



**Greater Manchester  
Mental Health**  
NHS Foundation Trust

# **Pharmacy Needle and Syringe Programme**

## **Service Criteria**

January 2019

## Criteria

- 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 CPPE 'Needle and syringe programme (NSP)' 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 local 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, overalls and materials to deal with spillages, 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 the provider 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.
- 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 should provide information on suicide prevention or be willing to undertake training in this area.

- 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)
- Pharmacies will not carry out any Needle/Syringe Exchanges for Diabetics.
- 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.

### **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.
- Pharmacies will order stock through GMMH, order forms will be made available via Pharmoutcomes.
- Pharmacies will agree to an initial site visit from NHS Supply Chain to determine delivery requirements.

- 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.