

NHS Grampian
Service Level Agreement
Injecting Equipment Provision (IEP)

SLA Reference	SLA_Injecting Equipment Provision
Version	5
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Author	Peter Maclean
Approved By	David Pfleger

Revision Chronology		
Version Number	Effective Date	Reason for Change
1	April 2021	Annual Update
2	April 2023	Fees Update
3	April 2024	Annual Update
4	April 2025	Annual Update
5	April 2026	Annual Update

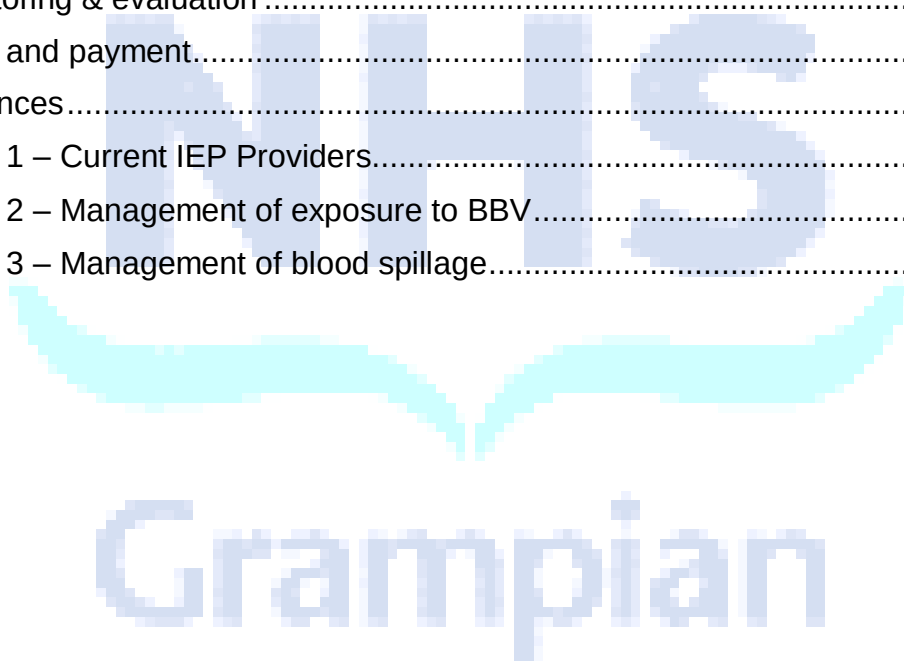
Summary of Changes from Previous Version	General minor changes to wording and grammatical alterations. <u>Section 5</u> Addition of mandatory short TURAS course.
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Supersedes	Version 4 – April 2025
Consultation Undertaken	Laura Karim Pharmaceutical Care Services Improvement & Development Manager Lucy Skea Lead Substance Use Pharmacist NHS Grampian Bethany Potter Substance Use Pharmacist



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1. Introduction

This Service Level Agreement acts as a contract between NHS Grampian and the pharmacy contractor and commits the contractor to provide the services as defined by, and using documents provided in, this Service Level Agreement.

Services will be provided within the legal and ethical framework of pharmacy as a whole and in line with the Scottish Government guidelines for services providing injecting equipment¹ alongside the [Medication assisted treatment standards for Harm reduction](#).

A three-month notice period must be provided if either party wishes to terminate this contract. Where a breach in terms of the SLA has occurred the 3-month notice period may not apply.

This agreement is for the period 1st April 2026 – 31st March 2028, however, remains valid and must be adhered to as per the agreement whilst under review.

2. Background to service

Provision of injecting equipment (previously known as needle exchange) was introduced in Scotland in response to an outbreak of HIV in the 1980s and proved [effective in reducing transmission of this blood borne virus \(BBV\)](#). Although HIV remains an issue in some areas, Hepatitis C Virus (HCV) is now the more prevalent BBV in people who inject drugs. The majority of new diagnoses of HCV present in this group. There is a huge opportunity to engage with people who inject drugs to support them with access to BBV testing through either DBST self-tests or by signposting to services that test

People who inject drugs can be at risk of hepatitis B and hepatitis A, both of these can be immunised against and access for both these vaccinations should be encouraged. All three of these viruses can affect the liver.

People who inject drugs are also prone to a number of wider health risks including but not limited to; [overdose, bacterial infection, injecting site injuries and deep vein thrombosis](#). General health is also impacted with people developing chronic diseases on average some 15 years ahead of the general population.

Public Health Scotland commission [The Needle Exchange surveillance initiative \(NESI\)](#). The aim of the Needle Exchange Surveillance Initiative is to measure and

monitor the prevalence of blood-borne viruses – hepatitis C virus and HIV – and injecting risk behaviours among people who inject drugs (PWID) in Scotland.

NESI is a key source of data to monitor and evaluate progress, nationally and locally, against Scotland's blood-borne virus strategies, including the Scottish Government's Sexual Health and Blood Borne Virus Action Plan and associated strategies on HCV elimination and HIV transmission elimination.

Injecting equipment providers (IEPs) are therefore critical in reducing both injecting and other related harms and can serve as a vital link to other health provision.

Community pharmacies are well placed to support people who inject drugs due to:

- Their location at the heart of local communities
- the wide range of general health services available
- ability to provide “drop in” access to a health care professional
- existing relationships with people accessing the pharmacy for other services

3. Service Aims

The service aims to provide:

- Non-judgemental, trauma informed access to injecting equipment and paraphernalia for people who inject drugs
- Facility for collection and disposal of used equipment. (It is a requirement of all community pharmacies to have facility for disposing sharps. This is not limited to IEP pharmacies.)
- Basic safer injecting and harm reduction advice
- Training on signs and symptoms of overdose and naloxone supply. Note by undertaking this service you should also be signed up the Naloxone Take Home SLA.
- Onward signposting and referral as required e.g. to GP, A&E. specialist drug and alcohol services etc.
- A link to specialist drug and alcohol services ([Key Contacts-See SUS](#)) supporting people to access further support as appropriate
- To promote BBV testing by the provision of free self-dry blood spot testing kits and onward referral/signpost to BBV testing services. [Poster accessed here.](#)
- Up to date information on recommended vaccinations and associated eligibility, along with referral/signposting to access the relevant vaccinations.

- Encourage access to, and provide wider pharmacy services such as NHS Pharmacy First Scotland, emergency hormonal contraception etc. to those accessing IEP services

4. Service outline and standard

4.1. An IEP service may only be provided by an NHS Grampian approved provider.

4.2. The IEP service should maintain client confidentiality and privacy at all times. Transactions should be undertaken in a private area

4.3 The service must be made available throughout the pharmacy opening hours, and suitably trained staff be available at all times to deliver the service. It should be clearly advertised that the pharmacy operates a “needle exchange” service. The “needle exchange” window sticker should be displayed along with any NHS Grampian recommended signage.



4.4 All needles, syringes, sharps bins and other paraphernalia supplied under the pharmacy IEP scheme must be accessed from the approved supplier and product list as specified by NHS Grampian. This should include water for injection and foil in addition to injecting equipment and sharps bins. Equipment will be provided free of charge to both service provider and client.

Current NHS Grampian Approved Supplier

Orion Medical Supplies LTD

Products - Orion Medical Supplies ([See Link for Supply](#))

4.5 Clients should be provided with the volume and type of equipment appropriate to the frequency of injection and type of substance(s) used. There is no upper limit on the amount of equipment that may be supplied. They should also be supplied with an appropriately sized sharps container and encouraged to return used equipment for safe disposal.

4.6. Pharmacy staff should provide safer injecting and harm reduction advice to all who are accessing the service and tailor this to the individual and the specific substance being injected. This must include:

- Information and advice relevant to the type of drug being injected, the site of injection and the location the drugs will be prepared and injected
- Using a new set of injecting equipment and paraphernalia for every injection
- Not sharing any equipment or paraphernalia.
- Using the smallest needle size appropriate to the injecting site and substance used
- Awareness of the different types of substances used and tailoring harm reduction advice accordingly
- Advice on the unknown, and potentially toxic content of substances. Encouraging people to use small test doses initially and to ensure they do not use alone
- Sharing information on local drug alerts or trends e.g. [RADAR](#) reports on [nitazenes](#) or bacterial or BBV outbreaks
- Importance of cleaning and rotating the injecting site
- How to use the different items of paraphernalia e.g. addition of vitamin C in small amounts, risks associated with non-sterile water sources
- Advice on recommended immunisations, including eligibility that are recommended including HepB, Hep A and national seasonal campaigns such as flu.
- Reducing risk of overdose. Responding to overdose and administering naloxone
- The need for regular BBV testing and providing, or linking clients in, with testing services (BBV home testing kits are available to order by all community pharmacies and patients, free of charge)
- Advice on returning equipment and associated danger to self and wider public of not returning, publicly disposing equipment.
- Asking about injecting site issues and providing wound advice/care such as basic dressings available through pharmacy first; or signposting/ referral for further care if needed.
- Signposting to enhanced IEP services as appropriate, if patients require more in depth advice/support.

For good practice [guidance see link here.](#)

4.7 Anyone injecting drugs is at a higher risk of overdose. Pharmacies providing an IEP service must also deliver Naloxone training and supply to those at risk, or likely to witness an overdose (See Naloxone SLA). People accessing IEP services should be proactively offered naloxone. Pharmacies should also adhere to the [national naloxone emergency supply service](#).

4.8 Pharmacies operating an IEP service will be provided with appropriate waste containers free of charge by NHS Grampian (normally a 60 litre special waste bin) to

receive all used equipment. NHS Grampian will make arrangements for the uplift and disposal of full containers.

Currently this contract is delivered by Perfect Hygiene. Queries should be directed through their website www.perfecthygiene.co.uk/nhs.html or by emailing: admin@perfecthygiene.co.uk.

4.9. Clients should be encouraged to return used needles and syringes in the sealed sharps bin supplied. If they return with loose injecting equipment they should either be given an individual sharps bin to dispose of the equipment or, if unavailable, asked to place the equipment directly into the 60 Litre bin. To minimise the risk of needle stick injury this bin should then be sealed and set aside for uplift thereafter. **Pharmacy staff should never handle loose returned injecting equipment.**

4.10. The service provider must enter all IEP transactions onto the approved IT system (currently neo360®). **Direct entry of data into neo360® at point of exchange is required** to ensure maximal data accuracy. This may be undertaken by use of PC, laptop or tablet at the point of exchange. If you require access to neo360® or have any IT queries please contact gram.pharmaceuticalcareservices@nhs.scot. For additional guidance on how to access and use neo360® please see the [NHS Grampian SUS webpage](#).

4.11. Transactions should be recorded using a client identifier that is both anonymous and unique. This should consist of the first initial of the forename and the 1st and 4th initials of the surname followed by the date of birth in the format ABCdd/mm/yyyy.

E.g. John Smith born 1st January 1990 would have the identifier JST01/01/1990.

For patients who have surnames of less than four characters a star should be used for the third letter e.g. John Hay 12/12/95 would have the identifier JH*12/12/1995.

Clients should be encouraged to utilise the same identifier at each attendance in order to provide an accurate estimate of the unique number of clients attending services in Grampian and more widely in Scotland. They should be reassured that this information will not be used to identify them.

4.12. Approved information leaflets on safer injecting, harm reduction and blood borne virus transmission should be made freely available to clients. These are available from NHS Grampian Health Information Resources Service

Website: www.nhsghpcat.org;

Telephone: (01224) 558504;

Email: gram.resources@nhs.scot

4.13 All staff working in the service should be aware that an IEP service is delivered from the premises. Those directly involved in delivery of IEP should be given the opportunity to access Hepatitis B vaccination. This is provided free of charge to pharmacy staff by NHS Grampian occupational health department.

To arrange an appointment(s) call (01224) 553663 or email gram.ohs@nhs.scot.

5. Training requirements

All staff members involved in the delivery of this SLA should have undertaken training on the delivery of this service. A recording of training sessions delivered by Scottish Drugs Forum can be [accessed here](#).

Orion is now the national training provider for IEP. Associated training resource can be found in the “injecting provision section” of the substance use training page on TURAS

Search for “Substance Use” on TURAS and see IEP section.

Please note the above course is mandatory to undertake before providing service.

For those looking for additional information, eLearning modules on a range of relevant topics such as substance use, injection site infection and BBVs are available from [Exchange Supplies](#) and [Scottish Drugs Forum](#). (Click on each service name to access).

Additional training can also be undertaken on Trauma. See section under Substance Use section of TURAS.

5.2. As well as undertaking mandatory Turas module, staff participating in IEP should be encouraged to attend NHSG approved IEP training events. It is the responsibility of the pharmacy to ensure they are up to date with any changes or developments if they cannot attend.

5.4. The service provider must ensure that all staff are aware of the correct procedure and action to be taken in the event of a needle stick injury ([see NHS Grampian Blood Borne Virus Community Exposure Guidance](#)). The Summary Flowchart (appendix 2)- should be displayed in an area of the pharmacy where staff can easily access the information.

5.5. In the unlikely event of a blood spill within the pharmacy, staff should follow current NHS Grampian Blood Spill guidance (Appendix 2).

6. Monitoring & evaluation

6.1 It is a requirement of the service that appropriate records are kept and maintained by the pharmacy contractor, to enable verification of service provision and training undertaken by staff. These records may be used for information for internal and external audit and evaluation purposes. For IEP the recording system is currently Neo360®.

6.2. NHS Grampian regularly monitors service provision across all providers of IEP. Data is submitted to Public Health Scotland data team on an annual basis for national review and report.

6.3. Participating pharmacies will be required to participate in service evaluation and audit, including but not limited to; use of Neo360 at time of transaction, availability of all items at all times (including water for injection and foils), NESI initiative. Payments will be withheld if evidence otherwise.

7. Claims and payment

7.1 Neo360® is the current approved IT system for IEP services on which all needle exchange transactions must be recorded at point of exchange. NHSG PCCT generate an invoice for each contractor from neo360® on the 7th of the following month. The service provider (community pharmacy) must ensure that data is accurate prior to this date. To do this:

- Login to neo360 on pharmacy manager account
- Select “reports”
- Select “monthly transactions” in needle exchange section
- Ensure date displayed is 1st of the month you are looking to review
- Tick “client reference code”
- Click on “generate”

7.2 Any errors should be reported to the Pharmaceutical Care Services (gram.pharmaceuticalcareservices@nhs.scot) to amend. There is no requirement for contractors to submit a paper claim.

7.3 Participating pharmacies will receive a monthly retainer fee of £65.36 and will be paid £2.81 per client transaction

7.4 Pharmacies should monitor the reimbursement they have received for the service and raise any concerns within 3 months of when payment should have been received. Any claim queries raised after this time will be deemed as an historical claim and will only be considered by the Pharmacy Performance and Governance Group for payment if information detailing why the issue wasn't raised earlier is supplied.

8. References

1. [Injecting-Equipment-Provision-in-Scotland-Good-Practice-Guidance.pdf](#)
2. [Standard 4 Harm Reduction - Medication Assisted Treatment \(MAT\) standards: access, choice, support - gov.scot](#)
3. [How to save a life. Emergency response to a drug overdose, and harm reduction advice](#)
4. [What is RADAR? - Rapid Action Drug Alerts and Response \(RADAR\) - Surveillance - Drugs - Improving Scotland's health - Population health - Public Health Scotland](#)
5. [Needle Exchange Surveillance Initiative \(NESI\) - Needle Exchange Surveillance Initiative \(NESI\) - Publications - Public Health Scotland](#)
6. [Immunisation against infectious disease - GOV.UK](#)
7. https://assets.publishing.service.gov.uk/media/68385046e0f10eed80aafad9/Hepatitis-B-green_book-chapter-18-06-03-2025.pdf

Appendix 1 – Current IEP Providers

ABERDEEN CITY

Alcohol and Drugs Action, 7 Hadden Street, Aberdeen, AB11 6NU. Freephone: 03333 448355

Helpline: (01224) 594700

Bucksburn Pharmacy	9-11 Inverurie Rd, Bucksburn, Aberdeen AB21 9LJ	(01224) 714476
Clear Pharmacy	3 Alford Place, Aberdeen, AB10 1YD.	(01224) 646325
Dickies Pharmacy	44 Moir Green, Northfield, Aberdeen, AB16 7GS	(01224) 697978
Douglas Dickie Chemist	96 Victoria Road, Torry, Aberdeen, AB11 9DU	(01224) 878459
Dickies Pharmacy	9 Victoria Street, Dyce, Aberdeen, AB21 7AU	(01224) 722275
Ferryhill Pharmacy	9 Millburn Street, Aberdeen, AB11 6SS	(01224) 580950
Gardner Drive Pharmacy	68 Gardner Drive, Kincorth, Aberdeen, AB12 5SD	(01224) 874608
Holburn Pharmacy	560 Holburn Street, Aberdeen, AB10 7LJ	(01224) 581685
John Ross Chemists	109 Hayton Road, Tillydrone, Aberdeen, AB24 2RN	(01224) 277434
Lewis Road Pharmacy	Lewis Road, South Sheddocksley, Aberdeen, AB16 6TU	(01224) 699424
Rowlands Pharmacy	City Hospital, Park Road, Aberdeen, AB24 5AU	(01224) 636597

ABERDEENSHIRE

Alcohol and Drugs Action Mobile service covering all areas

**Call Alex on
07743 936124**

NORTH ABERDEENSHIRE

Buchanhaven Pharmacy	23 Skelton Street, Peterhead, AB42 1HR	(01779) 473525
NHS Grampian Drug and Alcohol Service, Faithlie Centre, 1 Saltoun Square 585160		(01346)
	Fraserburgh, AB43 9DA	
Strachan Pharmacy	69 High Street, Banff, AB45 1AN	(01261) 812404
Webster's Pharmacy	45 High Street, Strichen, AB53 6SQ (Part time)	(01771) 637204

CENTRAL ABERDEENSHIRE

Duke Street Pharmacy	26 Duke Street, Huntly, AB54 8DL	(01466) 792141
Strachan Pharmacy	29 Main Street, Turriff, AB53 4AB	(01888) 562403
Will Chemists	35 West High Street, Inverurie, AB51 9QQ	(01467) 620475

SOUTH ABERDEENSHIRE

Charles Michie Chemist	24 Market Square, Stonehaven, AB39 2BE	(01569) 762298
Davidsons Chemists	61 High Street, Banchory, AB31 5TJ	(01330) 822542

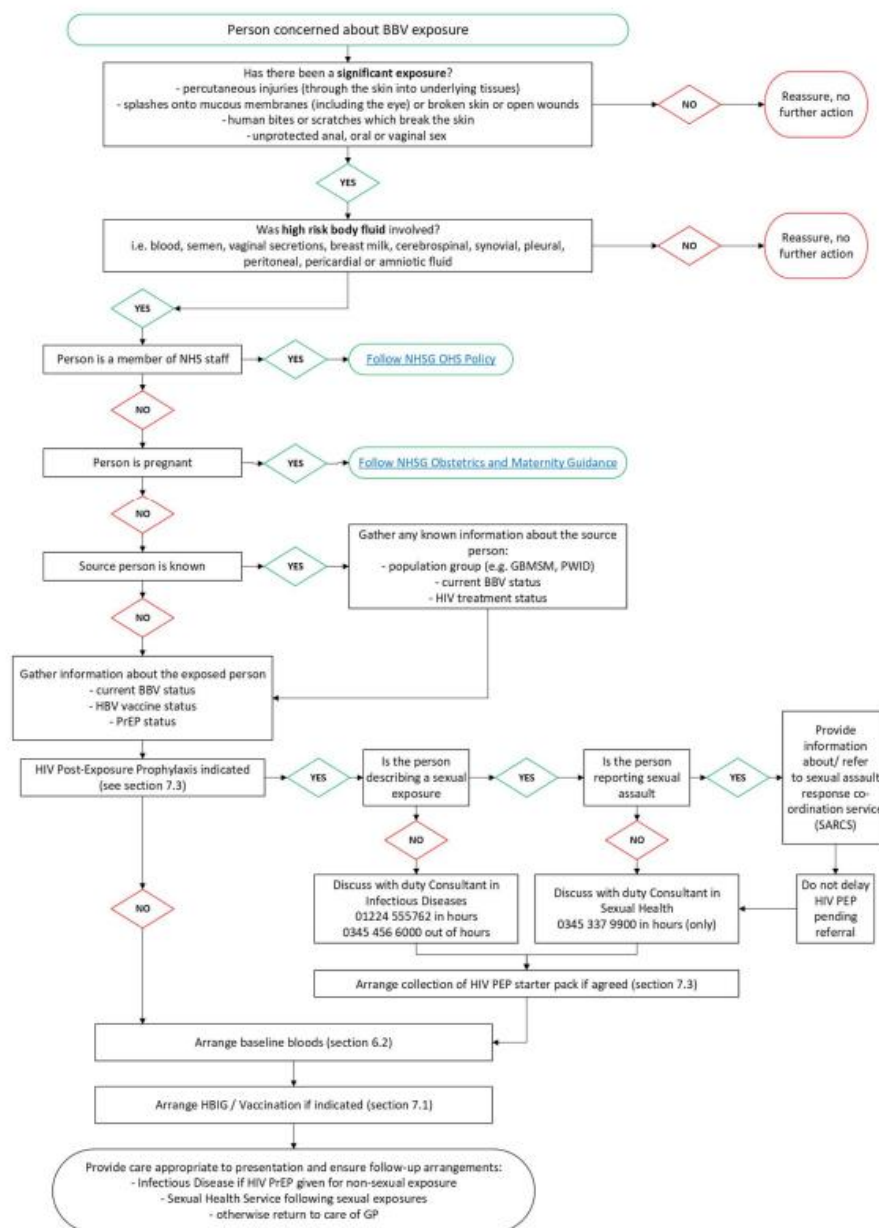
MORAY

Arrows (a Quarriers' service)	40 Moss St, Elgin IV30 1LT	(01343) 610500
Baird's Pharmacy	175-177 High Street, Elgin, IV30 1DW	(01343) 542571
Bishopmill Pharmacy	20 North Street, Bishopmill, Elgin, IV30 4EF	(01343) 547374
Clark's Pharmacy	12-18 Regent Street, Keith, AB55 5DU	(01542) 882553
Right Medicine Pharmacy	1 High Street, Buckie, AB56 1AL	(01542) 831116
Right Medicine Pharmacy	23a Clifton Road, Lossiemouth, IV31 6DJ	(01343) 812818
Your local Boots Pharmacy	88/94 High Street, Forres, IV36 1NX	(01309) 673370
Your local Boots Pharmacy	Glassgreen Centre, 2 Thornhill Road, Elgin, IV30 6GQ	(01343) 542186

Appendix 2 – Management of exposure to BBV

NHS Grampian Blood Borne Virus Community Exposure Guidance

SUMMARY FLOWCHART



Appendix 3 – Management of blood spillage

TITAN CHLOR PLUS[®] BLOOD SPILLS

BLOOD

1

Wear disposable gloves and aprons. Safety goggles must be worn whilst handling the solution.

2

To make solution, dissolve TITAN Chlor Plus tablets (according to dilution instructions below) in cold water. Leave lid off dilution bottle until tablets have dissolved. Mark date and time prepared on dilution bottle. Place disposable paper with solution over blood. Leave for 2 minutes and dispose as clinical waste.

3

Clean and disinfect the area larger than the spillage area with TITAN Chlor Plus solution.

4

Keep solution for no longer than 24 hours. Dispose of remaining solution into DSR or sluice sink drain with (or under) running water. Remove Date and Time.

5

Dispose of gloves and apron in orange waste stream. Wash hands after removing gloves and apron.

DILUTION INSTRUCTIONS

DISINFECTION OF BLOOD SPILLS (10,000 PPM AVAILABLE CHLORINE)				CONTACT TIME
Disinfection of Blood Spills using TITAN CHLOR PLUS 10,000ppm Solution	TITAN Chlor Plus Tablets	1 tablet per 100ml cold water	e.g. 5 tablets per 500ml	2 minutes
	Leave lid off dilution bottle until tablets have dissolved		e.g. 10 tablets per 1,000ml (1L)	2 minutes

WARNINGS & PRECAUTIONS

AVOID contact with skin and eyes. DO NOT breathe dust/fume/gas/mist/vapors/spray.	DO NOT use directly on urine or vomit. Mixing this product with acid or ammonia releases chlorine gas.	AVOID prolonged contact with stainless steel or clothing.	ALWAYS dispose used materials as clinical waste. Wash hands thoroughly after handling.	ALWAYS keep container tightly closed. Store in a secure dry place in suitable labelled containers.	ALWAYS keep out of reach of children.	ALWAYS dispose of each solution after 24 hours. Refer to your SDS and hospital policy.	USE ONLY with adequate ventilation.
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PLEASE REFER TO SDS AND HOSPITAL POLICY

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Appendix 4 – Training Declaration

Declaration and agreement to provide Injecting Provision Service Individual pharmacist competency form	
I will deliver this service from a pharmacy signed up to the SLA I have discussed my competency with the key pharmacist and agreed that I will provide the Injecting Equipment Provision service. The pharmacists working in this pharmacy are competent to deliver the service as they have completed the required training: ☐ Injecting Equipment Provision (IEP) TURAS Module	
Name of pharmacist	
Trading name of pharmacy	
Contractor Code	Pharmacy Address
Date of declaration	

Please sign this document, retain for your records. NHS Grampian hold the right to ask for this information during auditing exercises.