

CONTRACT FOR INJECTION EQUIPMENT PROVISION (IEP) SERVICE

1. PARTIES TO THE AGREEMENT

- 1.1 The contract is between NHS Lothian Primary Care Contractor Organisation and the pharmacy contractor.
- 1.2 The contract is effective from 1 April 2024 to 31 March 2025.

2. BACKGROUND

- 2.1 The national 'Guidelines for Services Providing Injecting Equipment' published by the Scottish Government in May 2010, as part of the Hepatitis C Action Plan for Scotland Phase 2 (2008-2011), are reflected in the NHS Lothian policy on injecting equipment provision (IEP) and provide a quality framework for the delivery of IEP from service providers including community pharmacies.
- 2.2 Pharmacy IEP Services will be available in areas where NHS Lothian determine there to be a need for such a service; taking into account existing provision, IEP activity and local financial constraints.
- 2.3 Community pharmacies are contracted under the NHS to offer an IEP service. This service is managed by the Harm Reduction Team (HRT) Manager and the Lothian Primary Care Contractor Organisation (PCCO) on behalf of NHS Lothian.
- 2.4 This contract is in addition to the statutory requirement of a community pharmacist to provide general pharmaceutical services as outlined in the terms of service for community pharmacists under the National Health Services (General Pharmaceutical Services) (Scotland) Regulations 2009 as amended.

3. SCOPE OF AGREEMENT

- 3.1 The aims of the Pharmacy IEP service are to meet the needs of people who are current injectors and to protect individual and public health, in order to reduce the risks of harm associated with injecting practice and to prevent the spread of blood borne viruses (BBVs).
- 3.2 The service concerns the provision of needles, syringes and other paraphernalia to people who use opioids (including heroin), performance and image enhancing drugs, stimulants and other illicit substances (for example, prescribed drugs injected illicitly). The agreement does not cover the provision of injecting equipment to:
 - Young people less than 16 years of age
 - People who inject prescribed drugs for a medical condition, such as diabetes

4. CONTRACT AGREEMENT

- 4.1 As a Community Pharmacy providing the Injection Equipment Provision Service, you will be required to:
- Provide the full range of equipment free of charge from the pharmacy i.e. needles, syringes, and the items used to prepare heroin (See Service Specification sections 3.9 - 3.13);
 - Provide individual safe disposal bins for the return of used equipment (See Service Specification sections 3.14 - 3.17);
 - Provide an initial assessment of new clients and ongoing assessment of clients to ensure that the client's equipment needs are addressed (See Service Specification sections 3.18 - 3.21);
 - Provide information and advice to clients on BBV's, safer injecting technique and safer drug use (See Service Specification sections 3.22 - 3.23);
 - Provide information on, and refer clients to drug treatment and other services for drug users, including referral for testing and vaccination for BBVs (See Service Specification section 3.24);
 - Collect and report data regarding IEP activity (See Service Specification sections 3.25 - 3.26);
 - Comply with patient confidentiality and act on any child protection issues (See Service Specification sections 3.27 - 3.29);
 - Comply with mandatory training requirements including formal training prior to providing the services and annual updates (See Service Specification sections 4.1 - 4.5);
 - Keep appropriate records to enable verification of service provision and training requirements and to provide information to NHS Lothian for audit and evaluation purposes (See Service Specification section 5);
 - Have in place business continuity plans to ensure the continued provision of the service.

5. CESSATION OF THE CONTRACT / CHANGES TO THE CONTRACT

- 5.1 The service specification and contract will be reviewed every **two years**; to ensure that locations of pharmacy IEP sites are still appropriate and renewal of the contract will be dependent on performance.
- 5.2 Community pharmacy contractors who no longer wish to provide this service must inform NHS Lothian Primary Care Contractors Organisation and the HRT Manager, in writing, three months prior to cessation.
- 5.3 Community pharmacy contractors who wish to transfer this service to another branch of their company must contact NHS Lothian Primary Care Contractors Organisation in writing, explaining in full the need for this change. It will then be considered and a decision on transfer made.
- 5.4 The HRT Manager through the NHS Lothian PCCO may ask the pharmacy to withdraw from the contract. There will be a notice period of three months.
- 5.5 Where evidence of a breach of the terms of this contract comes to the notice of NHS Lothian the matter will be referred, in the first instance, to the pharmacy contractor concerned for comment. If appropriate, the pharmacy contractor will be invited to submit proposals for rectification of the breach.

- 5.6 Failure to provide a satisfactory response, or to rectify the breach, will result in the matter being escalated within NHS Lothian for consideration and determination of any further action or sanctions to be taken, including termination of the contract under this scheme and recovery of any payments made in respect of services, which have not been provided.

6. EVALUATION

- 6.1 It is a requirement of the service that appropriate records are kept and maintained by the community pharmacy contractor to enable verification of service provision and training requirements, and to provide information to NHS Lothian for audit and evaluation purposes, which will be undertaken by the HRT.
- 6.2 All pharmacies should be visited on an annual basis by a member of the HRT Needle Exchange Outreach Network (NEON). NHS Lothian should ensure effective monitoring and audit of schemes. Periodically, an audit should be undertaken to identify and respond to service user feedback (service user satisfaction survey).

7. FINANCE

- 7.1 Payment for service provision shall be made following review of monthly data on the NEO system by the HRT. Information on this system is also used for audit and evaluation purposes and must be completed accurately before any payment is made by NHS Lothian.
- 7.2 Remuneration for the service from April 2019 will be comprised of two elements: a retainer fee of £1,098 per annum and a per-transaction fee of £2.36.

8. COMPLAINTS

Any complaint made by, or on behalf of, a service user in relation to the services rendered by a pharmacy contractor under the provisions of this contract will normally be referred to the pharmacy contractor for investigation and direct response to the complainant. If the complainant remains dissatisfied, their next recourse is to the Scottish Public Services Ombudsman.

NHS Lothian
PHARMACEUTICAL CARE SERVICES (SCOTLAND)
ADDITIONAL SERVICES
INJECTION EQUIPMENT PROVISION (IEP) SERVICE
FROM COMMUNITY PHARMACIES
SERVICE SPECIFICATION

1. Background

- 1.1 The national 'Guidelines for Services Providing Injecting Equipment'¹ published by the Scottish Government in May 2010, as part of the Hepatitis C Action Plan for Scotland Phase 2 (2008-2011)², are reflected in the NHS Lothian policy on injecting equipment provision (IEP)³ and provide a quality framework for the delivery of IEP from service providers including community pharmacies.
- 1.2 Pharmacy IEP Services will be available in areas where NHS Lothian determine there to be a need for such a service; taking into account existing provision, IEP activity and local financial constraints.

2. Service aims and objectives

- 2.1 The aims of the Pharmacy IEP service are to meet the needs of people who are current injectors and to protect individual and public health, in order to reduce the risks of harm associated with injecting practice and to prevent the spread of blood borne viruses (BBVs).
- 2.2 The objectives of this service are to:
- Provide free sterile injecting equipment and related paraphernalia as agreed locally
 - Reduce the rate of sharing and other high risk injecting behaviours
 - Provide a facility for safe disposal of used injecting equipment
 - Provide information and advice on BBVs, safer injecting, injecting technique, safer drug use
 - Provide information on and to signpost and refer clients to drug treatment and other services for injecting drug users, including referral for testing and vaccination for BBVs

3. Service outline and standards

- 3.1 This service specification concerns the provision of needles, syringes and other paraphernalia to people who use opioids (including heroin), performance and image enhancing drugs, stimulants and other illicit substances (for example, prescribed drugs injected illicitly). The agreement does **not** cover the provision of injecting equipment to:
- Young people less than 16 years of age
 - People who inject prescribed drugs for a medical condition, such as diabetes
- 3.2 Community pharmacies are contracted under the NHS to offer an IEP service. This service is managed by the Harm Reduction Team (HRT) Manager and the Lothian Primary Care Contractor Organisation (PCCO) on behalf of NHS Lothian.
- 3.3 All pharmacy staff, including counter staff, must be aware of the IEP service and ensure patients can participate when a request is received. Transactions will be undertaken under the control of a pharmacist; either directly or by suitably trained members of staff. All locums employed must be willing to deliver the service supported by the pharmacy team.
- 3.4 The responsible pharmacist should ensure that a standard operating procedure is in place which makes reference to the national 'Guidelines for Services Providing Injecting Equipment'¹

and the NHS Lothian policy on injecting equipment provision (IEP)³, and covers all aspects of service provision and should include information on:

- The role of each staff member in providing the service
- Health and safety issues
- Minimising the risk to staff, clients and members of the public
- Ensuring security of stock and premises
- Prevention of and action in the event of a needlestick injury
- Ordering stock and data recording

In support of this, NHS Lothian will provide a sample Pharmacy Standard Operating Procedure.

3.5 All pharmacy staff should understand the operation of the service.

3.6 The responsible pharmacist is responsible for ensuring that the service is user-friendly, non-judgemental, client-centred and confidential and that the service is provided in a non-discriminatory manner and promotes the principles of equality and diversity.

3.7 The service should be offered from premises that can provide a safe and comfortable environment for staff and clients engaged in the service.

3.8 The pharmacy contractor will ensure that information relating to the Service, provided by NHS Lothian, is displayed and offered to clients as appropriate.

Ordering and supply of injecting equipment

3.9 The full range of equipment i.e. needles and syringes for injecting, the items used to prepare heroin (referred to as paraphernalia) as agreed locally must be provided in the pharmacy. It is important that providers make available all items for supply as Hepatitis C is very infectious and the sharing of paraphernalia can transmit the virus.

Refer to the NHS Lothian policy on injecting equipment provision (IEP)³ for details of the full range of injecting equipment and related paraphernalia. Injection equipment should be provided in pre-packs and through the use of a 'pick-and-mix' arrangement, whereby clients choose the equipment and paraphernalia they need.

3.10 Completed supply order forms should be posted or faxed to the Harm Reduction Team, Spittal Street Centre, 22-24 Spittal Street, Edinburgh, EH3 9DU Fax: 0131 537 8303. Orders should be placed with the HRT at least two-weeks in advance of need and wherever possible should not be less than £200. The order will usually be delivered to the pharmacy but occasionally the pharmacy may be asked to collect the equipment from the Spittal Street Centre. Specific equipment order forms can be printed for each pharmacy and be made available electronically.

3.11 As of March 2010, there are no legal limits on the numbers of needles and syringes that IEP services can give out to clients. **Pharmacies should provide, free of charge, as many needles and syringes as an individual client requires.**

Pharmacies should aim at all times to ensure that all clients have a new needle and syringe for every injection.

3.12 Secondary distribution involves the distribution of sterile injecting equipment to one service user, who then distributes it to others in their network. Secondary distribution should not be discouraged. However, those clients who supply equipment to others should be encouraged to bring the other injectors into the pharmacy or other IEP service so that they can benefit from advice and information.

3.13 Only in exceptional circumstances should a pharmacist refuse a supply. Professional judgement should be used, for example if the patient is clearly intoxicated by either drugs or alcohol. A record of the reason for refusal should be kept.

Return of used needles and syringes

3.14 As of March 2010, there are no legal requirements for clients of IEP services to return used injecting equipment before new equipment can be supplied. Pharmacies should encourage clients to return used needles, and individual safe disposal bins should be provided for this purpose.

The provision of sterile injecting equipment should not be dependent upon the return of used needles, and supplies should not be limited when clients do not bring back used equipment.

This marks a significant change in policy from earlier needle exchange schemes which emphasised the notion of exchanging old for new.

3.15 Clients should be asked for an indication of the number of returned needles/syringes.

3.16 Staff must not handle used equipment and clients must deposit all their returns into a large sharp disposal container themselves. This reduces the risk of needlestick injuries occurring. The large disposal containers must be stored in a suitable safe and secure designated area.

NHS Lothian will provide local guidelines on the management of needlestick injuries. All pharmacy staff involved in injecting equipment provision should be offered the Hepatitis B vaccination. This can be obtained free of charge by contacting the Occupational Health Department at Astley Ainslie Hospital Tel: 0131 536 1135.

3.17 Large sharp disposal containers should be ordered as described in section 3.10. Used equipment will be uplifted by a contractor nominated by NHS Lothian or by NHS Lothian Facilities. Uplift is organised by NHS Lothian and will usually take place at the same time as returned medicines uplift, although some pharmacies will have more frequently scheduled collections. Queries concerning uplift should be directed to the Logistics Department, St John's Hospital between 1pm and 5pm on weekdays Tel: 01506 523 620.

Assessing new clients

3.18 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 the initial assessment is to ensure that the client's equipment needs are addressed and that they leave with sufficient supplies to enable the use of one set of equipment per injection.

3.19 This initial discussion should take place in a private area, separate from the public, to ensure client confidentiality. It should include provision of verbal and / or written information (as appropriate) about safer injecting practices and safe disposal of used equipment. NHS Lothian will make written information available to contractors.

3.20 Staff should ask the client about:

- Where on their body and how often they inject
- What drug(s) the client is injecting and the techniques they are using
- How often they (usually or intend to) visit an IEP service
- Whether they are collecting supplies for anyone else
- Their understanding of the implications of sharing equipment

Ongoing assessment of clients

3.21 Ideally clients should be monitored on subsequent visits to ensure that the message is continually reinforced that individuals should use sterile equipment for every injection and that they have enough supplies to enable this.

Client information, signposting and referral to other services

3.22 When providing needles and injecting equipment, pharmacy staff should, as a minimum, educate service users 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 methods of disposing of used injecting equipment

NHS Lothian will make written information available to contractors.

3.23 The community pharmacy contractor will make available to clients, written information supplied by NHS Lothian, on blood-borne viruses, safer injecting, injecting techniques, wound management and overdose prevention.

3.24 The community pharmacy contractor will provide support and advice to clients who use the service by providing signposting or referral to other broader health and social support services

- Drug and alcohol treatment services
- BBV testing and vaccination
- Sexual and reproductive health services
- Social and mental health services
- Primary healthcare (including dressings, wound care and antibiotic prescribing)
- Dental care
- Counselling
- Unscheduled care
- Preventative health services – including Keep Well if applicable
- Gender-based violence support

NHS Lothian and the HRT will support community pharmacy contractors in sourcing this information and setting up referral routes.

Data collection

3.25 Pharmacies will be required to collect data regarding IEP activity. Information collection will be supported by the HRT. This system, called NEO, is web-based and fulfils the ISD data requirements. The expectation is that pharmacy staff input data onto the web-based system directly in real time.

3.26 Monthly reporting by contractors will allow NHS Lothian to participate in national data collection. The following information will be required to be collected

- Unique individual identifier (initials, date of birth and first part of postcode sector)
- Gender and ethnicity
- Date of transaction
- Number of syringes distributed
- Number of syringes returned (estimate)
- Number of items of other injecting paraphernalia distributed
- Drugs injected
- Frequency of injecting and sharing information

- Number of transactions (*data analysis will provide this information*)
- An estimate of the number of clients (*data analysis will provide this information*)
- The proportion of male and female transactions/clients (*data analysis will provide this information*)

Client confidentiality and child protection

3.27 The service offered is an anonymous, confidential service; information sharing therefore is an issue that requires careful management. The only areas where this anonymity and confidentiality can be set aside are where there is a child protection issue, a criminal enquiry or where someone's life is in danger.

3.28 The Harm Reduction Team will be responsible for developing and maintaining a close working relationship with the Community Pharmacy. This should include a process to allow information sharing where required.

3.29 The community pharmacy contractor will ensure that the pharmacist considers and, where appropriate, acts on any child protection issues coming to their attention as a result of providing the service.

4. Training and support

Mandatory training

4.1 All individuals involved in the distribution of injecting equipment should take part in appropriate training prior to providing a service or during induction. This will be provided by the HRT.

4.2 All staff involved in the provision of injecting equipment should have read and be familiar with the following policies and guidance:

- Scottish Government (May 2010). Guidelines for Services Providing Injecting Equipment¹
- 2010 Lord Advocate's Guidance on supply and returns⁴
- NHS Lothian (2010) Policy on Injecting Equipment Provision in Lothian for NHS outlets, community pharmacies, and non statutory community drug agencies³
- NHS Lothian Child Protection guidance

4.3 The HRT will provide ongoing support and supervision; informal training in situ will take place at least annually. There is an expectation that staff providing the service will complete the Frontier online IEP Module as part of their training.

4.4 The responsible pharmacist will ensure that pharmacists and staff involved in the provision of the service participate in training, have up-to-date knowledge, are aware of local arrangements and are appropriately trained in the operation of the service.

5. Monitoring and evaluation

It is a requirement of the service that appropriate records are kept and maintained by the community pharmacy contractor to enable verification of service provision and training requirements, and to provide information to NHS Lothian for audit and evaluation purposes, which will be undertaken by the HRT.

All pharmacies will be visited on an annual basis by a member of the HRT Needle Exchange Outreach Network (NEON) to provide support and training. . NHS Lothian should ensure effective monitoring and audit of schemes. From time to time audits should be undertaken to identify and respond to service user feedback (service user satisfaction survey).

The measurement of outcomes is necessary to establish the clinical and cost effectiveness of the service. The outcome measurements will be based on recommendations from the national 'Guidelines for Services Providing Injecting Equipment'¹ and from the NHS Quality Standards for substance misuse services.

This will include seeking information on:

- Continuing Professional Development of staff providing the service
- Health promotion material available (provided by NHS Lothian)
- Service users' satisfaction survey, undertaken by NHS Lothian
- Supplies and return rates, and other minimum data sets collected
- Standard Operating Procedures in place (sample SOP will be provided by NHS Lothian)

6. Business Continuity

The community pharmacy contractor will have in place business continuity plans to ensure the continued provision of this service.

7. Service specification review

The service specification and contract will be reviewed every two years; to ensure that locations of pharmacy IEP sites are still appropriate and renewal of the contract will be dependent on performance. Refer to Contract – section 'Cessation of or Changes to Existing Contract'

8. Remuneration

From 2019 onwards, remuneration for providing the IEP service has been comprised of two elements: a retainer fee of £1,098 per annum and a per-transaction fee of £2.36. Transaction fees are calculated based on data entered into the NEO system on a monthly basis.

9. Contact details

- Harm Reduction Team Manager
- Reception, Harm Reduction Team
- HRT Needle Exchange Outreach Network (NEON).

Spittal Street Centre
22-24 Spittal Street Centre
Edinburgh
EH3 9DU
☎ 0131 537 8300
Fax 0131 537 8303

Pharmacy Contracts Support Officer
Primary Care Contracts Team
Waverley Gate

References

1. Scottish Government (May 2010). Guidelines for Services Providing Injecting Equipment. Best Practice Recommendations for Commissioners and Injecting Equipment Provision (IEP) Services in Scotland.

2. Scottish Government (2008) Hepatitis C Action Plan for Scotland Phase II: May 2008 – March 2011.
3. NHS Lothian (November 2010) Policy on Injecting Equipment Provision in Lothian for NHS Outlets, community pharmacies, and non statutory community drug agencies.
4. 2010 Lord Advocate's Guidance on supply and returns
5. The National Quality Standards for Substance Misuse Services

Other useful references

- NES Child Protection Distance Learning Resource Pack
- Medicines Ethics and Practice – A Guide for Pharmacists and Pharmacy Technicians. Royal Pharmaceutical Society of Great Britain (current edition)
- National Treatment Agency: best practice guidance for commissioners and providers of pharmaceutical services for drug users