

Community Pharmacy Injecting Equipment Provision (IEP/Needle Exchange)



New Pharmacies

Plan for the night



Getting set up with ordering



Waste management



Occupational health, hepatitis B vaccination



Recording needle exchange, payment and claims



Getting IEP up and running in your pharmacy - practical considerations



Training requirements for your team

Aims

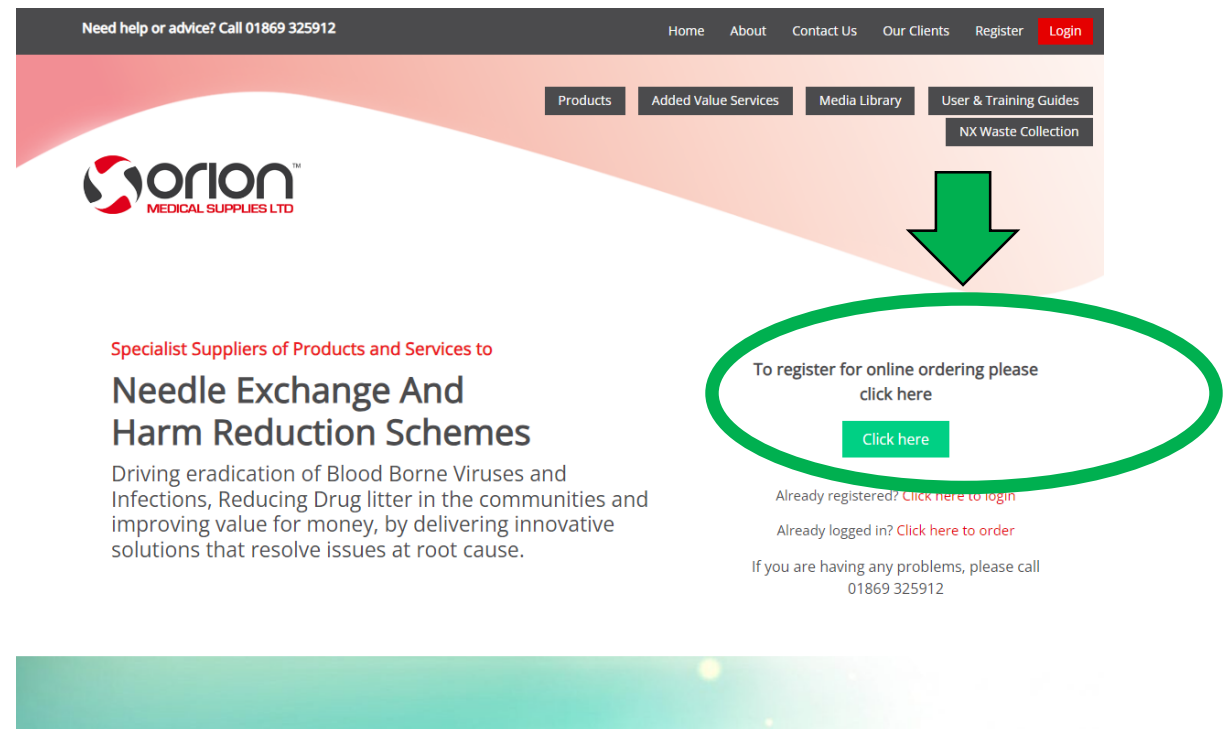
Ensure	Ensure pharmacy staff have the information needed to get IEP up and running in their pharmacy
Provide	Provide opportunity to ask questions on any aspect of IEP
Ensure	Ensure people accessing services have access to all of the equipment needed to reduce risks associated with injecting substances
Ensure	Ensure people accessing IEP services in Grampian have access to supportive, discreet and confidential support



Getting set up with ordering

Orion Medical

- Register with Orion Medical
- <https://orionmedical.co.uk/>
- Instructions shared by email last week
- For service provider and area select “Grampian Pharmacy”



The screenshot shows the Orion Medical website interface. At the top, there is a dark navigation bar with the text "Need help or advice? Call 01869 325912" on the left and navigation links for "Home", "About", "Contact Us", "Our Clients", "Register", and "Login" on the right. Below this is a secondary navigation bar with buttons for "Products", "Added Value Services", "Media Library", "User & Training Guides", and "NX Waste Collection". The Orion Medical logo is prominently displayed on the left side of the main content area. The central text reads: "Specialist Suppliers of Products and Services to Needle Exchange And Harm Reduction Schemes". Below this, a paragraph states: "Driving eradication of Blood Borne Viruses and Infections, Reducing Drug litter in the communities and improving value for money, by delivering innovative solutions that resolve issues at root cause." On the right side, a green arrow points down to a call-to-action box that says "To register for online ordering please click here" with a green "Click here" button. Below this, there are links for "Already registered? Click here to login" and "Already logged in? Click here to order". At the bottom right, there is a note: "If you are having any problems, please call 01869 325912".

Need help or advice? Call 01869 325912

Home About Contact Us Our Clients Register Login

Products Added Value Services Media Library User & Training Guides NX Waste Collection

orion
MEDICAL SUPPLIES LTD

Specialist Suppliers of Products and Services to
**Needle Exchange And
Harm Reduction Schemes**

Driving eradication of Blood Borne Viruses and Infections, Reducing Drug litter in the communities and improving value for money, by delivering innovative solutions that resolve issues at root cause.

To register for online ordering please click here
[Click here](#)














Already registered? [Click here to login](#)

Already logged in? [Click here to order](#)

If you are having any problems, please call 01869 325912

Pharmacy ordering screen














Stratford Pharmacy Order Form


Product Code	Product Description	Box Quantity	Quantity	
OMSSK4	 1ml Single Kit - 29ga	400	<input type="text" value="4"/>	<input type="button" value="Add To Order"/>
OMSSK5	 2ml Blue Single Kit	400	<input type="text" value="0"/>	<input type="button" value="Add To Order"/>
OMSSK6	 2ml Orange Single Kit	400	<input type="text" value="0"/>	<input type="button" value="Add To Order"/>
OMSSK8	 1ml IPED Kit (20 x syringes per pack)	50	<input type="text" value="0"/>	<input type="button" value="Add To Order"/>
OMSSK9	 2ml IPED Kit (20 x syringes per pack)	40	<input type="text" value="0"/>	<input type="button" value="Add To Order"/>
OMPBS-500	 White Plastic Carrier Bags - Pack of 500	500	<input type="text" value="0"/>	<input type="button" value="Add To Order"/>
OMPPB-100	 Pharmacy Paper Bags - Pack of 100	100	<input type="text" value="0"/>	<input type="button" value="Add To Order"/>
OMPBS-500	 Black Plastic Carrier Bags - Pack of 500	500	<input type="text" value="0"/>	<input type="button" value="Add To Order"/>
OMBRW5-2000	 5ml Plastic Water Ampoules (Box of 2000)	2000	<input type="text" value="0"/>	<input type="button" value="Add To Order"/>
OMV1L	 Black 1ltr NX Sharps Bin	1	<input type="text" value="0"/>	<input type="button" value="Add To Order"/>
OMN035	 SAFELOC 0.35Ltr Needle Exchange Container	70	<input type="text" value="0"/>	<input type="button" value="Add To Order"/>
OMN060	 SAFELOC 0.60Ltr NX Container	56	<input type="text" value="0"/>	<input type="button" value="Add To Order"/>
OMF5-100	 Foil: Pack of 5 Sheets (Box of 100)	100	<input type="text" value="0"/>	<input type="button" value="Add To Order"/>

Product Code Product Description Box Quantity Quantity

Cart Empty
13 Product/s Found

Pharmacy Order Form

Product Description	Box Quantity	Quantity	
 1ml Single Kit - 29ga	400	2	Add To
 2ml Blue Single Kit			Add To
 2ml Orange Single Kit			Add To
 1ml IPED Kit (20 x syringe)			Add To
 2ml IPED Kit (20 x syringe)			Add To
 White Plastic Carrier Bag			Add To
 Pharmacy Paper Bags -			Add To
 Black Plastic Carrier Bag			Add To
 5ml Plastic Water Ampoule			Add To
 Black 1ltr NX Sharps Bin			Add To
 SAFELOC 0.35Ltr Needle			Add To
 SAFELOC 0.60Ltr NX Container			Add To
 Foil: Pack of 5 Sheets (Blue)			Add To

 1ml Single Kit - 29ga

- 1 x 1ml 29g Acufine
- 1 x Pre Injection Alcohol Swabs
- 1 x Sterile Spoons with Filter
- 1 x Vit C Sachet

Click on red
product
description to
see pack
contents

What to order – minimum recommended

- 1 x box (400) 1ml single kits
- 1 x box (400) 2ml orange single kit
- 1 x box (400) 2ml blue single kit
- 1 x box (2000) 5ml plastic water amps (?split a box)
- 1 x box (100) foil pack of 5 sheets
- 1 x box (70) 0.35L sharps bin (fine to order 0.6L too)
- 5 x box (1) 1L sharps bin
- Carrier bag preference
 - alternate colour type when ordering.
 - Free for purposes of needle exchange. Please do not use for other pharmacy services.



Single Use Packs

3 single use pack types

- 1mL insulin syringe (small veins of arms, hands etc)
- 2mL syringe plus blue needle (groin)
- 2ml syringe plus orange needle (slightly thinner and shorter than blue pack)
- No maximum amount
- Peer distribution of equipment ok

ADVICE.....?

- use the smallest needle possible to access the vein
- Advise against use of any high-risk sites highlighted e.g. neck, breasts etc. Encourage of from enhanced IEP
- Encourage new kit for every injecting episode
- Encourage against sharing equipment
- Dispose safely after each injection

Other contents: 1 each of Spoon, Filter, Alcohol Pre-Injection Swab, Vitamin C

Vitamin C

- Less acidic than citric acid - theoretically less risk of harm to veins and injecting site
- Remember – for a single dose these sachets contain more than needed

ADVICE...?

- Add a little at a time
- If there are any stubborn grains left – likely to be impurities
- Do not continue to add vitamin C, filter out impurities
- Single use – discard any remainder





Water for Injection and Foil

5ML PLASTIC VIALS OF WATER FOR INJECTION

ADVICE...?

- Recommend one per injection
- Discard remainder
- Ensure familiar with water risks (leaflet available)



WALLETS OF FOIL X 5 SHEETS PER PACK

ADVICE...?

- Encourage replacement of injections with smoking to decrease harm to sites
- Video:
<https://www.youtube.com/watch?v=qRhrtCcbowE>



Pre-injection swabs, Spoon and filter

SPOON AND FILTER ADVICE

- Single use
- Advise clients to bend handle upwards
- Handle reduces heat transfer when cooking
- Stable flat bottom with leg to balance



PRE-INJECTION SWABS ADVICE

Tie into hygiene advice

- Use pre-injection swab to clean planned injection site BEFORE injecting
- Recommend soap and hot water for hands and sites
- Physical area of preparation e.g. table – clear and clean

What if outdoors/no running water?





Sharps bins

- 0.35L, 0.6L and 1L bins available to order
- Returns encouraged but not needed to supply new equipment
- ADA and Arrows can arrange for home collection of larger volumes



IPED packs



IPED packs

- Contents the same, only the appearance will change
- Top photo 1ml IPED pack contents
- Bottom hand 2mL IPED pack contents - blue needles missing from picture



IPED packs

What are they used for?

1mL packs

- subcutaneous injections e.g. growth hormone, insulin, injectable tan

2mL packs

- intramuscular injections e.g. steroids
- Recommend – draw up with green needle (puncture bung on vial, often oily)
- Discard green needle and change for blue needle for injecting into the muscle
- Further information – refer to enhanced IEP or IPED info website

www.ipedinfo.co.uk

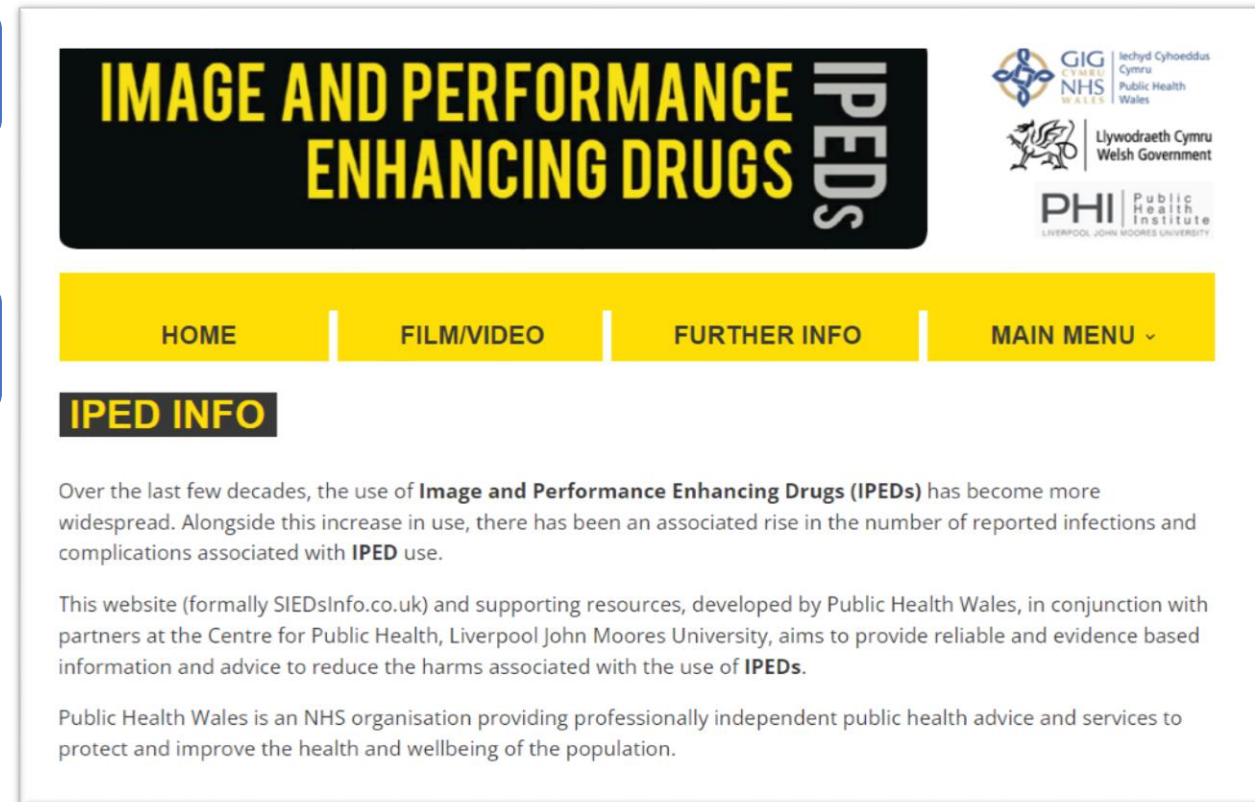


IMAGE AND PERFORMANCE ENHANCING DRUGS IPEDS

GIG Cymru NHS Wales | Iechyd Cyhoeddus Cymru Public Health Wales
Llywodraeth Cymru Welsh Government
PHI Public Health Institute
LIVERPOOL, JOHN MOORES UNIVERSITY

HOME | FILM/VIDEO | FURTHER INFO | MAIN MENU ▾

IPED INFO

Over the last few decades, the use of **Image and Performance Enhancing Drugs (IPEDs)** has become more widespread. Alongside this increase in use, there has been an associated rise in the number of reported infections and complications associated with **IPED** use.

This website (formally SIEDsInfo.co.uk) and supporting resources, developed by Public Health Wales, in conjunction with partners at the Centre for Public Health, Liverpool John Moores University, aims to provide reliable and evidence based information and advice to reduce the harms associated with the use of **IPEDs**.

Public Health Wales is an NHS organisation providing professionally independent public health advice and services to protect and improve the health and wellbeing of the population.

Returns and Waste Collection



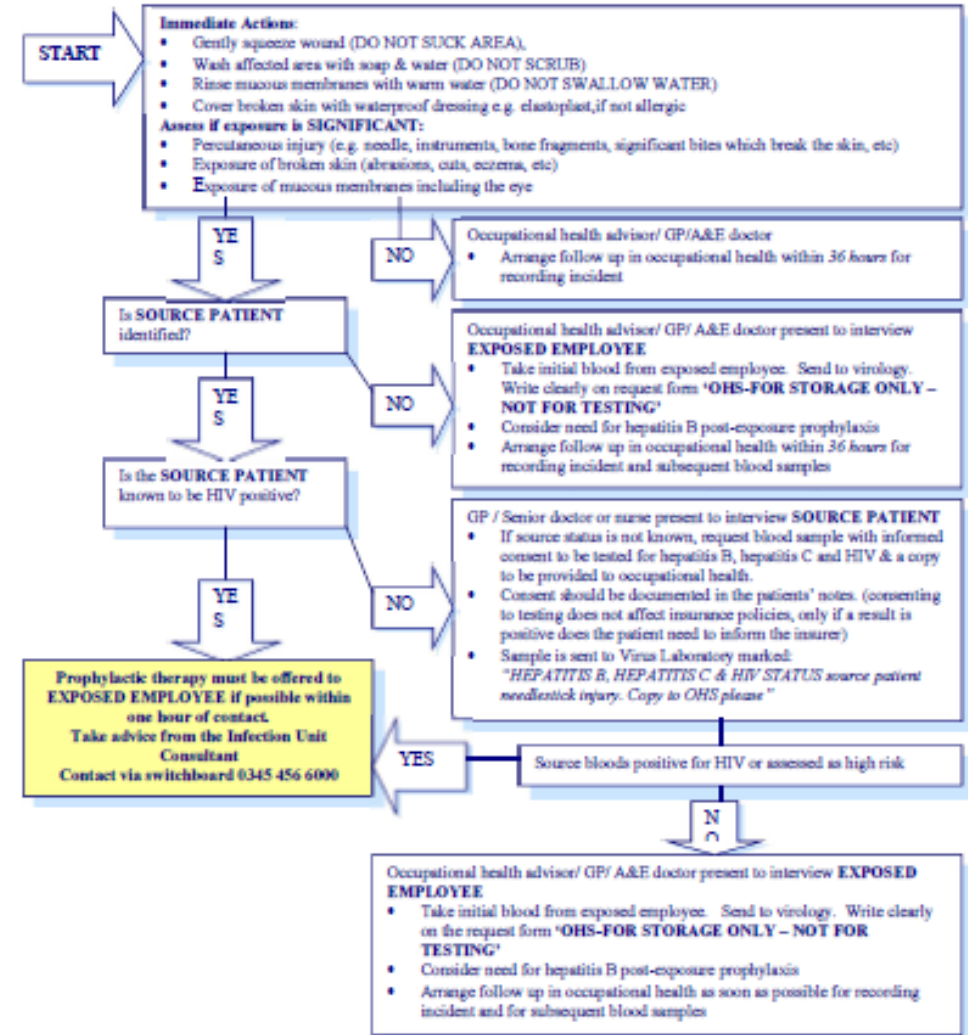
- 60L yellow lidded, grey bins currently recommended
- Ordered and uplifted through standard Perfect Hygiene procedures
- Sharps should be returned in sealed sharps container – ideally placed directly in the large bin by the person returning them
- Options if loose needles returned
 - Provide small sharps bin and ask person to place them in it for you
 - If larger amount ask the person to place directly in the large bin and seal immediately for uplift

Needle stick injuries

- Staff should avoid handling loose needles or syringes
- In the unlikely occurrence of needle stick, Occupational Health's exposure guidance should be followed
- https://nhsgintranet.grampian.scot.nhs.uk/depts/Occupational%20Health%20Service/Occupational%20Health%20Service%20Documents/BBV_Flowchart.pdf



MANAGEMENT OF OCCUPATIONAL EXPOSURE TO BLOOD-BORNE VIRUSES



Advice and support can be obtained from:

NHS Grampian Occupational Health Service, Foresterhill Lea- Tel: (01224) 553663; Moray Tel: (01343) 5673869
 Consultant in Virology on Tel: (01224) 553818 / 0345 456 6000
 Consultants in the Infection Unit through the main NHS Grampian Switchboard on Tel: 0345 456 6000
 Consultant in Public Health Medicine on Tel: 01224 558520

A & E should **only** be involved where there is a significant injury occurring out of hours or an exposed employee can not be seen in occupational health within 36 hours

- Post exposure prophylaxis packs are located at -
- The Infection Unit, A&E
 - Sexual Health Clinic, Health Village Frederick Street, Aberdeen
 - Aboyns Health Centre
 - Jubilee Hospital, Huntly
 - Casualty, Chalmers Hospital Banff
 - A & E, Dr Gray's, Elgin
 - Casualty, Peterhead

Hepatitis B Vaccination

- Prevalence of hepatitis B in Scotland is relatively low however around a third of people who inject drugs are thought to be unvaccinated
- **ADVICE:** Encourage uptake/check status
- All staff involved in delivery of injecting equipment provision can access hepatitis B vaccination free of charge
- Email names to GO health advising that you are a new pharmacy injecting equipment provider looking to arrange Hepatitis B vaccination for participating staff
- gram.ohs@nhs.scot
- More information:
<https://nhsgintranet.grampian.scot.nhs.uk/depts/Occupational%20Health%20Service/Pages/HepatitisB.aspx>



Recording transactions: neo360

neo360*
SCOTLAND

HOME
Version 9.8.4
LIVE SYSTEM

LOGIN

LOGIN TO NEO360

DETAILS

Help
Required fields are marked with *

Username:

Password:

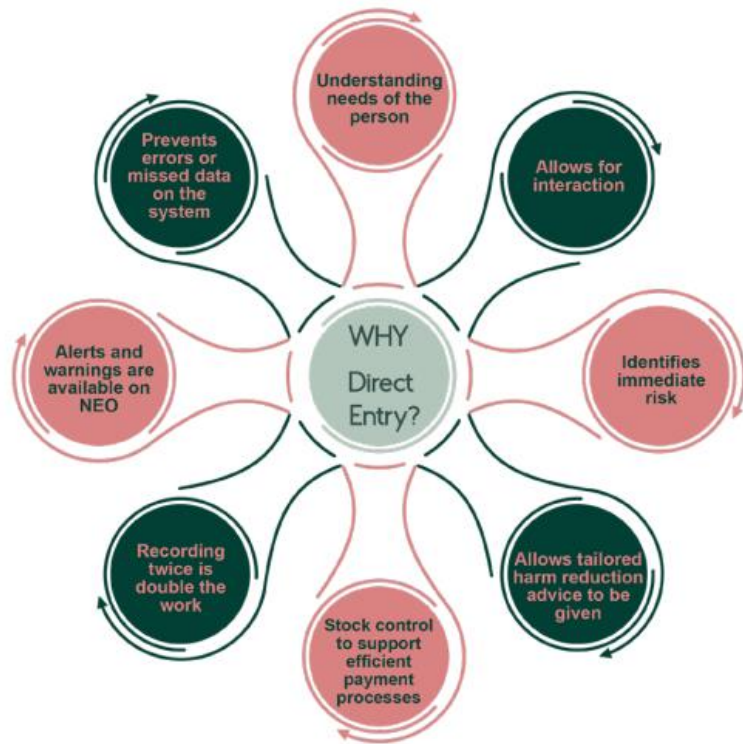
Login Forgot Password?

Copyright © 2007 - 2024 neo360. All Rights Reserved.

[Privacy Policy](#) | [GDPR](#) | [In using Neo you agree to be bound by this licence](#)

- What is neo360?
- Web based system to record IEP transactions
- <https://scotland.neo360.systems/Secure/Login>
- Used by all mainland health boards
- Help staff tailor intervention to person
- You can only see information for your pharmacy but each client should have one identifier they use in all IEPs in Grampian
- Helps inform service development locally and nationally
 - Types of substance
 - Risk activity e.g. sharing, outdoors injecting
 - Quantity of equipment
- Automatic payment for community pharmacies

Direct entry at time of transaction



Why is this important?

- Anonymous service – need way of knowing this is one person without being able to identify them from the data
- Challenges with writing down identifiers
 - Multiple identifiers for one person – inaccurate estimate of people who inject substances in Scotland
 - Go to enter regular attendee but can't find no record
 - Have to start new record – don't have all information you need
 - Missing or wrong data entered
 - Can be difficult to interpret writing...

Anonymous identifiers

- Help people create their identifier
 - We do not identify people from the data they give us, no information shared with CPN, GP etc unless they ask us to help.
- Encourage them to use the same one wherever they go
 - We know this identifier represents one person without needing to know who you are
 - Saves asking for all information every time you come in
 - Helps pharmacy team know what to discuss with you regardless of who serves you
 - Helps shape services – always anonymous
 - Ways to do this – note on phone, card in wallet, something they will remember

Anonymous identifiers

Doesn't need to be their own initials if very resistant however easier to work out. **Gender** and **year of birth** are key

- Gender is selected in a drop down

To build the anonymous identifier....

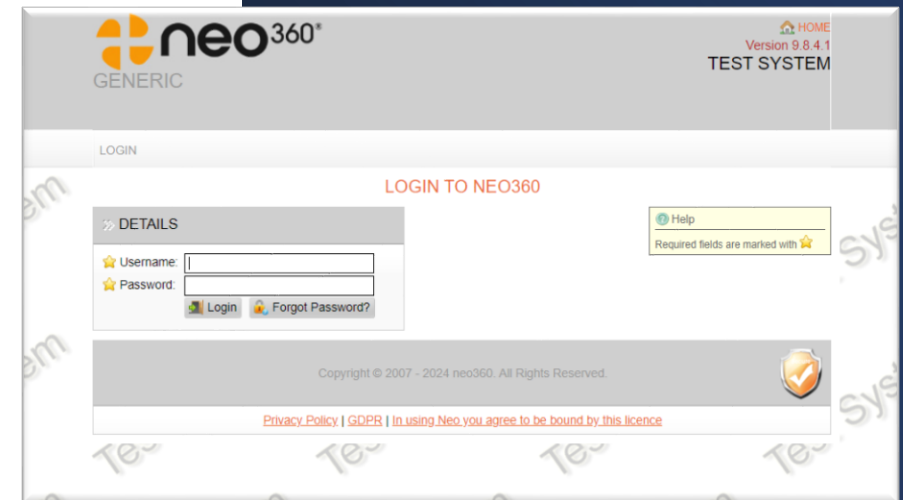
- **1st** initial of first name and **1st** and **4th** initial of surname plus **date of birth**
 - E.g. John Smith 1st January 1990 = **JST01/01/1990**
- What if their surname has less than 4 letters? Use a ***** for 4th initial
 - E.g. Graeme Hay_ 31st March 2000 = **GH*31/01/2000**

Neo360 demo

- <https://test.neo360.systems/Secure/Login.aspx>
- Must be this address – other areas in Scotland have slightly different domains
- Won't work if you don't include "/secure/" part/shorten
- Save to favourites on all computers/shortcut

Neo360 test site

- Test site available for all staff to use – please do not practice on live site
- Neo360 demo
- <https://test.neo360.systems/Secure/Login.aspx>
- Usernames (not case sensitive)
 - aberdeentest
 - supertech
 - bow1
- Password for all 3 usernames (case sensitive)
 - Password3!



Fees and Payment

- Currently £62.85/month retainer plus £2.70 per transaction
- Invoice automatically downloaded from neo360 by PCCT team
- Pharmacy to check transactions for accuracy at end of the month e.g. look for duplicate transactions for same identifier on same date

The screenshot displays the neo360 system interface. At the top, the logo 'neo360' is visible, along with the text 'Version 9.8.4.1 TEST SYSTEM' and 'Logged on as aberdeentest (Not you?)'. Below this, the user's role is identified as 'GENERAL STAFF' and the location as 'NHS GRAMPIAN - ABERDEEN PHARMACY - 4053'. A navigation bar includes 'ACCOUNT', 'GENERAL', 'STAFF', and 'REPORTS', with 'REPORTS' highlighted by a green circle. Below the navigation bar, there are tabs for 'NX TRANSACTION', 'NX BATCH TRANSACTION', 'NALOXONE', and 'ORT'. The main content area is titled 'REPORT SECTION' and contains a message: 'Please click on the report you want to run. To find out what the report does click on the question mark.' The reports are organized into several categories: 'GENERIC REPORTS' (NX Transaction Fixed Monthly Report, NX Monthly Pack, NX Quarterly Pack), 'NEEDLE EXCHANGE' (Monthly Transactions, Quarterly Transactions, Transactions, Monthly Transactions - Pay Per Pack), 'VACCINATION SERVICE' (Transaction Data, Claim Data, Vaccination Count), 'CUSTOMISED REPORTS' (SC Fixed Monthly Report, NX Monthly Pharmacy Report, NSP Pharmacy Payment - Payment Per Pack / Kit, NSP Pharmacy Payment - Payment Per Transaction, NSP Pharmacy Payment - Payment Per Pack / Kit - New, NSP Pharmacy Payment - Payment Per Transaction - New), 'SUPERVISED CONSUMPTION' (Monthly Drug Transactions - (Excludes Take Home), Drug Transactions), 'NALOXONE' (Training & Supply / Resupply), and 'OPIATE REPLACEMENT THERAPY' (Monthly Transactions). The 'Monthly Transactions' report under 'NEEDLE EXCHANGE' is highlighted with a green circle.

»» REPORT

1. Date

01/01/2024



2. Filter(s)

Exclude Return Only Transactions

3. Include In Invoice

Client Reference Code

Monthly Retainer

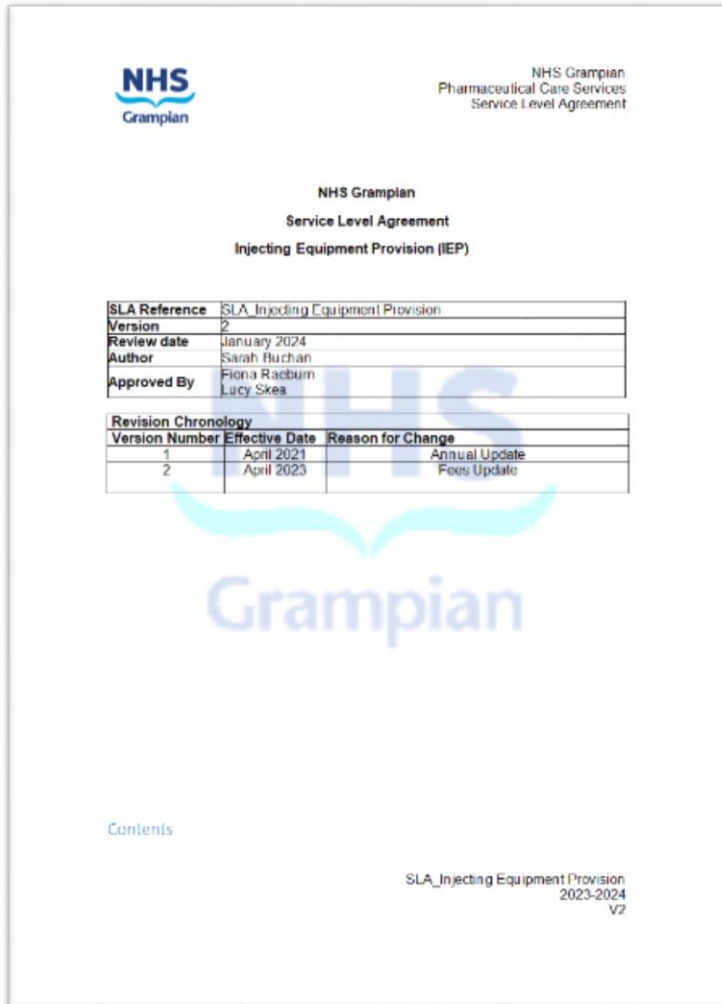
»» OPTIONS



Generate



Invoice Section



Service level agreement

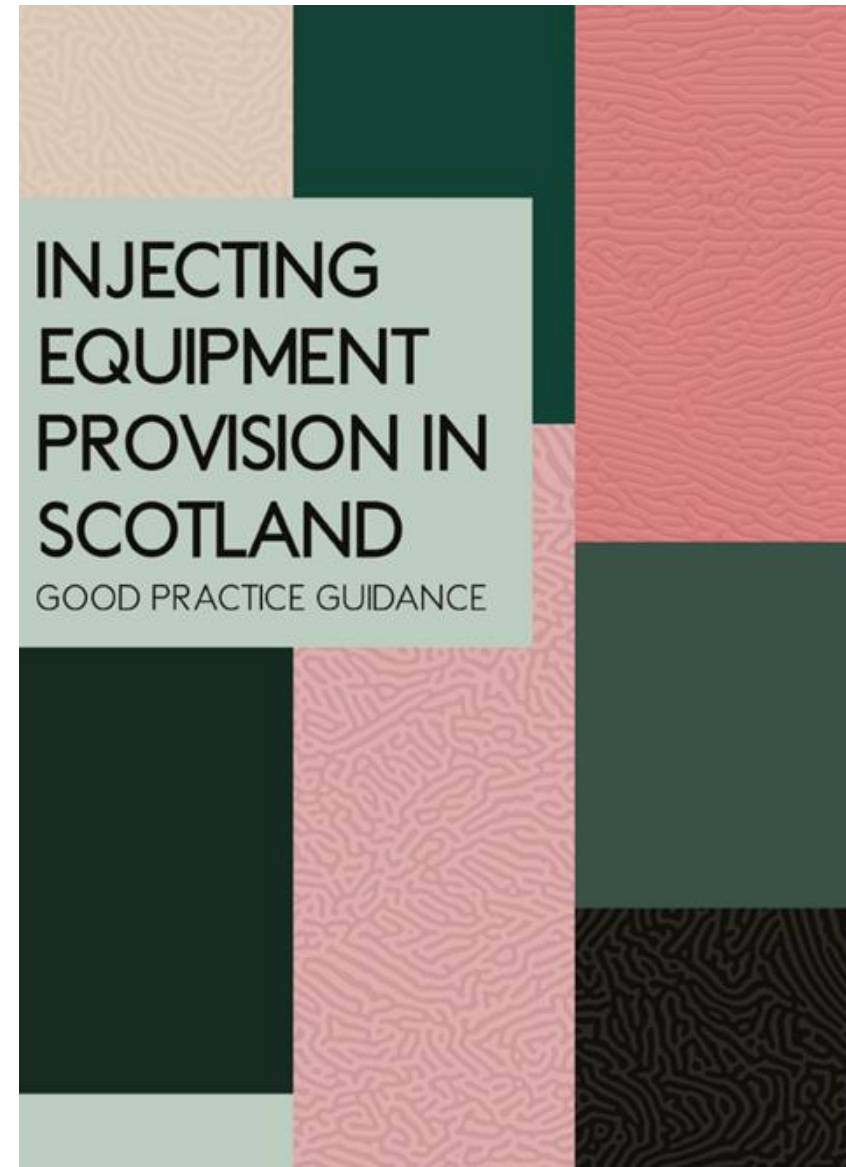
- www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-grampian/community-pharmacy-local-services/service-level-agreements-slus/
- Read and confirm happy with content
- Any questions – get in touch
- SLA submission being updated by PCCT for 1st April – on this occasion, contact gram.smspharmacists@nhs.scot to let us know you are good to go
- We will advise PCCT of start date



Resources

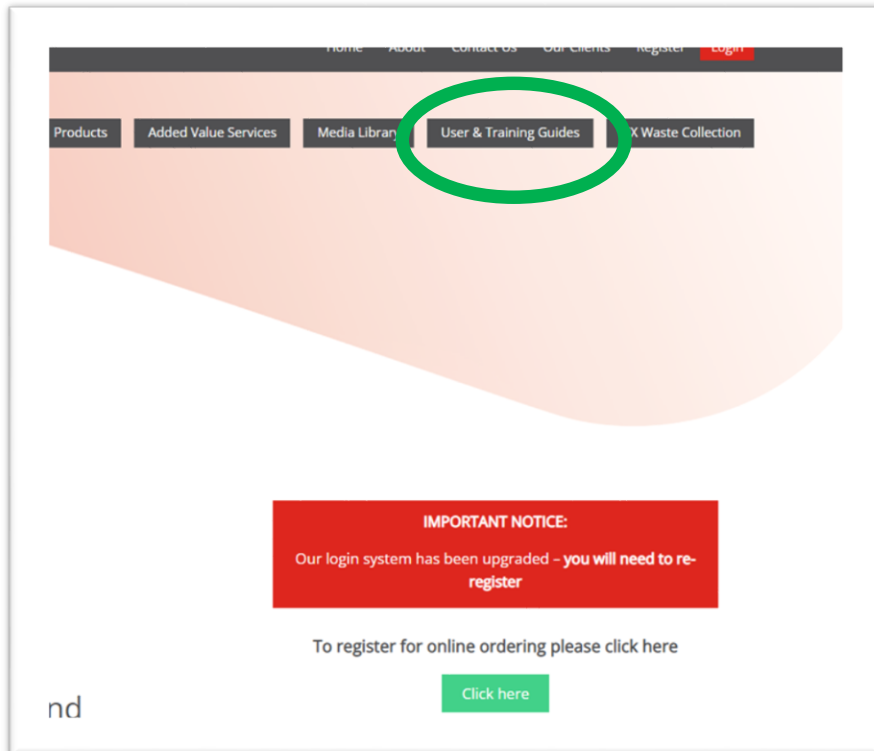
Scottish good practice guidance

- [IEP-in-Scotland-GPG-SDF-PHS-Oct-2021.pdf](#)
- Key sections of interest for pharmacies
 - Section 4.1 - page 23
 - Section 4.2 - page 24 onwards
 - Chapter 5 (from page 47)
 - Chapter 6 (from page 63)

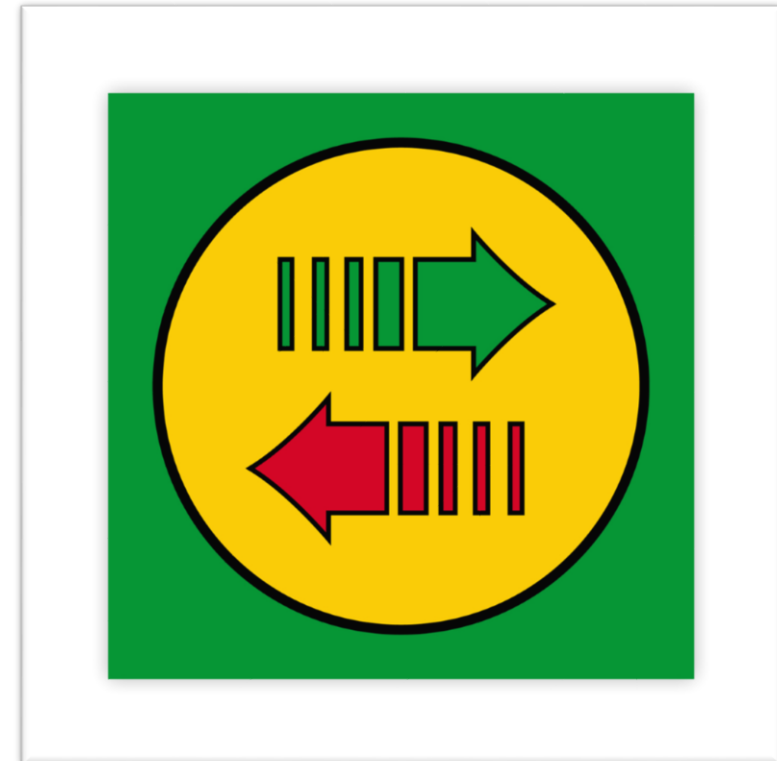


Orion Medical

Resources and information sheets on products/training can be found on website



Needle exchange window sticker will be sent with first orders





2: COCAINE (CHARLIE) AND CRACK (ROCKS)

Sniffing (Snorting): Cocaine is chopped finely and arranged in lines on a smooth surface. The lines are snuffed, usually through a rolled-up banknote, or a straw.

Smoking: Crack is smoked on foil, in a pipe, or in a glass tube. The rocks are heated until they evaporate and the resulting smoke is inhaled.

Injecting: Cocaine is mixed with water and injected directly into a vein.

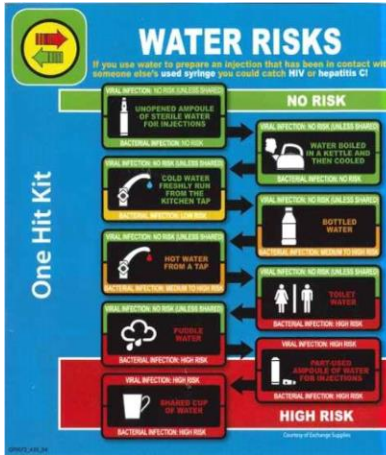
EVER INJECTED?
GET TESTED
GET TREATED
GET CURED

The Safer Injecting Handbook

1: HEROIN (H, SMACK, BROWN)

Inhaling (Chasing the Dragon): Heroin is placed on a piece of foil and gently heated. It forms an oil that runs to the edge of the foil leaving a trail of black residue. As it evaporates the resulting smoke is inhaled through a rolled tube.

Injecting: Street heroin is mixed with water and citric acid in a spoon and heated until it becomes a clear brown solution. The solution is drawn up in a syringe, often using a cigarette filter to filter out impurities. It can then be injected into a vein.



Blood Borne Viruses

Hepatitis B, Hepatitis C and HIV.

What you need to know...

nhsghpcat.org

NHS community pharmacy (Grampian) substance use page

[www.communitypharmacy.scot.nhs.uk/
nhs-boards/nhs-grampian/community-
pharmacy-local-services/substance-use-
service-sus-addiction-support/](http://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-grampian/community-pharmacy-local-services/substance-use-service-sus-addiction-support/)

Community Pharmacy Evening Teams 22/02/24- Injecting Equipment Provision



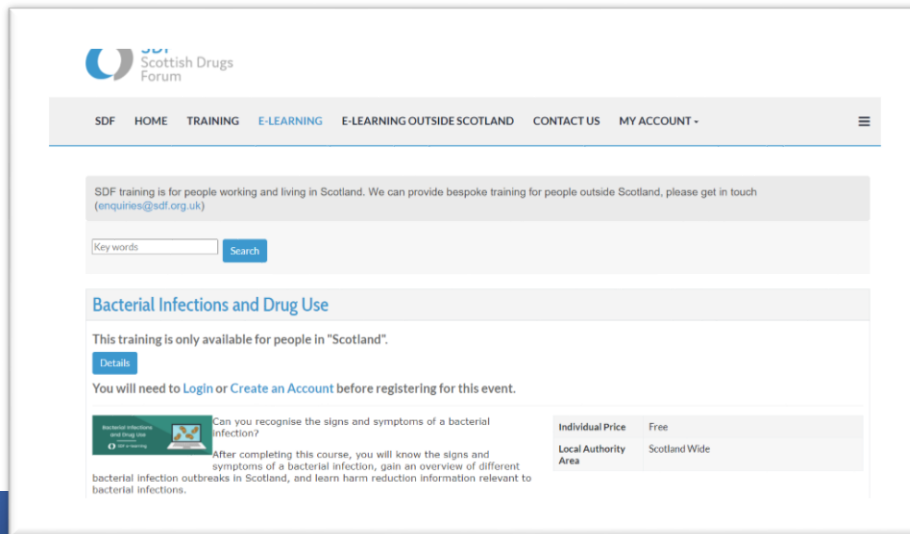
The Substance Misuse team hosted an Injecting Equipment Provision information session on the 22nd February 2024 March. A recording of this session is now available on the Community Pharmacy Grampian website here.

[Community Pharmacy IEP Training Session 22/02/24](#)

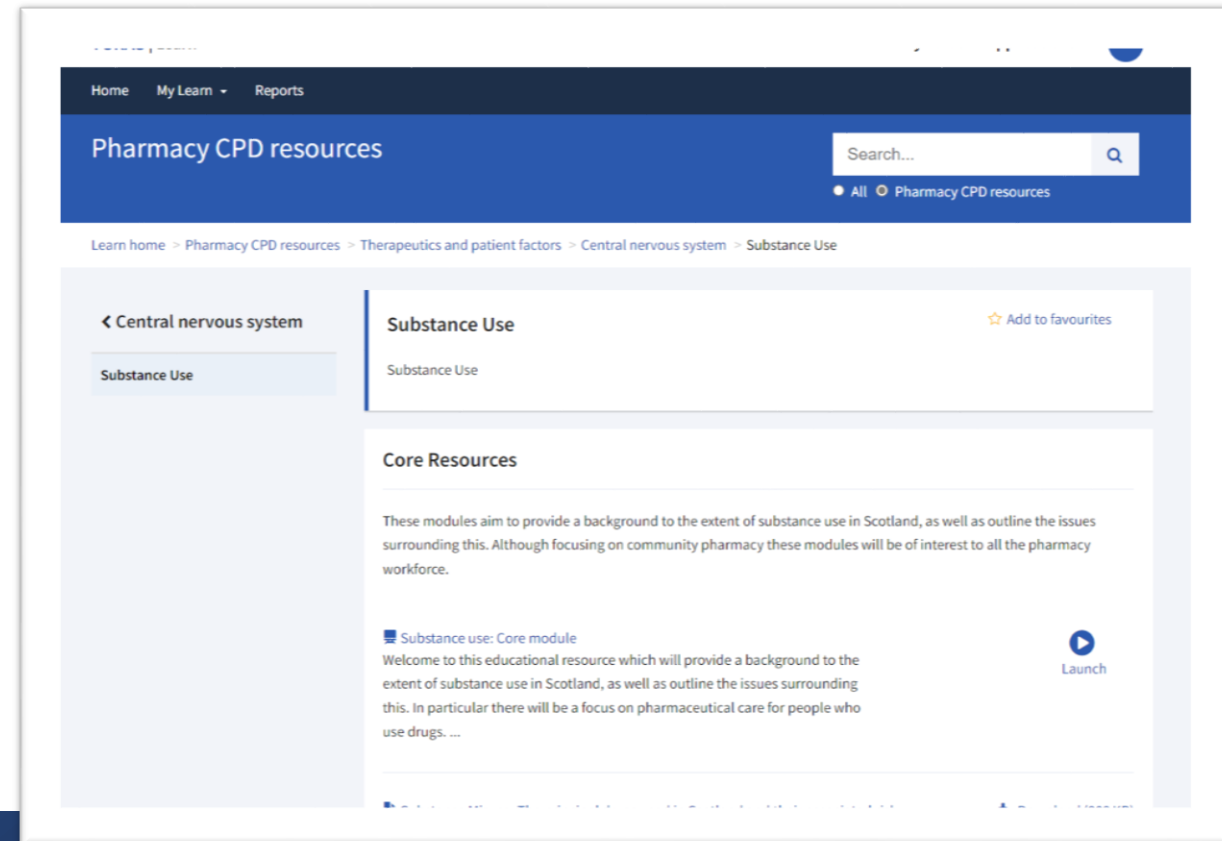
SDF and TURAS - eLearning

www.sdftraining.org.uk/e-learning

Bacterial Infections and Drug Use
Cocaine and other Psychostimulants
What's happening on the streets with benzos?
Drug Awareness - An introductory course



<https://turasdashboard.nes.nhs.scot/>



Contacts

- Practical questions about delivering IEP
 - Substance Use Pharmacists
 - gram.smspharmacists@nhs.scot
- Questions or issues with ordering
 - Orion team. **Support team:** Gareth Partlett, Craig Hazlet.
Orders: Helen du Plooy
 - gareth@orionmedical.co.uk, craig@orionmedical.co.uk,
helen@orionmedical.co.uk
 - Telephone: 01869 325912
- Invoicing/payment issues
 - Primary Care Contracts teams
 - gram.pcctpharmacy@nhs.scot
- Service Level Agreement Queries
- Neo360 queries
 - Pharmaceutical Care Services team
 - gram.pharmaceuticalcareservices@nhs.scot

Questions?

