**NHS GRAMPIAN**

**SERVICE LEVEL AGREEMENT**

**Naloxone – Training and Supply**

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| **SLA Reference** | SLA\_Naloxone Training and Supply |
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**Contents**

[1 Introduction 3](#_Toc66103594)

[2 Background to service 3](#_Toc66103595)

[3 Service aims 3](#_Toc66103596)

[4 Service outline and standard 4](#_Toc66103597)

[5 Training requirement 5](#_Toc66103598)

[6 Monitoring & evaluation 5](#_Toc66103599)

[7 Claims and payment 6](#_Toc66103600)

[8 References 6](#_Toc66103601)

# Introduction

This Service Level Agreement (SLA) acts as a contract between NHS Grampian and the pharmacy contractor and commits the contractor to provide the services as defined by the current supporting documentation which must be read in conjunction with this SLA.

Naloxone supply is mandatory for those pharmacies signed up to deliver Level 1 Substance Misuse Service from Community Pharmacy.

Staff should have completed the approved naloxone training (section 5) prior to signing up to this SLA. Services will be provided within the legal and ethical framework of pharmacy as a whole.

A three months’ 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.

Please note “holding a supply in the pharmacy and emergency supply” of Naloxone is covered by community pharmacy Public Health Service as part of National service for all pharmacies

# Background to service

In 2022 [1,051 people in Scotland lost their lives](https://www.nrscotland.gov.uk/files/statistics/drug-related-deaths/22/drug-related-deaths-22-report.pdf) as a result of a drug related death. This has more than doubled since 2014. 75 of these deaths were in Grampian, 58 of whom had opioids in their system which means that, if naloxone had been available, some of these lives could have been saved.

Naloxone is a medication which can temporarily reverse the effects of opioid drugs. The Scottish Naloxone Take Home Programme aims to supply to and train the following groups on how to identify and respond to overdose and administer naloxone:

* people at risk of opioid overdose
* people in contact with those at risk (e.g. family members)
* services in contact with those at risk of opioid overdose

Opioid overdose may be a risk for people prescribed opioid medications for any indication including pain or opioid dependence and/or addiction. Professionals should assess this risk and make naloxone available regardless of the indication.

This SLA shares the principles of the Level 1 SMS service which outlines the recommended clinical support for delivery by community pharmacy contractors to people who use drugs and is supportive of NHS Grampian and Grampian Alcohol and Drug Partnerships’ goals to reduce harm and promote recovery.

# Service aims

The aims of the service are:

* To provide overdose awareness and naloxone training to people at risk of, or who are likely to witness, opioid overdose
* To make naloxone as widely and easily available as possible.

For this reason all community pharmacies who deliver level 1 SMS must sign up to this SLA. It is strongly recommended that all community pharmacies, including those who do not deliver level 1 SMS, sign up to this SLA.

* To supply naloxone in line with [Guidance for Services In Grampian to Supply Naloxone to People at Risk of Opioid Overdose, Significant Others and Services in Contact with those at Risk](https://foi.nhsgrampian.org/globalassets/foidocument/foi-public-documents1---all-documents/Guide_NaloxoneS.pdf)
* NB: either Prenoxad® intramuscular injection or naloxone nasal spray (naloxone 1.26mg or Nyxoid® nasal spray) may be supplied.

# Service outline and standard

* 1. Pharmacy contractors must ensure that pharmacy staff are able to deliver this service throughout opening hours:
* Offer the service to all eligible people attending the pharmacy.
* Where supply is requested, make this **supply at the time of request** wherever possible.
  1. Check the status of any existing supplies e.g. is the naloxone still in date, opened, needles used etc. and resupply where necessary.
  2. Use the “Take Home Naloxone Key Points Sheet” or the manufacturers product risk materials e.g [Nyxoid 1.8 mg nasal spray, solution in a single-dose container - Risk Management Materials - (emc) (medicines.org.uk)](https://www.medicines.org.uk/emc/product/9292/rmms#gref), to ensure those who are supplied with naloxone have a basic understanding of:
* the risks, signs and symptoms of drug overdose
* how naloxone works and how to use each of the naloxone products (Videos can be accessed here [www.prenoxadinjection.com/video/admin.mp4](http://www.prenoxadinjection.com/video/admin.mp4), [www.nyxoid.com/uk](http://www.nyxoid.com/uk) and <https://naloxone.uk/> )
* basic life support and the recovery position
* the importance of calling an ambulance
  1. Provide advice and support to anyone who returns having used the training and/or naloxone supply.
  2. Make a new or replacement supply of naloxone as appropriate. **You should add a pharmacy address label to the product and annotate the date this item was issued.**
  3. Display a suitable poster and maintain a supply of Prenoxad® and Nyxoid® information leaflets [www.nhsghpcat.org](http://www.nhsghpcat.org); Email: [gram.resources@nhs.scot](mailto:gram.resources@nhs.scot); Telephone: 01224 558504
  4. Complete the Record of Training and Supply including consent and enter information into the approved electronic database (currently neo360®) on the day of supply.

# Training requirement

* 1. Any member of the pharmacy team can be trained to deliver this service. The service works better where it is not solely reliant on the pharmacist.
  2. It is the contractor’s responsibility to ensure all staff delivering the service have completed appropriate training, are competent and have the required personal and technical skills to provide this service at all times the pharmacy is open.

# [Pharmacy Naloxone Service - Lesson 1 - Drug Related Deaths in Scotland | Turas | Learn (nhs.scot)](https://learn.nes.nhs.scot/70847/pharmacy-cpd-resources/pharmacy-services-essential-learning/community-pharmacy/community-pharmacy-emergency-naloxone-holding-service/pharmacy-naloxone-service-lesson-1-drug-related-deaths-in-scotland) (all three sections to be completed)

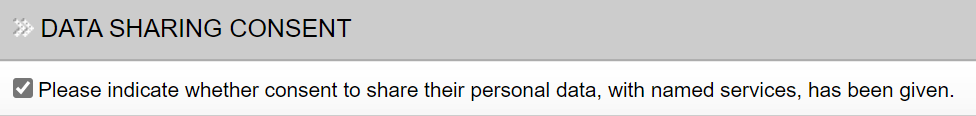
# [Guidance For Drug Treatment Services In Grampian Undertaking Supply Of Naloxone To People At Risk Of Opioid Overdose, Significant Others And Services In Contact With Those At Risk (nhsgrampian.org)](https://www.nhsgrampian.org/globalassets/services/medicines-management/policies/guide_naloxones.pdf)

* 1. Information on training is provided in the [Grampian guidance document](https://www.nhsgrampian.org/globalassets/services/medicines-management/policies/guide_naloxones.pdf). The Declaration of Competence should be competed for each member of staff trained.
  2. A suitable area in the pharmacy should be identified to ensure privacy and confidentiality is maintained whilst delivering the service.
  3. Following training gram.pharmaceuticalcareservices@nhs.scot should be contacted to set new naloxone pharmacies up on the electronic database (neo360®) or add staff names from existing naloxone pharmacies to the system.

# Monitoring & evaluation

* 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 members.
  2. The Record of Training and Supply (where information is not entered directly into neo360® at point of transaction) and Take Home Naloxone Key Points Sheet should be covered with each person for each supply and “record of supply” stored securely and confidentially. The pharmacy may be required to produce this document for payment verification purposes.
  3. Data is monitored both locally by NHS Grampian and the Alcohol and Drug Partnerships and nationally by Information Services Division through analysis of neo360® data. Clients should be advised of the following and invited to consent that:
* Details of training/supply will be recorded and held confidentially on the NHS Grampian electronic database (neo 360).
* Data will be shared anonymously with the NHS for purpose of reporting and research.

When consent is gained the “Data Sharing Consent” tick-box at the bottom of the patient details tab on neo must be ticked as follows.



* 1. Pharmacies may be required to participate in service evaluation and audit.

# Claims and payment

* 1. Supplies made to individuals who use the Level 1 SMS provision in community pharmacy are reimbursed for this service through their monthly patient fee for SMS patients.
  2. Supplies made to individuals who do not use the level 1 SMS provision in community pharmacy may be claimed using the PCCT claim workbook by 7th of the following month for payment. Payment is awarded at £15 per training and supply of naloxone made. Wholesaler invoices should be submitted for the reimbursement of stock costs.
  3. All payments made are on the premise that the checklist has been completed. Payments will be subject to periodic verification by PCC and PCS teams.

# References

“Guidance for Services In Grampian to Supply Naloxone to People at Risk of Opioid Overdose, Significant Others and Services in Contact with those at Risk“ Available from: <https://www.nhsgrampian.org/globalassets/services/medicines-management/policies/guide_naloxones.pdf>

Grampian naloxone resources: [www.hi-netgrampian.scot.nhs.uk/naloxone/](http://www.hi-netgrampian.scot.nhs.uk/naloxone/)

Opioids: risk of dependence and addiction - GOV.UK ([www.gov.uk](http://www.gov.uk))