

Pharmacy Needle Exchange Service Specification

Service Specification

Commencement Date: 1st April 2018

Service Provider: Community Pharmacies in Warwickshire	Commissioner: Warwickshire County Council
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1. Introduction and Context

Public Health England (PHE) reported that between 2015 and 2016, about 40% of those receiving treatment for drug misuse were currently or had previously injected drugs, such as heroin.

People who inject drugs (PWID) are vulnerable to a wide range of viral and bacterial infections, which can result in high levels of illness and death. Sharing needles and syringes is a highly effective transmission mechanism for HIV, hepatitis B virus and hepatitis C virus. Bacterial infections such as *Staphylococcus aureus* and Group A streptococci are often related to unsterile injection practices. Spore-forming bacterial infections, such as tetanus, botulism and anthrax, can be associated with contaminated drugs, and although these infections are rare they can be life-threatening.

Public health surveillance of infectious diseases and the associated risk and protective behaviours among PWID, provides important information to understand the extent of these infections, the risk factors for their acquisition, and for monitoring the effectiveness of prevention measures.

On 1st April 2018, Warwickshire County Council will launch its new Drug and Alcohol Service, following a successful redesign and re-commissioning process. As part of the new service, Commissioners will use PharmOutcomes for both needle exchange and supervised consumption. PharmOutcomes will support the commissioner to monitor trends of local injecting drug users across Warwickshire and enable direct payments to Pharmacies from the Council.

This service specification will outline the requirements for the service in line with current best practice. Service variations may occur from time to time in order to ensure that changes in national legislation are reflected in the service delivery requirements.

2. Service Access

Service users will be referred to appropriate Needle Exchange locations via their Drug and Alcohol Service Provider. Provision of community pharmacy needle and syringe programs will be commissioned across Warwickshire. Due to the changing nature of drug misuse trends we will encourage pharmacies to accredit themselves to the programme on an ongoing basis.

Accredited providers will exist in all localities, and we hope will respond to the local need and demand of Warwickshire communities.

3. Standards of the Service Offer

The main aim of Needle and Syringe Programmes is to protect the wider population of Warwickshire and the individual users by reducing the transmission of viruses and other infections caused by sharing injecting equipment, such as HIV, hepatitis B and C as outlined in the '*NICE guidelines, Needle and syringe programmes (PH52)*'. Specifically, we intend that this service will support the reduction in the prevalence of blood-borne viruses and bacterial infections.

Pharmacy based Needle Exchange services offer a safe and non-judgemental environment in which to return and obtain needle and syringe packs, whilst also gaining relevant health advice and support from a trusted pharmacy.

The pharmacy service offered will follow the NICE recommendations:

NICE Recommendation 8 - Provide community pharmacy-based needle and syringe programmes

- Staff who distribute needles and syringes will be competent to deliver the level of service they offer. As a minimum, this will include awareness of the need for discretion and the need to respect the privacy and confidentiality of people who inject drugs. It will also include an understanding of how to treat people in a non-judgmental way.
- Staff providing level 2 or 3 services will be competent to provide advice about the full range of drugs that people may be using. In particular, they will be able to advise on how to reduce the harm caused by injecting and how to prevent and manage an overdose.
- Staff will have received health and safety training, for example, in relation to blood-borne viruses, needlestick injuries and the safe disposal of needles, syringes and other injecting equipment.
- The hepatitis B vaccination will be available for staff directly involved in the needle and syringe programme.
- Staff will be aware of, encourage and actively refer people to, other healthcare services including drug treatment services.
- Pharmacy staff will offer wider health promotion advice, to individuals who may have multiple needs.

NICE Recommendation 7 - Provide people with the right type of equipment and advice

Dispensing - Needle and syringe programme providers will:

- Provide people who inject drugs with needles, syringes and other injecting equipment. The quantity provided should not be subject to a limit but, will meet their needs. Where possible, needles will be made available in a range of lengths and gauges and syringes will be provided in a range of sizes and offer low dead-space equipment.
- Not discourage people from taking equipment for others (secondary distribution), but rather, ask them to encourage those people to use the service themselves.
- Ensure people who use the programmes are provided with sharps bins and advice on how to dispose of needles and syringes safely. In addition, provision will be made for safe disposal of used bins and equipment.
- Provide advice relevant to the type of drug and injecting practices, especially higher risk practices such as injecting in the groin or neck.
- Encourage people who inject drugs to mark their syringes and other injecting equipment, or to use easily identifiable equipment, to reduce the risk of accidental sharing.
- Encourage people who inject drugs to use other services as well. This includes services that aim to: reduce the harm associated with this practice; encourage them to switch to safer methods, if these are available (for example, opioid substitution therapy), or to stop using drugs; and address their other health needs. Actively signpost and refer them to these services.

4. Responsibilities and Roles

The pharmacy will agree to provide the service on the premises only and for the full duration of the opening times. PharmOutcomes will be used to record all Needle Exchange transactions.

The Pharmacy will:

- Work within NICE guidance requirements outlined in the Service Specification for Needle Exchange.
- Be an active partner in providing feedback to Warwickshire County Council about the pharmacies experience of providing this service (also through the LPC)
- Have overall clinical responsibility for the completion of the Needle Exchange, in both the form of dispensing needle packs and completing sharps returns, ensuring safe and compliant protocols and procedures are in place and followed.

- Ensure individual accreditations on the www.csw-jets.co.uk Dynamic Purchasing Scheme (DPS) are kept up to date.
- Record all Needle Exchange information on the PharmOutcomes system to allow for effective monitoring and payment.
- Promote relevant and associated healthcare advice such as how and where to obtain BBV vaccinations.
- Provide a safe, non – judgemental, environment for Needle Exchange Services.
- Protect service user confidentiality by avoiding, where practical, data flows which identify individuals.
- Ensure that appropriate arrangements are in place to minimise risk to the clients, provider, pharmacy staff and other patients. This will include the use of Standard Operating Procedures for the service, taking steps to ensure all staff are appropriately trained and giving adequate compliance with clinical audit and standards of record keeping.
- Complete incident reports, for incidents occurring during the provision of needle exchange (defined as any occurrence that is not consistent with the professional standards of care of the patient or routine operation/policies of the organisation). These reports will be provided to Commissioners as requested.

Drug and Alcohol Commissioners will:

- Ensure arrangements are in place to process payments via PharmOutcomes, subject to pharmacy accreditation and sign up to the Dynamic Purchasing Scheme (DPS)
- Make payments in line with submitted and correct PharmOutcomes activity.
- Access PharmOutcomes data reports regularly to monitor and audit the Needle Exchange service.
- Review and appraise any changes required to the standards, compliance or governance arrangements in line with changes to legislation.
- Receive feedback from service users and pharmacies and suggestions on how to improve the service on an ongoing basis.

Pharmacists, and other providers will be encouraged to share relevant and pseudonymised information, respecting Caldicott Guardianship Guidance, between health and social services agencies, prison, police and other relevant sources to build up a picture of trends and prevalence so that targeted local needs can be met and risks assessed and mitigated. Service users refusing to provide full personal details should not be denied access to the scheme.

5. Accreditation and Training Requirements

Participating pharmacies must ensure that a designated pharmacist has completed **CPPE learning for Substance Use and Misuse** within the past 3 years.

Current training (updated in December 2017) takes the form of a 4 module E-learning sessions with an E-assessment.

CPPE certificates for all individuals providing the service from the pharmacy must be uploaded onto the DPS system, before the commission commences. All certificates must be dated within the last 3 years. The commissioner will accept e-assessment certificates based upon the previous CPPE substance use and misuse distance learning or e-learning modules so long as they were completed within the last 3 years.

It is the responsibility of the designated pharmacist to be assured that all staff (including support staff and locum pharmacists) are adequately trained to meet the requirements of the service at all times and that information on the DPS is current and updated as staff change.

Training schedule should include:

- The role of Needle And Syringe Co-ordinator
- The PharmOutcomes System and pages for the service
- Aims & objectives of a Needle and Syringe provision
- Other provision of Needle and Syringe in Warwickshire
- The Needle and Syringe procedure
- Equipment used within Needle and Syringe
- Clinical waste management
- Health promotion, safer injecting, overdose, drug awareness
- Policies & procedures for needle stick injuries, disposal of sharps, blood borne viruses, confidentiality, contra-indications to service, dealing with young people
- FAQs

6. Quality and Governance Audit

Requirements

The pharmacy will be able to provide upon request.

Requirement Number	Requirement	Schedule
1	Records for staff training / assessment of competence to undertake assessor /patient advisor role	Upon request
2	Records for staff vetting procedures for professional qualification (where necessary)	Upon request
3	Provision of CPD for staff (or other re-registration requirement)	Upon request
4	Any relevant audit requirement reasonably requested by Public Health Warwickshire	Upon request

7. Service Monitoring

In order to monitor the service the pharmacy must maintain accurate records on PharmOutcomes. This record will automatically and electronically transfer to Commissioners from PharmOutcomes once fully completed and will act as the method for remuneration for services provided by the pharmacy.

Failure to register on DPS and supply evidence of Pharmacy accreditation for PharmOutcomes may result in payments being withheld.

8. Provision for Disruption of Service

Information outlining the process of the scheme must be cascaded to other pharmacy staff, including locum pharmacists to ensure continuity of the service.

9. Payment for Services Provided

For all pharmacy based needle and Syringe schemes the payment is currently 60p per individual pack supplied. This payment will be reviewed as part of the overall review of this contract on an annual basis.

Payment claims will be submitted automatically to Commissioners following information recorded on the Needle Exchange PharmOutcomes system.

Fees will be within the standards for public services payment, following Commissioner approval.

Claim queries should be directed to Warwickshire County Council, Public Health Drug and Alcohol Commissioners.