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**Service Level Agreement**

**Spark**

**Delphi Medical Consultants Ltd**

**Pharmacy Needle and Syringe Programme**

**1st April 2023 – 31st March 2024**

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| **Version** | **Date** | **Changed by** | **Reason for change** |
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| **Service** | Pharmacy Needle Exchange |
| **Delphi Author** | Kayleigh Topping |
| **Provider** | Approved Pharmacies in Blackburn with Darwen |
| **Period of Service** | 1st April 2023 – 31st March 2024 |

1. **GENERAL OVERVIEW**

This specification sets out a model for an enhanced service for needle exchange and is between Delphi Medical Consultants Limited (the purchaser) as ‘Spark’ and Community Pharmacies of Blackburn with Darwen (the contractor) who are existing or new participants in the provision across Blackburn with Darwen. Participation by community pharmacies in this service remains voluntary and guided by localised need.

1. **SERVICE**
   1. **Overview of Service**

Pharmacies will provide access to sterile needles and syringes, and sharps containers for the return of used equipment. Associated materials, for example service literature, citric acid, and swabs, to promote safe injecting practice and reduce transmission of infections by substance misusers will also be provided.

Pharmacies will offer a user-friendly, non-judgmental, client-centred, and confidential service.

The pharmacy will provide support and advice to the service user, including referral to other health and social care professionals and specialist drug and alcohol treatment services where appropriate.

The pharmacy will promote safe practice to the user, including advice on sexual health and STIs, HIV and hepatitis C transmission and hepatitis B immunisation.

Pharmacies will strengthen this service by building good working relationships with the Spark service, working collaboratively to support promotional events, campaigns, warning message communication, treatment engagement and retention.

The provision of needle exchange in pharmacies increases the availability of needle exchange packs across a wide geographical area. This provides more flexibility of provision of services not only by area but also by opening hours.

* 1. **Aims and Expected Outcomes**

To assist the service users to remain healthy until they are ready and willing to cease injecting and ultimately achieve a drug-free life with appropriate support.

To protect health and reduce the rate of blood-borne infections and drug related deaths among service users:

* by reducing the rate of sharing and other high risk injecting behaviours
* by providing sterile injecting equipment, and other support
* by promoting safer injecting practices
* by providing and reinforcing harm reduction messages including safe sex advice and advice on overdose prevention (e.g. risks of poly-drug use and alcohol use)

To reduce the number of drug related deaths associated with opioid overdose.

To improve the health of local communities by preventing the spread of blood-borne infections by ensuring the safe disposal of used injecting equipment.

Support service users to access treatment by offering referral to Spark and health and social care professionals where appropriate.

Maximise access and retention of all injectors, especially the highly socially excluded.

To help service users access other health and social care and to act as a gateway to other services (e.g. key working, prescribing, hepatitis B immunisation, hepatitis and HIV screening, primary care services etc)

Provide service users with regular contact with health care professionals and to help them access further advice or assistance. The service user will be referred to specialist treatment centres or other health and social care professionals where appropriate.

* 1. **Rationale for Commissioning this Service**

Ensuring a safe and consistent approach to needle exchange in Blackburn with Darwen that will standardise the process and result in a high level of service throughout the participating pharmacies.

* 1. **Service Delivery**

**2.4.1. Location(s)**

This service is for residents of Blackburn with Darwen. The service will be delivered in approved community pharmacies only.

**2.4.2. Days and Hours of Operation**

The service will operate during pharmacy opening hours.

**2.4.3.** **Referral Criteria and Sources**

This service will be available to all presenting adults (aged 18 and over) who are Blackburn with Darwen residents requiring access to needles and other injecting paraphernalia in relation to intravenous drug use. This will include users of performance enhancing drugs (PEDs) including anabolic steroids and growth hormones.

Any person over 18 years old can be referred to Spark if they wish to access treatment on [01254 495014](tel:01254495014).

Young people under 18 years old should be signposted to the local specialised young people’s service Early Break. However, for young people aged between 16 and 18, where there is likely to be a delay in the young person accessing treatment, it may be appropriate to issue a small amount of equipment if it is considered that by doing so the young person will be kept safe from the risk of blood-borne viruses through previously used equipment. Referral into Early Break should be encouraged, and they can be contacted by telephone on 01254 222154 or by email at: [info@earlybreak.co.uk](mailto:info@earlybreak.co.uk).

The needle exchange service will not be available to individuals requiring access to needles and other injecting paraphernalia in relation to non-drug misuse related treatment regimens which requiring regular intravenous administration of prescribed medication e.g. insulin. Separate provision exists for these patient groups.

This will be available on an open basis with no requirement for clients to be referred from another agency.

The service user will determine which delivery site and interventions they access and the frequency of engagement.

The service should display a zero tolerance approach; clients can be excluded for behaviour that has breached accepted rules and standards, at the discretion of the service, but within a structure of users' rights and responsibilities.

**2.4.4. Essential Links to Other Services**

The pharmacy will be required to work with Spark and Public Sector bodies such as the NHS, Police, Probation.

The service provider will ensure:

* Collaborative and effective operational links with key workers and prescribers within the Spark treatment system in pursuit of a fully integrated seamless service for Blackburn with Darwen’s drug using population
* They support clients to engage with all relevant agencies with relevant signposting e.g. health, family support, education, employment services
* Clients are signposted to appropriate harm reduction and BBV screening services as appropriate

1. **SERVICE REQUIREMENTS**

**3.1. Operational**

A Standard Operating Procedure (SOP) for the service must be in place in the pharmacy, and the pharmacist must ensure that all staff, including locums, are aware of the content of the SOP, and have signed to confirm their understanding.

An accredited pharmacist does not need to undertake the transaction or be present when the transaction occurs. However, the pharmacist will be responsible for ensuring that any staff member undertaking the transaction is competent to do so and have undertaken the required training.

The area of the pharmacy used for provision of the service must provide a sufficient level of privacy and safety.

Participating pharmacists and pharmacy staff should be familiar with current national, regional, and local protocols and guidance.

The pharmacy will allocate a safe place to store equipment and returns for safe onward disposal. The clinical waste bins provided by the current needle exchange provider should be used to store returned used equipment. These must be filled to three quarter level, and then securely sealed and stored in the designated area for clinical waste, until collection by the commissioned clinical waste disposal service. The pharmacy must ensure that waste associated with the needle exchange service is kept separate from other pharmaceutical waste.

The pharmacist should ensure that a needle stick injury SOP is in place and their staff are made aware of the risk associated with the handling of returned used equipment and the correct procedures used to minimise those risks. The needle stick injury procedure (Management of Incidents with Blood/Other Body Fluids) must be clearly displayed and should be followed in the event of an injury.

Appropriate protective equipment, including gloves, overalls, and materials to deal with spillages, should be readily available close to the storage site.

It is strongly advised that staff in the delivery of this service are immunised against hepatitis B.

The pharmacy will provide the needle exchange packs in a suitable bag to the service user. The part of the pharmacy used for the provision of the service must provide a sufficient level of privacy and safety for service users and other members of the public accessing the pharmacy.

The pharmacy will have appropriate health promotion material available for the users of the service and promotes its uptake.

Pharmacies contracted to provide the needle exchange service shall display the national logo in a prominent position visible from outside the premises.

The pharmacy should order sufficient materials to ensure continuity of the service.

If the service user requests equipment not supplied within the needle exchange programme, the pharmacy will refer them to the Spark service.

Clients must be encouraged to return used needles in the sharps bins provided in the exchange packs for safe disposal.

The pharmacy will provide support and advice to the user, including referral to Spark and other health and social care professionals where appropriate.

The pharmacy will promote safe practice to the user, including advice on sexual health and STIs, HIV and Hepatitis C transmission, and Hepatitis B immunisation.

The pharmacy will deal with any complaints sensitively and will report any complaints, comments, or concerns to Spark as soon as possible.

Pharmacy staff must be aware of local child and vulnerable adult protection procedures. These must be followed at all times.

The pharmacist will ensure timely and accurate completion of the agreed monitoring and performance tools, e.g. PharmOutcomes to support service administration and agreed payment mechanisms for activities.

* 1. **Data Recording and Information Sharing**

The pharmacy will be expected to ensure secure systems and records to prevent misuse of service, and to ensure the confidentiality for service users.

The pharmacy will use PharmOutcomes to register clients and to record all transactions. Client registration is created using the service “Needle Exchange – Client Registration” and transactions including interventions provided are recorded using the service “Needle Exchange – Pack Supply”.

PharmOutcomes must be used to record all activity; no other reporting method will be accepted.

Data will be shared with other organisations e.g. Public Health.

Pharmacy staff should not notify prescribers or other services of a client’s use of the needle exchange programme without the client’s permission. This is not required in circumstances where withholding information or seeking the client’s permission to share may put others art risk (e.g. in Child Protection or Safeguarding situations).

The information required to be reported on PharmOutcomes may be developed to reflect the changing requirements of the commissioner.

Pharmacists will share relevant information with other health care professionals and agencies, in line with locally determined confidentiality arrangements.

* 1. **Asset Register**

The provider will be expected to maintain an asset register of needle exchange stock (fixed and information) to record resources associated with this service.

* 1. **Ordering of NSP Equipment**

Equipment will be ordered via Exchange supplies.

The ordering of packs should be organised by the pharmacy so that appropriate stock control is maintained.

* 1. **Management of Returns**

Each pack will contain a sharps return bin.

Pharmacy staff should encourage a 1-1 exchange (i.e. supplies given out in exchange for a used bin being returned) however failure to return all used equipment should not result in a withdrawal of the service. Insistence on 1-1 exchange can be counterproductive, and consequently it is not necessary for a client to return used equipment in order that they may receive sterile equipment.

Pharmacy staff should keep encouraging service users to return their used equipment and should enquire if there is a particular problem that makes it difficult for them to return (e.g. lack of transport or fear of police).

Pharmacies should position a returns deposit bin in a convenient location in order to encourage and facilitate the return ofused equipment, but having regard to the safety of staff, patients and other users of the pharmacy. The pharmacy will allocate a safe place to store equipment and returns for safe onward disposal. The storage containers provided by the clinical waste disposal service will be used to store returned used equipment.

Appropriate protective equipment, including gloves, overalls, and materials to deal with spillages, should be readily available close to the storage site.

Contractors are responsible for ensuring they have sufficient sharps bins in the pharmacy to enable them to deal with demand and not put staff at risk.

Collection of sharps bins will be made by PHS on a scheduled collection basis managed by Spark.

* 1. **Quality Indicators**

The contractor will ensure availability of written information and leaflets in the pharmacy relevant to the service, substance misuse and drug treatment as made available by Spark.

The contractor will have Standard Operating Procedures which will be reviewed along with the referral pathways for the service at least every two years.

The pharmacy should demonstrate that pharmacists (including locums) and pharmacy staff involved in the provision of the service will have sufficient knowledge of the service and are familiar with the requirements of this service specification.

Staffing and management structures will be streamlined and efficient with all staff having clear areas of responsibility and remits.

Pharmacists must have successfully completed the most up to date CPPE Substance use and misuse e-course, e-assessment, Safeguarding Adults and Children e-learning and have declared their competency for the Needle and Syringe Programme NSP. The declaration will need to be confirmed on PharmOutcomes via enrolment.

The completion declaration for these courses must be no more than three years old. It is recommended that registered pharmacy technicians complete the same declaration.

The pharmacy will undertake the exchange in an area that ensures a sufficient level of privacy and safety.

The pharmacy will participate and co-operate in any Spark organised audit of the service provision or assessment of Service User experience.

The pharmacy provides harm reduction information to each client that accesses the service.

The contractor should ensure that there is adequate staff, including those specifically trained to support this service in the pharmacy at all times in order to support the pharmacist (including locum pharmacists) in the operational elements of the service and to help ensure the safe and smooth running of the service.

The contractor will ensure that appropriate professional indemnity insurance is in place.

It is a requirement for pharmacies signing up to this agreement to comply with all the requirements of the essential services of the NHS Community Pharmacy Contractual Framework.

* 1. **Business Continuity**

The contractor will ensure that sufficient staffing is available in the pharmacy at all times for the effective running of the service, including planning for times of sickness, absences or any other occurrence that may jeopardise the delivery of the service to service users whilst continuing to meet the performance objectives and standards of the service as outlined in this agreement.

* 1. **Additional Costs**

All additional costs will be met by the provider of the service.

* 1. **Safeguarding Children and Vulnerable Adults**

Pharmacists should act in accordance with Blackburn with Darwen Safeguarding Adults/Safeguarding Children’s procedures.

Children’s Social Care: **01254 666400**

Adults Social Care: **01254 585949** Out of hours: **01254 587547**

* 1. **Incident Reporting**

The pharmacy is required to have a robust incident reporting and investigation procedure in place.

Incidents relating to this service should be reported in line with the pharmacy’s incident reporting procedure. The pharmacy will provide a copy of the incident report to the Spark Service Manager.

The pharmacy will deal with any complaints sensitively and will report any complaints, comments or concerns to the Spark Service Manager as soon as possible.

All serious incidents must be reported to Delphi Medical for investigation.

* 1. **Insurance**

The provider must at its own cost maintain the required insurances with a reputable insurance company. The cover shall be in respect of all risks which may be incurred by the provider, arising out of the provider's performance of this contract, including death or personal injury, loss of or damage to property or any other such loss. Such policies must include cover in respect of any financial loss arising from any advice given or omitted to be given by the provider.

* 1. **Key Performance Indicators**

**Data Collation/Reporting**

PharmOutcomes must be used to record all activity; no other reporting method will be accepted.

Data will be shared with other organisations e.g. LPC

**Contract Review Meetings**

Contract review meetings will be held on an annual basis. The meetings will be held on the pharmacy premises.

1. **CONTRACT VALUE**

**4.1. Value**

The pharmacy will receive a fee of:

* Needle Exchange - Level 1 – Supply

£1.60 + VAT for every pack given out

* Needle Exchange - Level 2 – Supply

£2.00 per recorded service provision (VAT Exempt)

Contractors are responsible for entering accurate claims data onto PharmOutcomes. This must be done by no later than the end of the following month following the provision date. Please note PharmOutcomes has been configured to reject claims older than this timeframe.

Any activity recorded after this 2 month grace period may not be paid.

Payments can only be made to pharmacies who have signed up to this scheme and have agreed to provide the service outlined above. Payments are pharmacy not pharmacist based.

* 1. **Method of Payment**

Payment will be made by BACS on receipt of claim information from PharmOutcomes.

* 1. **Frequency**

Invoices with be paid monthly and within our payment terms of 30 days from the date of the invoice.

If you have any payment queries, please contact [finance@calico.org.uk](mailto:finance@calico.org.uk).

* 1. **Governance and Termination**

It is implicit in the service being provided that it is delivered to the standards specified and complies with the legal and ethical boundaries of the profession.

Should an issue be identified either through a visit or through any other means an action plan will be produced following the process below:

* The pharmacy alongside Delphi Medical will identify any issues and will agree upon an action plan summarising what action needs to be taken and by when.
* If any further action needs to be taken, this will be documented, and new timescales agreed.
* If the issues remain unresolved after this, the option to withdraw the service from the pharmacy may be exercised.

Please note that the pace with which the process progresses will be determined by the level of risk. In addition, any serious professional matters identified may be escalated to OHID or the GPhC.

This agreement may be terminated if either the pharmacy or Delphi Medical give the other party one month notice in writing during the duration of the contract.

If the pharmacy or Delphi Medical is in breach of the agreement, the agreement can be terminated with one month notice in writing or with immediate effect for a serious breach or incident (e.g. following a fitness to practice incident).

* 1. **Local Point of Contact**

If you have any concerns in relation to your contract or other issues, please contact:

**Spark**

BWD@calico.org.uk – Tel: [01254 495014](tel:01254495014)

**Kayleigh Topping (Delphi Senior Pharmacist)**

ktopping@delphimedical.co.uk – Tel: 07583374079

**Gary Howarth (Spark Service Manager)**

gahowarth@delphimedical.co.uk – Tel: 07593100621

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On behalf of (Pharmacy Name and Address) –

Telephone number –

Email address –

The pharmacy is open \_\_\_\_\_\_\_\_\_\_ days a week.

I have read and understand the terms in the service specification and agree to provide the standard of the service specified.

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| --- | --- |
| **Signed by Pharmacy** |  |
| Signature: |  |
| Name: |  |
| Position: |  |
| Date: |  |

On behalf of Delphi Medical Consultants Ltd. I commission the above pharmacy to provide the service detailed in the service specification for Pharmacy Needle and Syringe Programme.

|  |  |
| --- | --- |
| **Signed by Delphi** |  |
| Signature: |  |
| Name: |  |
| Position: |  |
| Date: |  |