

The pharmacy contractor should ensure that staff are made aware of the risk associated with the handling of returned used equipment and the correct procedures used to minimise those risks. A needle stick injury Standard Operating Procedure (SOP) should be in place. Training, advice and awareness will be accessible through Achieve’s Clinical Team.

The pharmacy should maintain appropriate records of exchange activity to ensure effective ongoing service delivery and audit. All records will be recorded on the Pharmoutcomes system.

Appropriate protective equipment, including gloves and overalls should be readily available close to the storage site.

The pharmacy should clearly display the national needle exchange scheme logo indicating participation in the service. Scheme logo stickers can be provided by Achieve on request.

It is recommended that staff involved in the delivery of this service are immunised for Hepatitis B.

The frequency of waste collection should be agreed with GMMH to ensure there is not an unacceptable build-up of clinical waste on the pharmacy premises.

Pharmacies are expected to provide people who inject drugs with the supplied injecting paraphernalia packs. The quantity of packs dispensed should not be subject to an arbitrary limit, but rather, should meet individual needs.
• Pharmacies are expected to provide Needle/Syringe exchanges for Service Users who are accompanied by children (exceptions at the discretion of the Pharmacist may apply).

• Service Users who present at the Pharmacy Needle/Syringe Exchange heavily under the influence of either drugs or alcohol should be advised of the risks of overdose and it should be suggested to them that they return at a later time to obtain an exchange. If the Service User remains persistent, Pharmacy staff will issue the smallest pack they have available and make a note on the needle/syringe exchange form.

• Pharmacies will offer a user-friendly, non-judgemental and confidential service, and will ensure that all staff involved in the Needle/Syringe Exchange scheme work within data protection guidelines including any new requirements as a result of the implementation of GDPR.

• Pharmacies will contact The Clinical Team at Achieve if they have any concerns regarding the presentation of any Service User in order to maintain effective communication regarding Service Users at risk.

• Pharmacies will encourage and support users of performance and image enhancing drugs to access harm reduction provision with the Achieve Clinical Team, in order to receive specific advice and guidance.

• Pharmacy staff will advise Service Users of the Achieve Service where they can obtain further harm reduction advice and access to a full range of recovery supported interventions in order to support them to address their substance misuse. Pharmacy staff can refer a service user to Achieve by completing the ‘Achieve Referral Form’, available through Pharmoutcomes (appendix A for information)

• Under this service, pharmacies will only provide needle/syringe exchange for individuals who inject illicit substances or non-anabolic steroids.

• In order to comply with data collection and invoicing requirements pharmacies will ensure that each exchange is recorded on the Pharmoutcomes system.

• Pharmacies will provide Achieve with details of their opening hours and advise in a timely manner of any changes.

4. Supplies and Stock Ordering

• Pharmacies should monitor their stock usage over each month in order to estimate their stock requirements for the following month. Although adequate levels of stock should be maintained, in order to avoid stock becoming out of date, pharmacies should avoid over ordering.

• A Pharmacy stock order will be placed by Achieve on the first and third Monday of every month.

• It is the pharmacy’s responsibility to email their stock order requirements to Achieve prior to the first and third Monday of every month, by completing the electronic stock order form available on Pharmoutcomes, (appendix B for information). Orders which are not placed in this way will not be made and will be processed the following fortnight.

• If pharmacies have any issues or problems regarding stock delivery this should be discussed with Achieve to feed back to the stock supplier.
5. Staffing

Both staff and service users will be protected from any unacceptable behaviour displayed by either party in line with the pharmacy’s documented and displayed company code of conduct policy.

6. Quality

- Pharmacy contractors participating in this service must be delivering essential pharmaceutical services to a satisfactory standard.

- The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service. As a minimum, this should include awareness training on the need for discretion and the need to respect the privacy of people who inject drugs. The training should also include training on how to treat users of the needle exchange service in a non-stigmatising way.

- The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken continuous professional development relevant to this service.

- Achieve will ensure the pharmacy has appropriate harm reduction material available for the user group and will share current health promotion messages via Pharmoutcomes.

- The pharmacy will promote the uptake of harm reduction materials and take on the responsibility of providing other health promotion messages as appropriate.

- Pharmacies will be expected to act on Service User feedback provided by Achieve in order to ensure a high quality service provision.

7. Monitoring, Review and Targets

The pharmacy service must comply (where relevant) with all monitoring and review requirements carried out by Achieve, including audits and service user consultations and feedback.

8. Invoicing & Payments

Pharmacy contractors will be reimbursed according to the following payment structure:

- A payment of £1.55 will be made to the Pharmacy Contractor for each exchange transaction or harm reduction information provided if appropriate (a transaction is any amount of equipment given out at any one time.) The Pharmacist should encourage clients to take a week’s supply in line with NICE guidance. The quantity dispensed should not be subject to an arbitrary limit, but rather, should meet individual needs.

- Invoices for the previous month’s exchange activity will automatically be generated through the Pharmoutcomes system on the 7th day of each month. It is the pharmacy contractor’s responsibility to ensure that all activity is recorded on Pharmoutcomes prior to this date.

- Payment will be made via BACS to the bank account details provided.

- GMMH will undertake to make a payment to CHL within 2 weeks of receiving the invoice. CHL undertake to make payments to contractors within 2 weeks of receiving payment from GMMH.

- Achieve will not make payment for the following reasons:
  - Exchanges provided for patients other than those injecting illicit substances or non-anabolic steroids
  - Failure to submit invoices on time
9. Leaving the scheme

If Pharmacy Contractors wish to leave the scheme, or cease providing any aspect of the service at any point they should inform Achieve in writing of this intention, 84 days in advance. This will enable prescribers to make alternative arrangements allocating clients to alternative scheme providers.

Similarly Achieve will give 84 days’ notice in writing to contractors if a decision is taken to decommission the service. This period of notice will be waived if patient care is compromised or if fraud is suspected.

10. Contacts

Achieve BST Interim Service Manager: Jonathan Miller
jonathan.miller@gmmh.nhs.uk
07827899058

Salford Clinical Team: Paula Harvey
paula.harvey@gmmh.nhs.uk
01613580750

Bolton Clinical Team: Ann McKernan
ann.mckernan@gmmh.nhs.uk
01204557977

Trafford Clinical Team: Chris Ranson
chris.ranson@gmmh.nhs.uk
01613580991
Appendix A – Achieve referral forms

Bolton referrals.doc  Salford referrals.doc  Trafford referrals.doc

Appendix B – Stock ordering form

Needle Exchange Order form.docx

Appendix C – NICE public health guidance 52: Needle and syringe programmes

Nice Guidelines Needle and syringe