

FINAL VERSION AUGUST 2017

## **SERVICE LEVEL AGREEMENT**

For the provision of  
**SYRINGE EXCHANGE**  
(Locally commissioned services)

BETWEEN

Warrington Borough Council

AND

The Pharmacy Contractor

Name:
Address:

September 2017 – August 2018

Review date – August 2018

The development of Needle and Syringe Programmes are critical for the health and well-being of the residents of this Borough. Although latest information nationally shows that levels on heroin and crack injecting usage has declined, there is a noted increase in the injecting of performance enhancing and other anabolic steroids. Melanotan is also considered within this remit.

This service is to ensure that the residents of Warrington accessing the Needle and Syringe programme receive the appropriate equipment, advice and guidance suitable to their injecting behaviour. The needle and syringe programmes are able to reduce the transmission of blood-borne viruses (BBV) and other infections caused by sharing injecting equipment, such as HIV, hepatitis B and C. In turn, this will reduce the prevalence of blood-borne viruses and bacterial infections, so benefiting wider society

Whilst this service will be offered for those people aged 18 and over who require new needles and syringes, it may be, in future, that a service is offered to those aged 16+

## **1. Pharmacy Needle Exchange – Definition of Service**

The new NICE guidance (April 2014) on needle and syringe programmes (PH 52) has replaced the previous guidance known as PH 18.

## **2. Service Description**

**2.1** Pharmacies will provide access to a range of sterile needles and syringes and sharps containers for return of used equipment. A range of injecting equipment will be supplied, free of charge, to clients in the scheme, together with sharps bins and associated paraphernalia.

The quantity of needle and syringes provided should NOT be subject to an arbitrary limit but instead should meet the client's needs. Should the client not return their used works to your pharmacy, they should NOT be turned away or limited with their supply. Instead, ask where their used works have been disposed of and encourage them to use your pharmacy for this purpose next time.

The pharmacy will maintain a discreet service and hand over the equipment within generic pharmacy bags

**2:2** Pharmacies will offer a user-friendly, non-judgemental, client-centred and confidential service.

**2:3** Used equipment is returned by the service user for safe disposal.

**2:4** The Client will be provided with appropriate health promotion materials focussing on blood borne virus transmission and broader advice on sharing needles which will also include harm reduction advice.

**2:5** The pharmacy will provide support and advice to the client, including referral to other health and social care professionals and specialist drug and alcohol treatment services where appropriate.

**2:6** The pharmacy will promote safe practice to the user, including advice on sexual health and STI's, HIV and Hepatitis B/C transmission and Hepatitis B immunisation. Any clarification on Blood Borne Virus testing can be acquired from the Warrington Drug and Alcohol Services - known locally as CGL (Pathways to Recovery).

### **3. Aims and Intended Service Outcomes**

**3:1** To assist the client in remaining healthy whilst they are injecting and to advise the client of appropriate techniques in reducing their injecting behaviour

**3:2** To protect health and reduce the rate of blood-borne infections and drug related deaths among service users:

- By reducing the amount 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 including safe sex advice and advice on overdose preventions (e.g. risks of poly-drug use and alcohol use).

**3:3** To improve the health of local communities by preventing the spread of blood borne infection, by ensuring the safe disposal of used injecting equipment.

**3:4** To help clients access treatment offering referral to specialist drug and alcohol treatment centres and health and social care professionals where appropriate.

**3:5** To maximise the access and retention of all injectors, especially the highly socially excluded.

**3:6** To help clients access other health and social care and to act as a gateway to other services (eg: drug treatment and harm reduction interventions).

### **4. Service Specification**

**4:1** The area within the pharmacy used for provision of the service provides a sufficient level of privacy and safety. This service will be a confidential service for the service user.

**4:2** The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of this service have the relevant knowledge and are appropriately trained in the operation of the service. Staff will be required to have a competency in offering harm reduction advice to clients. By competency, it is meant that staff will have received appropriate training around harm reduction to offer appropriate advice to clients. This training will be provided by the Local Authority in conjunction with CGL (the drug and alcohol treatment provider).

**4:3** The pharmacy contractor has a duty to ensure that pharmacists and staff involved operate within the local best practice guidelines.

**4:4** The pharmacy will allocate a safe place to store equipment and returns for safe disposal. The storage containers provided by a commissioned clinical waste disposal service will be used to store the returned used equipment. This container should be stored in an appropriate safe area which is not accessible to the public, and may be locked away – this will be a clinical decision for the pharmacy on their safe storage. The pharmacy container should not be filled above the ‘full line’ and should be sealed when full.

**4:5** The pharmacy contractor should ensure that their 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 procedure should be in place. Pharmacy staff should not handle used injecting equipment but ask the client to place the equipment in the return waste bin.

**4:6** The pharmacy will have appropriate Health and Safety governance regarding blood borne virus transmission, needle stick injuries and safe disposal of equipment.

**4:6** The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.

**4:7** Appropriate protective equipment, including gloves and materials to deal with spillages, should be readily available close to the storage site. Pharmacy staff should all be aware of the procedure to follow should spillages occur.

**4:8** The pharmacy should clearly display the national scheme logo or a sign indicating participation in the service. The signage will be provided by the Local Authority

**4:9** Staff involved in the delivery of this service should be offered immunisation for Hepatitis B.

**4:10** Pharmacists will share relevant information with other health care professionals and agencies, in line with local best practice guidelines across Warrington.

**4:11** Warrington Council's Public Health Department will arrange at least one training session or meeting per year to promote service development and update the knowledge of pharmacy staff.

**4:12** The pharmacy will endeavour that a trained member of pharmacy staff is available to provide this service throughout the pharmacy opening hours.

**4:13** Warrington Council's Public Health Department will provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment.

**4:14** Warrington Council's Public Health Department will provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance.

**4:15** Warrington Council's Public Health Department will make available health promotion material relevant to the service users and making this available to pharmacies. Some of this may be in leaflet form, other in posters to be displayed

**4:16** For any individual who presents with wounds related to historic injecting, the Pharmacy will ensure that appropriate wound advice is given, The pharmacy must also be aware of the appropriate referral pathways for those who present with infected wounds, who may require additional treatment. Further information can be obtained from the Warrington Drug and Alcohol Services - known locally as CGL (Pathways to Recovery).

**4:17** As this service is specifically for those aged 18 or over, further guidance will be issued in due course regarding provision for those aged under 18.

**4:18** Clients will be identified by their initials, date of birth and gender and this will be recorded at the top of the John Moores University (Integrated Monitoring System formally known as Inter Agency Database) record sheet. Other information gathered will be whether the client is new to service, postcode of client, date of the visit, drug of use and age when the client first injected. The postcode data is usually the first 3 or 4 digits so that the client is not able to be identified.

The number of packs returned and supplied will also be recorded

It is imperative that the pharmacy appropriately completes this information sheet. The information provided assists the Public Health Department in understanding the cohort of people using the needle and syringe exchange programme and the equipment they use.

This form is attached to this Service Level Agreement

Warrington Council's Public Health Department will provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment. It may be during the length of this contract that audit and claiming of payment is by PharmOutcomes – if so, the pharmacist will make

appropriate arrangements to ensure data is submitted onto the system for recording and payment provision.

**4:19** Warrington Council's Public Health Department will set up ordering mechanisms to each service pharmacy and provide documentation for the pharmacy to order their own resources (ie bins and packs) via fax, email or phone. The provider of needles will also arrange collection of sharps bins – the pharmacy will define its collection ratio in conjunction with the Public Health team.

**4.20** The pharmacy will have sole responsibility to order direct from Needle and Syringe provider, and monitor their own stock levels. Ordering can be when the service provider feels appropriate. Details of the provider will be given by the Head of Service, Substance Misuse in Public Health

**4.21** The Service Provider ordered stock will arrive within 3 working days of the initial order.

**4.22** The Pharmacy should attempt to discourage people picking up needles and syringe on behalf of others – they should actively support the service user to encourage the person to attend the service personally

## **5. Quality Indicators**

**5:1** The pharmacy has appropriate health promotion material available for the user group and promotes its uptake.

**5:2** The pharmacy reviews its standard operating procedures and the referral pathways for the service on a bi-annual basis or if there is a substantial change to service provision.

**5:3** The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken training relevant to this service.

**5:4** The pharmacy can demonstrate that the rate of return of used equipment meets locally agreed targets. An initial target from commencement of this contract will be 10% - this will be reviewed during the length of the contract and may be revised from time to time

**5:5** The pharmacy participates in the annual organised audit of service provision.

**5:6** The pharmacy co-operates with any locally agreed Warrington Council's Public Health Department led assessment of service user experience.

## **6. Location/Coverage**

This service will be provided by Community Pharmacies commissioned directly by Warrington Council's Public Health Department within the remit of Community Pharmacy Cheshire and Wirral Local Pharmaceutical Committee.

## **7. Monitoring and Review**

Commissioned pharmacies will agree to take part in regular audits as agreed with the Warrington Council's Public Health Department.

## **8. Confidentiality/Data Protection**

The pharmacist must protect personal data in accordance with provisions and principles of the Data Protection Act 1988 and the General Pharmaceutical Council's Guidance on patient confidentiality.

## **9. Data Collection and Claim for Payment**

The pharmacy will ensure that they monitor the number and types of packs, needles and syringes being ordered and offered.

Pharmacies should only ask for these details if they are confident it will not discourage the person from using the service.

**9:1** The point of contact for all payment queries is Warrington Council's Public Health Department, Business Support Unit, New Town House, Buttermarket Street, Warrington, WA1 2NH

**9:2** Payment for needle exchange services is made on the basis of the pharmacy submitting monthly information to John Moores University, who, in turn, will advise Warrington Council's Public Health Department of the pharmacy activity.

**9.3** The cost for providing the needle exchange programme in each pharmacy is:

For 21-40 the charge is £50. The charge increase at £10 intervals for the following 20 packs. So, for example:

0-20	£40.00
21-40	£50.00
41-60	£60.00
61-80	£70.00
81-100	£80.00
101-120	£90.00
121-140	£100.00

The pharmacy will also receive £25.00 per month for participating in the scheme – this amount will also cover storage of stock and as a retainer fee.

A full list of payment schedule is attached to this document in APPENDIX A

## 10. Competencies and Training

Nothing contained within this agreement is intended to remove the inherent professional obligations or accountabilities pertaining to dispensing pharmacy practices. All pharmacists and registered technicians involved in providing this service must fully adhere to their relevant professional code of conduct.

It is the personal responsibility of each professional to practice only within the bounds of their competence.

The pharmacist on duty has overall responsibility for ensuring the service is delivered in accordance with this service specification and safeguarding practices.

The service provider has a responsibility to ensure that all staff providing the service do so strictly in accordance with the service specification.

It is expected that any locum pharmacists and new staff to the pharmacy are fully knowledgeable of the service requirements.

### Declaration of Competency (DoC)

In line with Centre for Pharmacy Postgraduate Education (CPPE) guidance the Council requires all pharmacists supervising provision of the service to have completed a self-declaration of competency.

This approach involves self-declaration of competency by pharmacy professionals with a framework to self-assess their competence. This concept aligns to the model for the Department of Health's New Medicine Service (NMS) self-assessment which pharmacy professionals are already familiar with and adopts some of the key recommendations from the previous successful approach to harmonisation of accreditation for service delivery.

The pharmacy contractor is responsible and accountable for ensuring that each person who delivers the service from the pharmacy is competent to do so.

The pharmacist must satisfy the requirements of the CPPE "Self-declaration of Competence for community pharmacy services - Needle and Syringe Programme, complete a self- assessment of core competences and print and sign their "Personal Declaration of Qualifications and competence to deliver a Needle and Syringe Programme".

### Maintenance of Accreditation.

Pharmacists are responsible for reassessing their competence to deliver this service every two years. This will involve completing a new self-declaration of competence.

This signed competency or approved accreditation aligned to this service delivery will be sent to the Head of Service – Substance Misuse as the commissioner of this service.

Cathy Fitzgerald  
Head of Service – Substance Misuse and Commissioning Development  
Public Health Department  
Families and Wellbeing Directorate  
Warrington Borough Council  
New Town House  
Buttermarket Street  
Warrington  
WA1 2NH  
01925 443425  
[Cathy.fitzgerald@warrington.gov.uk](mailto:Cathy.fitzgerald@warrington.gov.uk)

Pharmacists will attend at least one educational meeting or training opportunity per year as cited in 4:11

The pharmacy will ensure that if any pharmacy has locum cover, that the locum pharmacist clearly understands the practices within the Warrington footprint on needle exchange specifically around the information provided in paragraph 3 and its bullet points.

## **11. Arbitration**

Warrington Council's Public Health's Head of Service together with representatives of the LPC would seek to arbitrate on any issues between individual pharmacies and Warrington Council's Public Health Department and Warrington Drug and Alcohol Services (known locally as CGL - Pathways to Recovery) Services with regards to service specification, funding and quality.

## **12. Indemnity**

The pharmacy should ensure that it is adequately covered with indemnity insurance.

## **13. Termination of Agreement**

This agreement will be considered terminated at the end of the contract period.

This agreement may be terminated if either the Pharmacy or Warrington Borough Council's Public Health Team gives the other party three months notice in writing. If the pharmacy or Warrington Borough Council's Public Health Team is in breach of the agreement, the agreement can be terminated with one months notice in writing or with immediate effect for a serious breach.

**Signed By:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signed By:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Print Name:**  
**Designation:**

For and on behalf of the Pharmacy Contractor

## APPENDIX A

### COSTS OF NEEDLE PACKS AS DEFINED IN PARA 9.3

PACKS	COST
1-20	£ 40.00
21-40	£ 50.00
41-60	£ 60.00
61-80	£ 70.00
81-100	£ 80.00
101-120	£ 90.00
121-140	£ 100.00
141-160	£ 110.00
161-180	£ 120.00
181-200	£ 130.00
201-220	£ 140.00
221-240	£ 150.00
241-260	£ 160.00
261-280	£ 170.00
281-300	£ 180.00
301-320	£ 190.00
321-340	£ 200.00
341-360	£ 210.00
361-380	£ 220.00
381-400	£ 230.00
401-420	£ 240.00
421-440	£ 250.00
441-460	£ 260.00
461-480	£ 270.00
481-500	£ 280.00
501-520	£ 290.00
521-540	£ 300.00

