



Specification

Supervised Consumption

April 1st 2019 to March 31st 2023

V1

Education, Health and Social Care

Drug and Alcohol Action Team

Community Pharmacy Contract – Supervised Administration (On the premises consumption of prescribed controlled drug Opiate Replacement Therapy and other Medicines)

1. Service description

- 1.1 This service will require the pharmacist to supervise the consumption of prescribed medicines at the point of dispensing in the pharmacy, ensuring that the dose has been administered to the patient.
- 1.2 Pharmacies will offer a user-friendly, non-judgmental, client-centred and confidential service.
- 1.3 The pharmacy will provide support and advice to the patient, including referral to primary care or specialist centres where appropriate.
- 1.4 Examples of medicines which may have consumption supervised include methadone and other medicines used for the management of opiate dependence, and medicines used for the management of mental health or other conditions where appropriate.
- 1.5 This service only applies to prescriptions that are generated and remunerated by Addaction.
- 1.6 The contract lies between Cornwall Council (as commissioner) and the community pharmacy contractor. Some of the duties of the Council may be undertaken by Addaction as representatives of the Council.

2. Aims and intended service outcomes

- 2.1 To ensure compliance with the agreed treatment plan by:
 - ◆ dispensing in specified instalments¹ (doses may be dispensed for the patient to take away to cover days when the pharmacy is closed),
 - ◆ ensuring each supervised dose is correctly consumed by the patient for whom it was intended.
- 2.2 To reduce the risk to local communities of:
 - ◆ over usage or under usage of medicines;
 - ◆ diversion of prescribed medicines onto the illicit drugs market
- 2.3 To provide service users with regular contact with health care professionals and to help them access further advice or assistance. The service user will be referred to specialist treatment centres or other health and social care professionals where appropriate.

3. Service outline

- 3.1 Addaction will attach a supervised consumption letter to prescriptions requiring this service. Every time the pharmacist witnesses consumption an entry should be made on this letter to confirm this was done and initialled by the supervising pharmacist.
- 3.2 The part of the pharmacy used for provision of the service provides a sufficient level of privacy and safety and meets other locally agreed criteria. (See appendix 1)
- 3.3 The pharmacy will present the medicine to the service user in a suitable receptacle and will provide the service user with water to facilitate administration and/or reduce the risk of doses being held in the mouth. (See appendix 1)
- 3.4 Terms of agreement are set up between the prescriber, keyworker, pharmacist and patient (a four-way agreement) to agree how the service will operate, what constitutes acceptable behaviour by the client, and what action will be taken by the GP and pharmacist if the user does not comply with the agreement. (See appendix 2)

¹ In this Service Specification it is assumed that instalment dispensing is provided for by the provisions of the Dispensing or Repeat Dispensing Essential Services. If this is not the case for a particular medicine which may be included in the service, local arrangements will need to be developed and implemented.

- 3.5 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service, including locum pharmacists, have relevant knowledge and are appropriately trained in the operation of the service and local protocols. (See appendix 1)
- 3.6 The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit. (See appendix 3)
- 3.7 Pharmacists will share relevant information with other health care professionals and agencies, in line with locally determined confidentiality arrangements. (See appendix 1) The procedure for missed doses is also contained in appendix 1.
- 3.8 Cornwall Council will arrange at least one contractor meeting per year to promote service development and update the knowledge of pharmacy staff. (See appendix 1)
- 3.9 Cornwall Council will provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment (Pharmoutcomes)
- 3.10 Cornwall and Isles of Scilly Drug and Alcohol will provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance. (See appendix 3)
- 3.11 Cornwall Council will provide health promotion material relevant to the service users and make this available to pharmacies.

4. Quality Indicators

- 4.1 The pharmacy has appropriate health promotion material available for the user group and promotes its uptake.
- 4.2 The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.
- 4.3 The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service (see appendix 1)
- 4.4 The pharmacy participates in any DAAT- organised audit of service provision.
- 4.5 The pharmacy co-operates with any locally agreed assessment of service user experience.

5 Funding

- 5.1 Cornwall Council contract Addaction to pay the pharmacy contractor a fee for each occasion that consumption is supervised together with a monthly administration fee. The fees will be:
 - Methadone/Physeptone® - £2.25
 - Dexamphetamine - £2.25
 - Other oral medication prescribed with a Supervised Consumption condition e.g. Diazepam, Espranor® - £2.25,
 - Suboxone®, Subutex® and generic Buprenorphine are all £3.75 (because they are sublingual tablets and increase supervision time)
- 5.2 Claims must be submitted to Addaction monthly in arrears. Claims for each calendar month must be submitted on separate forms. Paperwork received more than 2 months after a supply has been made will not be paid by Addaction.

6 Governance and Monitoring Arrangements

- 6.1 Monitoring of this service is the responsibility of the Council and will comprise two elements;
 - ◆ The service will be evaluated as required by either DAAT or Addaction.
 - ◆ Performance monitoring may be undertaken in the form of a written survey which will audit certain aspects of the service.
- 6.2 The pharmacy will review its standard operating procedures and referral pathways for the service on an annual basis and these will be available for inspection by DAAT as required.

- 6.3 The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.
- 6.4 Failure to provide the service in accordance with this contract will result in payments for the service being stopped. Other disciplinary action may follow.
- 6.5 The Council, as commissioners of this service, reserve the right to inspect the premises from which this service operates along with the right to review the service at any time.

7.0 **Termination**

This Contract is valid for the dates as stated, and may be terminated by either party given a minimum of three months notice.

PHARMACY COPY

**Cornwall Council Community Pharmacy Service Contract – Supervised Administration
(Consumption of Prescribed Medicines)**

Contract Period: 1st April 2019- 31st March 2023

Pharmacy Contractor: I have read and understood the Supervised Administration (Consumption of prescribed medicines) Contract and appendices. I can confirm that all pharmacists and technicians employed within this pharmacy who are involved in providing this service have completed the following training and copies of their certificates are attached:

- Mandatory annual training event for pharmacists and technicians
- CPPE Substance Use and Misuse Programme (pharmacists and technicians)

I confirm that the pharmacy will provide this service as and when requested for clients receiving treatment from the substance misuse service in Cornwall.

Signed: Date:
For and on behalf of the Pharmacy Contractor

Pharmacy address:

Name of pharmacist for future communication:.....

Cornwall Council Contract drawn up by

Signed: Date.....
For and on behalf of Cornwall Council

Please return a signed copy of this contract together with supporting documentation required to: Laura Mellow, Cornwall Council

Community Pharmacy Service Contract – Supervised Administration (Consumption of Prescribed Medicines)

Appendix 1 Service Specification and Training

1. Responsibility of the Pharmacy

Each participating pharmacy must ensure that all pharmacists and technicians involved in providing the service have undertaken the appropriate training. Locum pharmacists should be made aware of this service and the procedures in advance of them providing locum cover. This service applies to any drug where supervision is required. This will relate predominately but not exclusively to substance misuse clients.

2. Standard Operating Procedures (SOPs)

Each pharmacy is required to have up to date SOPs which cover all aspects of this service. In line with the Controlled Drugs Regulations 2006 the SOPs must cover the following matters-

- Who has access to controlled drugs
- Where the controlled drugs are stored
- Security in relation to the storage and transportation of controlled drugs as required by the misuse of drugs legislation
- Disposal and destruction of controlled drugs
- Who is to be alerted if complications arise
- Record keeping.

In addition SOPs must address where the supervised consumption will take place, who will supervise consumption and the process to be adopted.

3. Operational Procedures

Consideration should be given to providing adequate privacy in the pharmacy for clients self-administering medicines. The interests of other patients and customers should be considered. Pharmacists/Staff should be aware of the perceived health risks involved in providing services to drug misusers and must receive supportive prophylaxis for Hepatitis B to conform with insurance cover. It is essential that the service runs smoothly and all records are kept up to date.

4. Supervised Consumption Procedure

The following procedures must be followed:

1. Supervised consumption **must** be made under the supervision of a pharmacist at all times.
2. The identity of the client must be checked and cross referenced against the name on the bottle.
3. All liquids which are subject to supervised consumption must be poured into a measure/beaker for the client to consume and water offered to wash the dispensing bottle and measure/beaker out.
4. All methadone dispensed **must** be green in colour unless specifically advised otherwise
5. All methadone prescribed and dispensed must be 1mg/ml

Supervised administration must never take place in the dispensary. The supervising pharmacist or the member of staff with delegated responsibility must ensure that the patient has swallowed the dose by offering them a glass of water after the dose and ensuring that he or she drinks it, or having a conversation with the patient after offering the dose. Pharmacists should take reasonable steps to ensure that the client has consumed the medication.

It may be unrealistic to expect the pharmacist to personally stand with the patient for 3 to 8 minutes during Subutex®/Suboxone® administration, therefore responsibility can be delegated to a suitably trained member of staff. This must be reflected in the SOP. The increased funding for Subutex®/Suboxone® takes into consideration the supervision time required for this product.

5. Missed Doses and other causes of concern

The Recovery Coordinator must be advised if the patient misses two or more doses (missing doses may result in a drop in opiate tolerance with increased risk of accidental overdose).

The Recovery coordinator must be advised of patients who are regularly attempting to avoid supervision; or if they present intoxicated/under the influence of drugs; or present with unacceptable behaviour; or where there are evident health concerns.

- Pharmacists who suspect patients who are on weekly prescriptions are willingly or unwillingly selling or giving away methadone should advise Addaction, preferably using the 'missed dose' modality on PharmOutcomes - as this provides an audit trail - alternatively by phone.
- Pharmacists may, on an exceptional basis, be requested by Addaction to hand out appointment cards to individual patients indicating the time and place of their next appointment.

6. Education, Training and Continuing Professional Development (CPD)

Underpinning Knowledge

The Centre for Pharmacy Postgraduate Education (CPPE) open learning pack 'Substance Use and Misuse' provides the necessary knowledge to underpin the provision of this service.

There is a pharmacist and technician version of this module available from CPPE. This should be completed before providing the service or in the case of new pharmacists within 3 months. A copy of the certificate showing completion of this programme must be sent to the DAAT. Locum pharmacists will be expected to have completed this CPPE pack.

Annual Training Event

The Drug and Alcohol Action Team in conjunction with Addaction will provide an annual training event in Cornwall. All pharmacists providing the service are encouraged to attend.

The meeting will cover:

- any changes to the regulations
- an update from the police and/or counter fraud regarding local drug misuse concerns
- an update on any new local services proposed for substance misuse clients
- the role of DAAT and Addaction
- an opportunity to network with colleagues to discuss concerns/issues
- any relevant updates on service provision, including revised protocols and procedures

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Date: 26th November 2018

If you would like this information in another format please contact:

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