Service Level Agreement for the provision of the

Local Enhanced Service in Community Pharmacy

Needle and Syringe exchange

2009/2010

Service Description

The ‘Needle and Syringe exchange’ scheme is an agreement between identified community pharmacies and Gloucestershire Drug and Alcohol Team (DAAT) for the provision of a sterile needle and syringe exchange scheme, and access to a sharps container for the return of used equipment. Gloucestershire Safer and Stronger Community Partnership (GSSCP) through its Adult Treatment Joint Commissioning Group (AT JCG) is responsible to the National Treatment Agency for Substance Misuse (NTA) for the commissioning of drug and alcohol services in Gloucestershire.

Gloucestershire Drug & Alcohol Team (DAAT) is the team of officers employed by NHS Gloucestershire on behalf of the GSSCP, which implements the drug and alcohol services commissioning function.

All further references to DAAT within this document refer to the line of responsibility described above.

The service will be administered on a day to day basis by Gloucestershire Drug and Alcohol Service (GDAS). This specification builds on the current appendix in the Service Specification and Service Level Agreements for needle exchange provided by GDAS across the county in locations apart from Community Pharmacies.

Aims and intended service outcomes

- To provide an accessible needle and syringe exchange service for services users unable or unwilling to use needle and syringe exchange provision available elsewhere.
- To improve the health of local communities by preventing the spread of blood borne infections by ensuring the safe disposal of used injecting equipment.
• To protect health and reduce the rate of blood borne infections and
drug related deaths amongst 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;
  • By providing and reinforcing harm reduction messages.
• To help service users, access referral in treatment, while offering
  information about local specialist services.
• To aim to maximise the access and retention of all injectors, especially
  the highly social excluded.
• 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.
• To provide service users with appropriate health promotion and self
  help information and support.

Service outline

• The part of the pharmacy used for provision of the service will provide a
  sufficient level of privacy for the service user and safety for staff.
• The pharmacy will allocate a safe place to store equipment and returns
  for safe onward disposal. The storage containers, provided by the
  PCO commissioned clinical waste disposal service, will be used to
  store returned used equipment (GDAS act as the provider of this
  service).
• Packs of equipment will contain information on safe injecting practice,
  the transmission of blood borne-viruses and information on local
  specialist treatment services.
• Community Pharmacies will offer a user friendly, non-judgmental, client
  catered and confidential service.
• The service user will be encouraged to return used equipment for safe
  disposal.
• The pharmacy where possible will promote safe practice to the user,
  including advice on blood borne services.
• Pharmacists will share relevant information with other health care
  professionals and agencies, in line with locally determined
  confidentiality arrangements.
• The PCO will arrange at least one contractor meeting per year to
  promote service development and update the knowledge of pharmacy
  staff.
• GDAS will provide the exchange packs and associated materials and a
  clinical waste disposal service for each participating pharmacy. Waste
  collection will be agreed between GDAS and the pharmacy to ensure
  that there is not an unacceptable build up of clinical waste on the
  pharmacy premises.
• The community pharmacy has the right to refuse entry to the premises
  of a service user.
• The PCO will provide details of relevant referral points which pharmacy
  staff can use to signpost service users who require further assistance.
• The PCO will provide health promotion material relevant to the service users and making this available to pharmacies.

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<th>Criteria</th>
<th>Statement</th>
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| Service  | • The pharmacy will provide sterile needles and syringes to injecting substance misusers, and encourage the return of used equipment at the same time.  
• Appropriate protective equipment including gloves, overalls and materials to deal with spillages will be readily available close to the storage site.  
• The pharmacy will clearly display the national scheme logo or a local logo indicating participation in the service.  
• Staff involved in the delivery of this service should be offered immunisation for Hepatitis B by the contractor.  
• The pharmacy will take part in an annual service audit, at the request of the PCO.  
• The pharmacy takes part in any locally agreed commission led assessment of service user experience.  
• A needle stick injury policy will be in place, and personal protective equipment where appropriate and is the responsibility of the community pharmacy. |

| Training | • Pharmacists participating in the scheme will be expected to have successfully completed the CPPE course/study pack ‘drug use and misuse’ (or similar course agreed by DAAT).  
• Appropriate training to be provided to pharmacy support staff involved in delivery of the scheme. The content of the training will need to be agreed with DAAT.  
• CPPE certificates or equivalent must be provided to NHS Gloucestershire annually on request.  
• Locum replacement pharmacists working in these pharmacies are expected to comply with all aspects as described above, and the responsibility for this is with the contractor.  
• The pharmacy should ensure that all staff are made aware of the risk associated with the handling of returned used equipment and the correct procedures are used to minimise those risks. |
Record keeping
- The pharmacy will maintain appropriate records to ensure effective ongoing service delivery and audit (these are returned to GDAS), by completing the PCO provided framework.
- The pharmacy will maintain the following monthly records:
  - Number of packs given out
  - Number of packs returned.
  - Number of individuals using the service on a daily basis.
  - Gender of the clients.
  - Number of visits by individuals using the service.
- Quarterly return to GDAS

Quality indicators
- The pharmacy has appropriate PCO provided health promotion material available for the user group and promotes its uptake.
- The pharmacy will review its standard operating procedure for the service 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 in an annual PCO organised audit of service provision.
- The pharmacy can demonstrate the rate of returned equipment on a quarterly basis.
- The pharmacy co-operates with any locally agreed PCO-led assessment of service user experience.

Financial Details

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<th>Description</th>
<th>Amount</th>
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<tr>
<td>Start up fee for the community pharmacy</td>
<td>£256.25</td>
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<tr>
<td>Annual retention fee</td>
<td>£76.88</td>
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<td>Fee per pack given out.</td>
<td>£1.79</td>
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From 1<sup>st</sup> April 2009, payment for the service will be made by the Prescription Pricing Division of the BSA via the FHS Shared Services on a quarterly basis and will be identifiable on the PPD statement as ‘Local Scheme 8’. Quarterly figures should be returned to GDAS.

Should either party wish to cease providing/commissioning this service they will give three months notice in writing.
DECLARATION

I accept the criteria within the Service Level Agreement between NHS Gloucestershire and The Pharmacy in order to provide the Enhanced Service.

Signature of PCT representative

Print Name

Signature of contractor or contractor’s representative

Print Name Role:

Pharmacy name and address

Date

Local Scheme 8