

**COMPASS MILTON KEYNES
DRUG & ALCOHOL TEAM**

**SERVICE LEVEL AGREEMENT April 2017 – March 2020
Milton Keynes Community Pharmacies**

**Methadone and Buprenorphine Supervised
Consumption and Needle Exchange Scheme**

PHARMACY ADDRESS

SERVICE DESCRIPTION

This agreement outlines the specialized service that will be provided by pharmacies including the provision of supervision of consumption of opioid substitute medication, the exchange of injection equipment, the provision of harm reduction advice and the signposting to specialist services.

SUMMARY OF SCHEME

- i. This service will require the pharmacist to supervise the consumption of methadone or buprenorphine at the point of dispensing in the pharmacy, ensuring that the dose has been administered to the client.
- ii. The service will be provided by the pharmacy according to a written Standard Operating Procedure.
- iii. Pharmacies will offer a user-friendly, non-judgmental, client-centred and confidential service.
- iv. The pharmacy will provide support and advice to the client, and liaise with primary care or the treatment service where appropriate.
- v. The pharmacy will liaise with Compass staff managing the care of the client, within the agreed limits of client confidentiality; and always inform Compass if risk factors are identified including notification of missed doses and if clients are intoxicated
- vi. The pharmacy will co-operate with any audit of the service by the commissioners to provide evidence that advice and signposting has been offered and to demonstrate quality according to agreed indicators.
- vii. To issue packs containing sterile injecting equipment and a system of safe disposal of used injecting equipment.
- viii. The pharmacy will pro-actively offer harm reduction advice to clients (verbally and supported by written information) and will record significant interventions or advice given which may include overdose prevention and safe sex advice.
- ix. The pharmacy will maintain adequate stocks of advice leaflets and display them for easy access.
- x. The lead pharmacist will advise all staff and colleagues of the need for Hepatitis B vaccination.
- xi. The Compass service will be monitored by the Service manager
- xii. The Compass service manager will manage the budget for the scheme and will make the payments to the Contractor against the invoices required to be submitted on a monthly basis with evidential paperwork (Prescription monitoring form and claim form).

FINANCIAL DETAILS

Each supervised consumption contact when dispensing Methadone, Physeptone, Buprenorphine or Subutex is £2.05

Fee per exchange for Needle exchange is £1.00

(NB: A needle exchange may include the provision of more than one pack)

It is expected that newly participating pharmacies audit their existing service provision and make any necessary changes to meet the requirements of the service specification.

Agreement Period

This document constitutes the agreement between the pharmacy and Compass and will include the period 1st April 2017 to 30th March 2020 and will be reviewed annually. It will be subject to renewal if agreed by all parties if it is agreed that no changes are to be made the agreement stands until the end of its term.

Further discussion

The agreement may be terminated without penalty if the Compass or the Pharmacy gives the other party at least one month's notice in writing.

N.B. Compass reserves the right to withdraw this enhanced service immediately if the pharmacy is found not to be meeting its requirements for the provision of essential services after the SLA has commenced.

SERVICE AIMS

To ensure compliance with the agreed treatment plan (prescription) by:

- Dispensing in specified instalments (doses may be dispensed for the client to take away to cover days when the pharmacy is closed),
- Ensuring each supervised dose is consumed by the client for whom it is intended.

To reduce the risk to local communities of:

- Diversion of methadone onto the illicit drugs market; and
- Accidental exposure to methadone.
- Overuse or underuse of medicines
- Diversion of prescribed medicines onto the illicit drugs market
- Accidental exposure to the supervised medicines.
- To reduce high risk injecting behavior by providing sterile injecting equipment
- Provide harm reduction advice and to help remain healthy until they are ready to cease injecting
- To reduce the incidence of blood borne infections among drug users
- Information on the risk of overdose and accessing appropriate treatment

To provide clients with information on treatment for substance misuse and health care providers and help them access further advice or support. The client will be referred to Compass substance misuse service or other health and social care professionals where appropriate.

SERVICE CRITERIA

Criteria One: Service Outline

- This enhanced service must be provided throughout the pharmacy's opening hours although it is recognised that some restriction at the beginning or end of the day may be necessary.
- The part of the pharmacy used for provision of the service will provide a sufficient level of privacy and safety.

- The pharmacy will present the medicine to the client in a labelled dispensing container which could be used as a suitable single use receptacle and will provide the client with water to facilitate administration and/or reduce the risk of doses being held in the mouth.
- A certificate acknowledging completion of the Centre for Pharmacy Postgraduate Education (CPPE) open learning course 'Substance use and Misuse – Supporting Pharmacists for Improved Client Care'.
- Must have a regular named pharmacist at the shop who will be responsible for ensuring the day to day running of the scheme and ensure that all locums are adequately informed.
- Must be a registered pharmacy within Milton Keynes.
- Premises should have a private/discreet area where consumption can take place in privacy. Pharmacies without such an area will be accepted on to the scheme only for clients who prefer the convenience of location over privacy.

Criteria Two: Staffing

- The pharmacy contractor will ensure that pharmacists, locums and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.
- Giving harm minimisation advice, and information leaflets to support the information.
- The pharmacy contractor will ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local protocols.
- Compass will provide details of relevant referral points which pharmacy staff can use to signpost clients who require further assistance.
- Compass will obtain or produce health promotion material relevant to the clients and make this available to pharmacies.
- All staff and colleagues to be encouraged to be Hepatitis B vaccinated.

Criteria Three: Records/Audits

- The pharmacy will maintain appropriate records to ensure effective ongoing service delivery and audit. A client medication record will be kept at the pharmacy for every client accessing the pharmacy for supervised consumption services.
- Pharmacists will share relevant information with other health care professionals and agencies, in line with confidentiality arrangements. (clients signed consent form should be provided in the initial documentation provided to the pharmacy by Compass)
- The pharmacist will maintain and submit records of activity in the approved format and keep evidence on the premises for the purposes of audit
- The pharmacy participates in an annual audit of the service LPC

- The pharmacist should also refer to the standards set by the RSPGB in Medicines Ethics and Practice: A Guide for Pharmacists
- Compass reserves the right to enter any pharmacy practice and obtain access to all appropriate relevant records in order to undertake an audit of the service at any time. The objective of the audit will be to ensure this contract provides value for money to Compass.

Criteria Four: Quality Indicators

- The pharmacy has appropriate health promotion material (available for the user group and promotes its uptake).
- The pharmacy reviews its standard operating procedures and referral pathways for the service where necessary or at least on an annual basis.
- The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.
- The pharmacy participates with any audit of service provision.
- The pharmacy will distribute client experience questionnaires when requested
- Any Serious Untoward incident (SUI) or critical incident will be reported to the Assistant Director, Compass, whereby the incident and learning outcomes will be discussed at the performance meetings.
- Is aware of Local policy
- Works in an appropriate multidisciplinary manner.

Exclusion Criteria

Services can be provided to clients out of area under a separate contract. In individual cases clients may be refused a service e.g. if they are intoxicated when attending for their medication.

CPD Requirements

As well as training at entry to the scheme, it is expected that participating pharmacists will take part in regular training, at least on an annual basis. Training days for pharmacists will be provided and funded locally at least twice a year and there will be training for members of the primary care team. Other forms of training may be accepted providing they are relevant and the details are submitted and approved. **Pharmacists will be encouraged to gain RCGP L1 certificate in substance misuse.**

Payment

All pharmacies will be required to record all information about supervised consumption and needle exchange on the neo360 system. Invoices will be paid based on these records generated by the system. Where there are no records made, payments will be withheld.

All pharmacies are required to record information on the system by the 1st day of each month for the previous month. All invoices generated will be printed and sent to Compass's Finance department for payment via Banker's Automated Clearing Services (BACS).

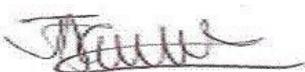
Any queries relating to the claim should be sent to Jessica.thompson@compass-uk.org

Declaration

To acknowledge acceptance to the terms of this agreement and to allow arrangement to commence in relation to payment for contact activity, each pharmacy/s is required to sign a copy of this document.

On behalf of Compass: Jessica Thompson

Position: Assistant Director

Signature: 

Date: 8th May 2017

Pharmacy

Pharmacy Address:

Signature:

Date:

Name of Lead Pharmacist:

Registration Number:

Private Consultation Room Available?

Yes/No