1. Service aims

1.1. To protect individual and public health by reducing the incidence of blood-borne virus (BBV) infection and drug-related deaths amongst service users by:

- Providing sterile injecting equipment and related paraphernalia as agreed locally.
- Providing a facility for safe disposal of used injecting equipment.
- Reducing the rate of sharing and other high-risk injecting behaviours.
- Provide information and advice on BBVs, safer injecting practices and safer drug use.
- Providing and reinforcing harm reduction messages including safe sex advice and advice on overdose prevention.
- Providing information on and signposting or referring clients to drug treatment and other services, including referral for testing and vaccination for BBVs.

1.2. To protect the health of local communities by preventing the spread of blood-borne virus infections by providing safe disposal facilities for used injecting equipment.

2. Service outline and standards

2.1. NHS Fife will provide clean injecting equipment as agreed locally and a safe disposal system for the return of used injecting equipment.

2.2. NHS Fife will provide information in a variety of formats on blood-borne virus infections, safer injecting techniques, wound management, overdose prevention and referral pathways.

2.3. The community pharmacy contractor will be responsible for ensuring that the service is user-friendly, non-judgemental, client-centred and
confidential and is provided in a non-discriminatory manner promoting the principles of equality and diversity.

2.4 The pharmacy premises should provide an acceptable level of confidentiality and safety as agreed on a local basis. This should reflect the needs of the client and other members of the public.

2.5 The community pharmacy contractor will be responsible for ordering equipment and information materials as required for their IEP service.

2.6 The community pharmacy contractor will be responsible for providing information where appropriate on local treatment, health and social care services, including referral routes to specialist drug and alcohol treatment services, harm reduction and overdose prevention, sexual health services and blood-borne virus testing and treatment services.

2.7 The community pharmacy contractor will be responsible for providing support and advice where appropriate including 1-1 health advice or treatment, advice on safer injecting techniques, advice on dealing with injecting or drug related infections and illnesses and referral to specialist services.

2.8 All staff working on the pharmacy premises should be aware that a needle exchange scheme is being operated and those directly involved offered Hepatitis B immunisation.

2.9 The community pharmacy contractor will ensure that staff consider and, where appropriate, act on any child protection issues coming to their attention as a result of providing the service.

2.10 A standard operating procedure should be in place in the pharmacy and cover all aspects of service provision.

3 Ordering, Supply and Return of Injecting Equipment

3.1 The full range of injecting equipment as agreed locally must be available in the pharmacy.

3.2 Completed supplies order forms should be faxed to NHS Fife Pharmacy Services (01383 741395). The order will usually be delivered direct to the pharmacy on the next working day.

3.3 On receipt of goods the delivery note should be checked against the goods, stamped with the pharmacy stamp and faxed to NHS Fife Pharmacy Services (01383 741395)

3.4 Clients will be offered equipment in accordance with the Lord Advocate’s Guidelines. There is no limit on the numbers of needles, syringes and other injecting paraphernalia that IEP services can give to
clients and no requirement for the client to return used equipment in order to receive new supplies. Pharmacies should aim to provide sufficient equipment such that clients have a new needle and syringe for every injection to avoid sharing equipment and to prevent the transmission of BBVs.

3.5 Secondary distribution involves the distribution of injecting equipment to one client who then distributes it to others in their network. Secondary distribution should not be discouraged however those clients who supply equipment to other injecting drug users (IDUs) should be encouraged to bring them into the pharmacy or access other IEP services so they can benefit from advice and information.

3.6 Only in exceptional circumstances should a supply be refused. Professional judgement should be used, for example if the client is clearly intoxicated by either drugs or alcohol.

3.7 Clients should be encouraged to return used equipment in the black sharps containers provided.

3.8 Staff must not handle used equipment and clients must deposit all their returns into a large sharps disposal container themselves to reduce the risk of needle stick injuries occurring. The large disposal containers must be stored in a suitable safe and secure designated area.

3.9 There is no requirement for black sharps containers to be kept separate from other sharps waste but the number and size of black sharps containers should be noted on the Neo Needle Exchange database.

3.10 NHS Fife will provide local guidelines on the management of needlestick injuries.

4 Assessing New Clients

4.1 All clients attending for the first time should be welcomed to the service and asked some basic information about their injecting practices. The purpose of this initial assessment is to ensure that the client’s equipment needs are addressed and that they leave with sufficient and appropriate supplies.

4.2 This initial assessment should take place in a private area, separate from the public, to ensure patient confidentiality. It should include provision of verbal and/or written information about safer injecting practices and safe disposal of used equipment. Written information will be available on the NHS Fife pages of the NHS Scotland Community Pharmacy website.

4.3 It is strongly recommended that the “Client Details” page on Neo is accessed at this assessment to act as prompt for the questions
required and enable the correct and timely entering of the responses.

4.4 The assessment includes:

- Approximate date of first injecting
- Ethnicity
- Postal district
- Substance(s) used and their priority (i.e. primary drug, secondary drug used etc)
- Route and frequency of injecting
- Sharing status – current and past for both needles/syringes and other paraphernalia.
- Frequency of reuse of own equipment.

4.5 Client responses should be monitored on subsequent visits and Neo is set up to prompt ongoing assessment at not less than 3 monthly intervals although changes to status may be added at any subsequent visit.

5 Client Information, signposting and referral to other services

5.1 When providing injecting equipment pharmacy staff should as a minimum educate clients about:

- Washing their hands with soap and water before injecting
- The correct use of each item of injecting equipment
- The risks of sharing injecting equipment
- The correct method of disposing of used injecting equipment.

5.2 The pharmacist will be available to provide advice, treatment or referral on general health matters under the Minor Ailment Service, for example, when appropriate.

5.3 The pharmacist will be available to provide advice, written information and referral on Blood Borne Virus prevention, testing and treatment, safer injecting practice, wound management and overdose prevention when appropriate. Written information will be available on the NHS Fife pages of the NHS Scotland Community Pharmacy website.

5.4 The community pharmacy contractor will provide information and signposting or referral to other broader health and social support services, when appropriate, such as:

- Drug and Alcohol Treatment services
- Sexual and reproductive health services
- Dental care
- Unscheduled care and emergency services
- Drug and alcohol counselling services
• Gender-based violence support.

Written information will be available on the NHS Fife pages of the NHS Scotland Community Pharmacy website.

6 Transaction Data Collection.

6.1 Community Pharmacy contractors will be required to collect data regarding IEP activity by accessing the data collection website of Neo 360 Scotland via the log in page at https://scotlandneo.co.uk/Secure/Login.aspx?ReturnUrl=%2fsecure

6.2 It is strongly recommended that the transaction is recorded on the transaction page of Neo at the time of transaction to ensure the correct and timely entering of the data. This is also the most time efficient way of ensuring correct payment for the service.

6.3 Clients should be assured that the service is confidential and the data collected is not used to identify clients but to ensure that NHS Fife provides a service that is appropriate for the age, gender, location and substances used by clients and sufficient to reduce the risk of transmission of BBVs.

7 Training and support

7.1 The Community Pharmacy contractor is responsible for ensuring all individuals involved in the provision of injecting equipment receive appropriate training during induction and/or prior to providing the service. eTraining Modules are available from Frontier Medical Group at www.frontiersharpsafety.com.

7.2 All staff involved in the provision of injecting equipment should have read and be familiar with the following documents available on the NHS Fife pages of the NHS Scotland Community Pharmacy website:

• Scottish Government “Guidelines for Services Providing Injecting Equipment” (May 2010 or subsequent versions) abbreviated version.
• 2010 Lord Advocate’s Guidance on supply and returns (or subsequent guidance issued)
• Needle stick injury guidance
• Child Protection Guidance

7.3 It is desirable that the community pharmacy contractor and pharmacists providing this service undertake the NES distance learning package “Pharmaceutical Care in Substance Misuse” or other training materials provided by NHS Fife.

7.4 It is a condition of the service contract that the community pharmacy contractor enables pharmacist and support staff providing the service to
participate in an annual training/peer review session provided by NHS Fife directly or by the Harm Reduction specialist service.

7.5 Ongoing support and supervision of the service will be provided by NHS Fife Pharmacy Services Harm Reduction technician, Specialist Pharmacist in Substance Misuse and/or Addaction, Third Sector specialist harm reduction service. Contact details will be available on NHS Fife pages of the NHS Scotland Community Pharmacy website.

8 Remuneration

8.1 Transaction fees will be paid monthly and according to the data available on NEO by the 7th day of each month.

8.2 The service retainer will be paid annually providing staff have attended training/peer review provided by or on behalf of NHS Fife.

9 Monitoring and Evaluation

9.1 It is a requirement of the service that the appropriate data is recorded on Neo to enable verification of service provision and to provide information to NHS Fife for internal and external audit and evaluation purposes.

Useful References

National guidelines for services providing injecting equipment. 2010 (www.gov.scot/Publications/2010/03/29165055/0)

Lord Advocate’s guidance on needle exchange http://www.scotland.gov.uk/Publications/2010/03/29165055/7


NHS FIFE PHARMACEUTICAL CARE SERVICES
ADDITIONAL SERVICES

INJECTING EQUIPMENT PROVISION (IEP) SERVICE
FROM COMMUNITY PHARMACIES

CONTRACT Version 1: Review date March 2018

I hereby certify that I wish to participate in the NHS Fife Injecting Equipment Provision Service according to the NHS Fife IEP Service Specification until 31st March 2018

Signature of contractor…………………………………

Date ……………………………………

PPD number ……………………………………

1. In signing this contract the community pharmacy contractor is agreeing to provide injecting equipment and harm reduction advice in their community pharmacy.

2. It is the responsibility of the contractor to ensure, within reason, that any pharmacist or support staff member employed to provide injecting equipment and harm reduction advice complies with the service specification.

3. If any changes are made to the service specification this must be notified to the community pharmacy contractor by NHS Fife and a new contract and service specification will be issued.

4. If the community pharmacy or NHS Fife wishes to cease the provision of the service then they must put this in writing to the other party. A minimum notice period of 3 months will normally be required before the service may terminate.

Please return to Liz Scotland, Contractor Support Assistant
Primary Care, Cameron House, Cameron Bridge, Windygates, KY8 5RG

Email: Lizscotland@nhs.net  Fax No: 01592 714240  Telephone: 01592 226930

FOR OFFICE USE ONLY:

Processed by………………………………………………………….

Date………………………………