



**Redbridge Needle & Syringe Programme**

**SERVICE LEVEL AGREEMENT**

**1 April 2021 – 31 March 2024**

# Service Level Agreement for the provision of a Needle & Syringe Programme Service

## 1. Introduction

1.1. This agreement shall serve as the formal contract between the WDP Redbridge and the pharmacist detailed for the provision of the Needle & Syringe Programme (NSP) Service.

1.2. The terms and conditions as set out in this agreement shall exist between the WDP Redbridge and the following pharmacist:

|  |  |
| --- | --- |
|  | **PLEASE PRINT** |
| **Pharmacist name:** |  |
| **Company name:** |  |
| **Address:** |  |
| **Telephone number/s:** |  |
| **Fax number/s:** |  |

## 2. Aims

2.1. The Community Pharmacy Needle & Syringe Programme Scheme is an integral and complementary part of the WDP Redbridge’s strategy for substance misuse.

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

2.3. 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 and alcohol use).

* 1. To improve the health of local communities by preventing the spread of blood-borne infections by ensuring the safe disposal of used injecting equipment.

* 1. To help service users access treatment by offering referral to specialist drug and alcohol treatment centres and health and social care professionals where appropriate.

* 1. To maximise the access and retention of all injectors, especially the highly-socially excluded.

* 1. To help service users access other health and social care support and to act as a gateway to other services (e.g. key working, prescribing, Hepatitis B immunisation, Hepatitis and HIV screening, primary care services, etc.).

## 3. Service outline

3.1. The pharmacist is expected to operate the scheme in accordance with the Code of the Ethics and Professional Standards as laid down by the Royal Pharmaceutical Society of Great Britain (RPSGB).

3.2. The service may be accessed by any drug user who presents at a participating pharmacy.

3.3. On presentation at the pharmacy a service user is supplied with a ready-prepared pack containing injecting equipment, a small sharps bin for disposing of used equipment and information on:

* Harm reduction
* How to safely dispose of used equipment
* Hepatitis A, B and C infections and HIV
* The treatment system and referral pathways

* 1. On first presentation a service user is normally supplied with one ready-prepared pack but on future presentations this may be increased at the discretion of the pharmacist. Those presenting from out of borough will be supplied with only one pack and directed to the pharmacies participating in the NSP in their borough of residence.

* 1. WDP Redbridge Recovery Centre arranges the collection of sharps bins by a contracted waste disposal company at intervals agreed with the pharmacy. **Pharmacists must ensure that they request replacement sharps bins from the waste collection company when they attend and ensure they have an adequate supply at all times.** The pharmacist **must not** accept returns from service users if the appropriate means of disposal are not available and service users must then be signposted to another pharmacy to dispose of their returns.

* 1. The service is anonymous; however, pharmacy staff are encouraged to collect information such as date of birth, initials, gender and postcode for service improvement and activity reporting purposes. Service users refusing to provide their details must not be excluded from the service but should be explained the purpose of collecting such information.

## 4. Additional scheme requirements

4.1. The part of the pharmacy used for provision of the service needs to afford sufficient levels of privacy and safety to service users.

4.2. The pharmacist entering into the service level agreement will ensure that the equipment and facilities necessary for the provision of the service are available in the pharmacy. This includes adequate stocks to meet the anticipated demand. Packs should be stored in such a way so as to be inaccessible to customers. The pharmacy will allocate a safe place to store equipment and returns for safe onward disposal. Storage conditions must be appropriate to the storage of sterile medical equipment.

4.3. The pharmacy contractor has its own Standard Operating Procedure (SOP) in place for this service. In addition, the contractor also has a duty to ensure that pharmacists and staff involved in the provision of the service have read and understand the Standard Operating Procedure for that service.

4.4. The pharmacy contractor should ensure that their staff are made aware of the risks associated with the handling of returned used equipment and that the correct procedures are used to minimise those risks. A needle stick injury procedure should be in place. Safe handling arrangements are to be in place for dealing with the returned used equipment. It is important that sharp bins are assembled correctly as per the manufacturer instructions. The sharp bin should not be accessible to customers and if possible should not be stored in the dispensary.

4.5. Appropriate protective equipment, including gloves, overalls and materials to deal with spillages, should be readily available close to the storage site.

4.6. The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.

4.7. The pharmacy should **clearly** display the national scheme logo or a local logo indicating participation in the service.

4.8. WDP Redbridge Recovery Centre encourages pharmacists and staff involved in the delivery of this

service to have relevant immunisations; including Hepatitis B. WDP Redbridge Recovery Centre expects the individual pharmacy to take the responsibility for their own staff health and safety requirements. Staff can approach their own GP to avail of Hepatitis, vaccinations and boosters. Most GPs will not charge for vaccinations if the staff member can clearly prove that they work in a risk environment.

4.9. With the exception of Bank Holidays, the service will normally operate Monday to Saturday inclusive. Adjustments to the service will be made to cover those pharmacies not open on Saturdays.

4.10. All transactions involving the Needle & Syringe Programme must be conducted under the supervision of a pharmacist.

4.11. Pharmacy staff must ensure that service users place their used returned equipment in the sharps bin. Pharmacy staff must not handle used equipment. Unused kits returned by service users must be disposed of in the sharp bin; they must not be re-issued since their integrity cannot be guaranteed.

4.12. All members of staff must exercise, and be contractually obliged to exercise, strict confidentiality in all matters relating to the Needle & Syringe Programme.

4.13. All pharmacists participating in the scheme must make arrangements to ensure that they have indemnity insurance covering the provision of the service.

4.14. A representative from all pharmacies participating in the scheme must attend a twice-yearly training session held with WDP Redbridge Recovery Centre.

4.15. All pharmacists participating in the scheme must offer alcohol Identification and Brief Advice (IBA) to all service users. There will be training and support around alcohol IBAs provided to pharmacies by WDP Redbridge Recovery Centre, if needed.

4.16. **STOCK LEVEL SHEET**

At the end of each month the pharmacist is to complete the stock level sheet and then forward it along with the record sheet(s) to the co-ordinator at WDP Redbridge Recovery Service.

## 5. Access, referral and discharge plans

5.1. The service is accessed by self-referral. Service users are not normally discharged from the service. Should a service user be discharged, they must be provided with information on other locations where they can access the service.

5.2. The pharmacist may refuse to supply service users who become abusive and disruptive. The Needle Exchange Champions and WDP Redbridge Recovery Centre must be kept informed of any problems with a particular service user or group. However, due to the anonymity of the service it may be difficult to implement an outright ban.

5.3. The community pharmacists are supplied with information on specialist services and referral pathways from WDP Redbridge Recovery Centre.

## 6. Record Keeping

6.1. All pharmacies on the Needle & Syringe Programme are required to use PharmOutcomes, a secure webbased record-keeping and audit system. System log-ins and activation details are provided to each pharmacy by WDP Redbridge Recovery Centre.

6.2. The pharmacist is required to register all service users on PharmOutcomes before details of exchanges can be entered on the system. Service users only need to be registered once.

6.3. The service user information that needs to be entered at the point of registration is:

* Service user unique ID
* Service user date of birth
* Gender
* Ethnicity
* Postcode (or postal outcode)
* Dates that the service user first and last injected on (if known)
* Service user’s source of needles and paraphernalia
* Confirmation of if the service user has ever shared needles
* The primary drug use of service user
* The Hepatitis B vaccination status of service user

6.4. The information to be included when recording an exchange is:

* The date of the exchange
* Service user initials
* Service user date of birth
* Whether the service user is a Redbridge resident (yes/no)
* Whether the service user is in treatment (yes/no)
* The number of packs supplied (1ml, 2ml, Steroid, Chemsex) and if any sharps are returned
* Problem substances used by service user
* Confirmation that interventions and/or advice were given to service user by pharmacist

* 1. Once all the information is completed accurately and reflects the exchange, the data entry is saved and the claim is recorded.

* 1. Once pharmacists have saved data on the system they do not need to return any paperwork to process claims as this is an automated process.

* 1. All service user identifiable data remains visible at the pharmacy-side of the system only and will not appear in any WDP Redbridge Recovery Centre audit.

* 1. All claims should be recorded within 24 hours of supply. The grace period for claims is two months and any claims recorded past this point will not be honoured.

* 1. Needle exchange consumables can only be ordered if needle exchange claim information is logged by the pharmacy on PharmOutcomes.

## 7. Training and accreditation

7.1. Pharmacists participating in this scheme will be required to attend an initial training session and annual

update training as required. It is desirable that key members of pharmacy staff are also appropriately trained. It is the pharmacist’s responsibility to recommend and put forward relevant staff member(s) for training.

7.2. Mandatory training is provided by WDP Redbridge Recovery Centre for all community pharmacy staff involved in the provision of the service. This training informs on good practice, health and safety and other issues deemed appropriate.

7.3. All community pharmacists providing the service should complete an appropriate distance learning pack from the Centre for Pharmacy Postgraduate Education (CPPE).

7.4. Pharmacists providing this service will be expected to participate in appropriate Continuing Professional Development in compliance with the criteria set out by the RPSGB.

## 8. Terms of contract

8.1. The duration of this contract and service level agreement will be for the period beginning from **1 April 2021 to 31 March 2024.** Contracts will be reviewed on a quarterly basis.

8.2. All communication messages shared with the pharmacy via PharmOutcomes system must be actioned within 72 hours of receiving them.

8.3. In the event of termination of the service the party terminating the service will ensure a minimum of 90 days’ notice of termination of the scheme is provided to service users receiving the service.

8.4. The WDP Redbridge Recovery Centre may terminate this agreement by giving notice in writing to the pharmacist at any time in the event of any of the following:

* The pharmacist ceasing to, or threatening without good reason to cease to, carry out all or part of the agreed obligations and responsibilities as constituted at the start of this contract
* The pharmacist being in breach of contract
* Any other unforeseeable events that deem the scheme inoperable

* 1. The pharmacist may terminate this agreement by giving notice in writing to: Service Manager, **WDP Redbridge Service, 3rd Floor, Ilford Chambers, 11 Chapel Road, Ilford, Essex, IG1 2DR.**

* 1. Termination of this agreement by either party, whether by expiry or early determination, shall not affect any monies owed up to the date of termination provided that the terms and conditions of the scheme have been met and that the scheme forms have been completed and returned.

## 9. Disputes

9.1. In the event of a dispute regarding the provision of this service, the matter will bereferred to the WDP Service Manager and then to the WDP Operations Manager.

## 10. Remuneration

10.1. The fee payable for the provision of a community pharmacy Needle & Syringe Programme service is a combination of an annual retention fee and a fee for each kit issued:

|  |  |
| --- | --- |
| Payments to be made: | Amount: |
| * Annual retention fee * Fee per kit issued | £500.00 (£125.00) per quarter)  £1.50 |

10.2. The annual retention fee will be paid quarterly on the basis of reported activity during the financial year.

## 11. Pharmacy queries

11.1. Please direct your queries and orders for new packs and collections of NSP waste to the Service Administrator at Redbridge Recovery Centre on info.R3@wdp.org.uk or 0300 303 4612.

## 12. Contract agreement

The signatures below constitute an agreement between the parties concerned for the provision of a

Needle&Syringe Programme scheme.

# Signature Sheet

**Relevant contact details:**

***On behalf of WDP: Pharmacist:***

Service Manager *………………………………………………****Print***

***name***

*Signature: Signature:*

……………………………………………… *……………………………………………….*

*Date: Date:*

*.................................................................... ..................................................................*

WDP Redbridge

Ilford Chambers

11 Chapel Road

Ilford

Essex, IG1 2DR

Tel: 0300 303 4612

Email: info.R3@wdp.org.uk