

Service Specification EAST & WEST KENT

**The Forward Trust – East Kent
Change Grow Live (CGL) – West Kent**

Needle Exchange Programme

Version 3.4 (1.4.21)

(Length of contract two years 1.4.21 to 31.3.23)

1. Overview & Service Principles

- 1.1. Needle Exchange (NX) Programmes supply needles, syringes and other equipment used to prepare and take illicit drugs. They reduce the transmission of blood-borne viruses (BBVs) including hepatitis B and C, and other infections caused by sharing injecting equipment. They aim to reduce the harm caused by injecting drugs through providing information and advice and acting as a gateway to other services, including drug treatment centres.
- 1.2 The needle exchange service may be the only contact some people have with a Healthcare Professional, for example those who inject performance and image-enhancing drugs. Needle exchange services in England are based across a range of services, with pharmacy making up the majority of the sites.
- 1.3 The provision of needle exchange in pharmacies provides the benefits of increasing the availability of needles exchange packs across a wide geographical area. This provides more flexibility of provision of services not only by area but by opening hours as well.
- 1.4 There is good evidence that community-based needle exchange programmes can complement and support other needle exchange and harm reduction initiatives provided by commissioned drug treatment services¹

2 Aims and Intended Service Outcomes

- 2.1 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
- 2.2 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; and
 - by providing and reinforcing harm reduction messages including those of safe sex
 - by providing information on overdose prevention including risks of poly-drug use
- 2.3 To improve the health of local communities by preventing the spread of blood-borne infections by providing a safe and effective route for the disposal of used injecting equipment.
- 2.4 To help service users access treatment by offering referral to East and West Kent specialist adult substance misuse services (The Forward Trust & CGL) and other health or social care professionals where appropriate.
- 2.5 To aim to maximise the access and retention of all injectors especially the highly socially excluded.
- 2.6 To help service users access other health and social care providers acting as a gateway to other primary care services.
- 2.7 To reduce the number of drug-related deaths associated with opioid overdose.

¹ National Institute for Health and Clinical Excellence (2014) Needle and syringe programmes: PH52

2.8 To promote the provision and access to Hepatitis immunization and HIV screening services

3 Service Outline

- 3.1 The pharmacist provider must complete a self-declaration of competence in the Needle Exchange Programme prior to joining the scheme
- 3.2 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.
- 3.3 Used equipment is normally returned by the service user for safe disposal – via an exchange process.
- 3.4 The pharmacy will have appropriate health promotion material available for the users of the service and actively promote uptake of other primary and social care services.
- 3.5 The pharmacy will provide support and advice to the user, including referral to other health and social care professionals and specialist drug treatment services where appropriate.
- 3.6 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.
- 3.7 The Forward Trust and CGL contract manager will provide details of the relevant referral points in East and West Kent which pharmacy staff can use to signpost service users who require further assistance
- 3.8 Pharmacies contracted to provide the Needle Exchange service shall display the national logo in a prominent position visible from outside the premises. For further supplies of the needle exchange window sticker please email The Forward Trust or CGL Single Point of Contact
- 3.9 The pharmacy should order sufficient stock/equipment and materials to ensure good continuity of the service.
- 3.10 Ensure people who use the programme are provided with sharps bins and advice on how to safely dispose of needles and syringes.
- 3.11 The pharmacist or counter staff will not discourage people from taking equipment for others (secondary distribution) but rather ask them to encourage those people to use the service themselves.
- 3.12 If the service user requests equipment not supplied within the needle exchange programme, the pharmacy will refer them to The Forward Trust or CGL.
- 3.13 The service includes provision for users of performance and image enhancing drugs (PIEDs).
- 3.14 Where possible provide advice relevant to the type of drug and injecting practices, especially high-risk practices such as groin or neck injecting.
- 3.15 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 and trained.

- 3.16 The pharmacy will ensure that staff are made aware of the risks associated with the handling of returned used equipment and the correct procedure used to minimise those risks. Please refer to the pharmacy's own safety guidance.
- 3.17 Appropriate protective equipment and materials to deal with any spillages should be readily available and close to the storage site and a Standard Operating Procedure (SOP) for handling body fluid spillages in place at the pharmacy.
- 3.18 A needle stick injury Standard Operating Procedures should be in place and visible to all staff. Used needles and sharps boxes must not be handled directly by any pharmacy staff. Sharps bins should be offered to clients to deposit used 'works' directly into.
- 3.19 It is strongly advised that all staff in the delivery of this service are immunised against Hepatitis B. A full refund of the cost of Hepatitis B vaccinations for Pharmacy Staff will be paid on the presentation of an invoice to The Forward Trust (East Kent) and CGL (West Kent).
- 3.20 Pharmacists and staff involved in the provision of the service must be aware of and operate within any locally agreed protocols and follow their company Standard Operating Procedures that cover the provision of this service.
- 3.21 The pharmacy will deal with any complaints sensitively and will report any complaints, comments or concerns to the contract manager as soon as possible. The Incident Report Form (Appendix 1) will be completed and emailed to The Forward Trust or CGL Single Point of Contact.
- 3.22 A complaints and/or comments form will be provided to a service user if they wish to make a complaint anonymously; the pharmacy staff member should advise the form should be returned to The Forward Trust or CGL SPoC or local office
- 3.23 Pharmacy staff must be aware of local child, and vulnerable adult protection procedures. These must be followed at all times.
- 3.24 The pharmacy will have in place a business continuity plan (BCP) and will provide a copy on request to the contracting drug and alcohol service.

4 Brief Harm Minimisation and Health Promotion Interventions

This information will be provided by a pharmacist or other competent staff member and may encompass such areas as nutrition, safe storage and disposal of injecting equipment and substances (e.g. to avoid risk of injury to children).

- Safe injecting techniques
- Sexual health promotion
- Transmission of blood-borne viruses
- Wound site management
- Nutrition
- Safe storage and disposal of injecting equipment and substances (e.g. to avoid risk of injury to children)
- Taking measures to reduce harm and prevent drug-related deaths
- Hepatitis B screening and immunization
- HIV screening
- Hepatitis C screening and onward referral

The advice will be consistent with relevant recognised guidelines and good practice and should be supported with appropriate harm minimisation materials and literature and recognised national and local health promotions.

The pharmacist or other competent staff member will need to give details of how to access other relevant social and health care services

5 Ordering of Needle Exchange Equipment

- 5.1 NX packs and equipment will be ordered via nominated East and West Kent providers (Frontier & Exchange) using agreed order form/process.
- 5.2 The Forward Trust and CGL will commission a clinical waste disposal service for each participating pharmacy. The ordering of packs should be organised by the pharmacy so that appropriate stock control is maintained and to ensure there is not an unacceptable build-up of clinical waste on the pharmacy premises.

6 Management of NSP Returns

- 6.1 Each pack given out will contain a sharps return bin.
- 6.2 Pharmacy staff should always encourage return of used equipment (i.e. encourage supplies given out are provided 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 additional sterile equipment.
- 6.3 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 (for example, lack of transport or fear of police).
- 6.4 Pharmacies should position a returns deposit bin in a convenient location in order to encourage and facilitate the return of used equipment but having regard to the safety of staff 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.
- 6.5 Appropriate protective equipment, including gloves, overalls and materials to deal with spillages, should be readily available close to the storage site.
- 6.6 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 managed by The Forward Trust and CGL Clinical Waste contractors on a regular scheduled collection basis.

7 Eligibility

- 7.1 This service will be available to all presenting adults (aged 18 and over) who are resident in East or West Kent who require access to needles and other injecting paraphernalia in relation to illicit intravenous drug use. This will include users of performance and image enhancing drugs (PIEDs) including anabolic steroids and growth hormones.
- 7.2 Young people under 18 years old should be sign-posted to the local specialised Young People's Service (We are With You). 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 the Young People's substance misuse service should be encouraged, and information provided on how to access this service.
- 7.3 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

require regular intravenous administration of prescribed medication e.g. insulin. Separate provision exists for these patient groups.

8 Data Recording & Information Sharing

- 8.1 The pharmacy will be expected to ensure secure systems and records to prevent misuse of service, and to ensure the confidentiality for service users.
- 8.2 The pharmacy will use a Client Record to record all transactions. This record will include;
 - First 4 digits of the postcode
 - Initials
 - Date of birth
 - Number of packs given out
 - Number of sharps bins returned
- 8.3 The pharmacy will create a transaction record on dedicated IT system using the information from the client record form.
- 8.4 The Needle Exchange provision is confidential service and Pharmacy staff should not notify prescribers or any other services of a client's use of the needle exchange programme without the client's permission. Only exceptional circumstances where withholding information or seeking the client's permission to share may put others at risk (e.g. in certain child protection or safeguarding situations) may confidentiality be broken.
- 8.5 The information required to be reported on dedicated IT system may be developed to reflect the changing requirements of the service provider or commissioner.
- 8.6 Pharmacists will share relevant information with other healthcare professionals and agencies, in line with locally determined confidentiality arrangements.

9 Accessibility

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

The service user will determine:

- Which delivery site they access
- The frequency of engagement
- Which interventions they access

10 Quality Indicators

- 10.1 The pharmacy 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 The Forward Trust and CGL.
- 10.2 The contractor will have standard operating procedures. The pharmacist will review these standard operating procedures and the referral pathways for the service as per their company SOP's update procedures or every 2 years
- 10.3 The pharmacy contractor can demonstrate that pharmacists (including locums) and 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.
- 10.4 The pharmacy contractor undertakes the exchange in an area that ensures a sufficient level of privacy and safety.

- 10.5 The pharmacy co-operates with any local assessment of service and service user experience, including use of mystery shoppers.
- 10.6 The pharmacy provides suitable harm reduction information to each client that accesses the service.
- 10.7 The contractor must have a system in place that ensures that messages are checked on a regular basis (at least weekly) on dedicated IT system and actioned appropriately as this is the primary communication tool between The Forward Trust and CGL and Kent based pharmacies.
- 10.8 The Pharmacist should ensure that there are adequate support staff, including staff specifically trained to support this service in the pharmacy at all times in order to support the pharmacist (including locum pharmacist) in the operational elements of the service and to help ensure the safe and smooth running of the service.
- 10.9 The pharmacy contractor will ensure that appropriate professional indemnity insurance is in place.
- 10.10 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.

11 Reportable Incidents

- 11.1 Reportable incidents (including dispensing errors and suspected breaches of the Controlled Drugs Regulations 2013) will be reported in line with national guidelines.

12 Skills and Competency Framework

The service provider will ensure that all practitioners and staff engaged in the delivery of this service are competent to do so. As a minimum, practitioners and staff will:

- It is a requirement for pharmacies signing up to this agreement to GPhC standards and should be aware of national guidelines and legalities regarding drug misusers and needle exchange services (NICE www.nice.org.uk, GPhC <https://www.pharmacyregulation.org/standards-for-pharmacy-professionals>)

13 Required Training

- 13.1 The pharmacist or suitable member of staff will attend training and accreditation events organised by The Forward Trust and/or CGL.
- 13.2 At least one representative from the pharmacy will be required to attend an annual training event provided by The Forward Trust or CGL.
- 13.3 For the needle exchange services the accredited pharmacist must have completed the CPPE DOC for Needle and syringe programme (NSP) and must keep this up to date in line with CPPE recommendations
- 13.4 A declaration of competence will need to be confirmed on dedicated IT system via enrolment. There will be a three- month grace period from the start of the service; after this if not completed you will not be able to access the services.
- 13.5 The Forward Trust and CGL will aim to arrange at least one contractor meeting per year with the Local Pharmacy Committee (LPC) to promote service development and update the knowledge of the named pharmacist or suitable member of staff.

13.6 Practitioners and staff must meet these minimum requirements within three months of joining the service, and this will need to be confirmed on dedicated IT system via enrolment. There will be a three-month grace period from the start of the service after this if not completed you will not be able to access the services.

14 Use of Locum Pharmacists

- 1.1 The contractor has a duty to ensure that staff and other pharmacists (including locums) involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service to ensure the smooth continuation of the service in their absence
- 1.2 Where possible, the contractor should ensure that the pharmacy is staffed by a regular pharmacist/s. should a participating pharmacy be in a position where the pharmacy will be run on different locum pharmacists for more than 3 months, the contract manager must be informed.
- 1.3 The Forward Trust and CGL has the right to withdraw the service from a pharmacy that is not staffed with regular pharmacists. Alternatively, The Forward Trust and CGL may impose additional conditions on the pharmacy in order for the pharmacy to remain providing the service.
- 1.4 The contractor should ensure that there are adequate support staff, including staff specifically trained to support this service in the pharmacy at all times in order to support the pharmacist (including locum pharmacist) in the operational elements of the service and to help ensure the safe and smooth running of the service.



- 15.1 Payments will be made monthly upon presentation of the invoice data. The service contract and financial details will need to be completed and returned before any payments will be made.
- 15.2 Fees will be paid on the basis of submitted claims into a bank account specified by the contractor.
- 15.3 Contractors are responsible for entering accurate claims data following the correct process. Any claims entered outside of the agreed method will not be paid.
- 15.4 Use of the service will be reviewed on a regular basis and the service may be redeployed to an alternative location by The Forward Trust or CGL if uptake of the service is low. Either party wishing to terminate this agreement must give one month's notice in writing. The Forward Trust, CGL and Pharmacy contractor reserve the right to suspend or terminate the service at short notice following a significant event or serious incident.

16 Audit

- 16.1 The pharmacy will participate in audits of service provision organised by the provider contract manager as and when required.
- 16.2 Should the pharmacy be required to participate in an annual The Forward Trust or CGL organised audit of service provision they will be expected to deliver any action points reported on the audit within the agreed timescales.

16.3 The pharmacy co-operates with any locally agreed The Forward Trust or CGL led assessment of service user experience, including use of mystery shoppers.

17 Governance

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

17.2 The pharmacy will provide The Forward Trust and CGL assurances of what Business Continuity Plan arrangements are in place to support exceptional circumstances e.g. adverse weather or travel conditions when asked/the situation arises.

17.3 Should an issue be identified either through a visit of the provider contract manager or through any other means, an action plan will be produced following the process below:

- The Forward Trust or CGL representative will identify any issues and will agree with the named pharmacist and an action plan will be created.
- The provider contract manager will send a written report to the named pharmacist within two weeks of the visit summarising what action needs to be taken and by when.
- The provider contract manager will contact the pharmacy again once the agreed timescales have elapsed to confirm that the action plans has been completed.
- 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 the NHS England & Improvement and/or GPhC.

Appendix 1: Incident Report Form

Once completed please submit the form to The Forward Trust (East Kent) or CGL (West Kent) immediately

Pharmacy details	
Pharmacy name	
Pharmacy address	
Pharmacy telephone number	
Pharmacy fax number	
Pharmacy email address	
Reporter details	
Full Name	
Pharmacy role	
Contact information	
Date of writing report	
Incident details	
Date of incident	
Time of incident	
When were you made aware of the incident?	
Where did the incident occur? (If not on pharmacy premises)	
What exactly happened? (Give facts not opinion)	
What immediate action was taken?	

Degree of harm caused to individual	Near miss/no harm/low/moderate/severe/death
What were the contributing factors to the incident?	
Has any action been taken or planned to prevent a recurrence?	
In your view, what were the underlying causes or events which led to this incident?	
What further action or support is needed to resolve this incident?	
Please provide any further comments or information here	
Details of affected individual	
Name	
Address	
Telephone number	
Date of birth	
Does this person require feedback regarding the incident?	
What outcome does this person expect?	
If a locum was involved, please provide assurance that they were informed and have learnt from the incident	

Appendix 2: List of East & West Kent Pharmacy Providers

Appendix 3: Local Drug & Alcohol Service Providers

WEST KENT

Dartford, Gravesend, Maidstone, Sevenoaks, Tonbridge & Tunbridge Wells

CGL West Kent Drug & Alcohol Wellbeing Service

Single Point of Contact (SPoC)
Mill House, Mill Street, Maidstone, ME15 6XH
Tel. **0330 128 1113**
Email: WestKent.FirstStep@cgl.org.uk.

EAST KENT

Ashford, Canterbury, Dover, Folkestone, Sittingbourne & Thanet

The Forward Trust East Kent Substance Misuse Service

Out of Hours - Single Point of Contact Tel. 0300 123 1186
Email: eastkent@forwardtrust.org.uk

Ashford, Transport House, Drum Lane, Ashford TN23 1LQ
Tel.01233 655360

Dover, Maybrook House, Queens Gardens, Dover CT17 9AH
Tel. 01304 248290

Margate, Mill Lane House, Margate CT9 1LB
Tel. 01843 233600

Sittingbourne/Canterbury, 6 Park Road, Sittingbourne ME10 1DR
Tel. 01795 411789

MEDWAY

Chatham, Gillingham, Rochester
Turning Point - MARS Substance Misuse
423 Chatham, High Street, Chatham ME4 4N

Tel. 0300123 1560
Email: medwayreferrals@turning-point.co.uk

YOUNG PERSONS SERVICE

We are With You – YP Kent
Unit H, Jubilee Way, Faversham ME13 8GD

Tel. 01795 500 881
Email: yadmin@addaction.org.uk