

**Service Level Agreement for Needle and Syringe Provision Duration:**

**Pharmacy Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Requirement**  **1. Service Description**   * 1. Pharmacies will provide access to sterile injecting paraphernalia, and sharps containers for return of used equipment. Where agreed locally, associated materials, to promote safe injecting practice and reduce transmission of infections by substance misusers will be provided.   2. Pharmacies **will** normally dispense enough equipment to cover an individuals injecting need but this can be varied on direction by Bristol Needle Exchange and Harm Reduction Service (BDP).   3. Pharmacies will offer a user-friendly, non judgemental, client centred and confidential service.   4. Pharmacies **will** be proactive in encouraging clients to return used injecting equipment.   5. However the provision of sterile injecting equipment is not dependent on clients returning used equipment on any single occasion.   6. The service user will be provided with appropriate health promotion materials.   7. The pharmacy will provide support and advice to the user, including referral to other health and social care professionals and specialist drug and alcohol treatment services where appropriate.   8. The pharmacy will promote advice about safer practice to the service user, including advice on Hepatitis C transmission, Hepatitis B immunisation, HIV, sexual health and STIs.   9. All pharmacies providing the service will work to Standard Operation Procedures (SOP), which will be signed off by all relevant staff.   10. Staff involved in the delivery of this service who are considered to be at risk should be referred to their genera; practitioner for immunisation for Hepatitis B.   11. Pharmacies will collect and report a minimum dataset to enable assessment of need and planning of services. |
| **2. Aims and intended service outcomes**  **2.1** To assist the service users to remain healthy  **2.2** To contribute to improvements in public health & health protection 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 supports; * By promoting safer injecting practices; and * By providing and reinforcing harm reduction messages including safer sex advice and advice on overdose prevention (e.g risks of poly-drug use and alcohol use).   **2.3** To improve the health of local communities by preventing the spread of blood-borne infections by providing facilities for safe disposal of used injecting equipment.  **2.4** To help service users access treatment by offering referral to specialist drug and alcohol treatment services.  **2.5** To help service users access appropriate health and social care and to act as gateway to other services (e.g hepatitis B immunisation, hepatitis and HIV screening, assessment of need, opiate substitution therapy, key working,). |
| **3. Service outline The Pharmacy will**  **3.1** Provide NSP in a part of the pharmacy which provides a sufficient level of privacy and safety and meets other locally agreed criteria.  **3.2** Ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service including compliance with SOP.  **3.3** Allocate a safe place to store equipment and returns for safe onward disposal. The storage containers provided by the commissioned clinical waste disposal service will be used to store returned used equipment. Returned sharps can only be accepted in sharp proof containers. In no circumstances should staff handle sharps waste.  **3.4** Will Ensure that 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. A needle stick injury protocol, which all staff have read agreed to adhere to, must be in place..  **3.5** Will maintain appropriate records to ensure effective ongoing service delivery and audit as required by BDP.  **3.6** Provide appropriate protective equipment, including gloves, overalls and materials to deal with spillages, readily available close to the storage site.  **3.7** Clearly display the national scheme logo or a local logo indicating participation in the service.  **3.8** Share relevant information with other health care professionals and agencies, in line with locally determined confidentiality arrangements.  **3.9** Work in partnership with the Harm Reduction Service to flex and service from the pharmacy and/ or for individual clients as required by the Harm Reduction Service.  **3.10 BDP will:**  **3.11** Provide the exchange packs and associated materials  **3.12** Will commission a clinical waste disposal service for each participating pharmacy. The frequency of waste collection will be agreed to ensure there is not an unacceptable build up of clinical waste on the pharmacy premises  **3.13** Provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment.  **3.14** Provide details of relevant referral points, which pharmacy staff can use, to signpost service users who require further assistance.  **3.15** Provide health promotion material relevant to the service users and make this available to pharmacies.  **3.16** Safer Bristol will arrange at least one contractor meeting per year to promote service development and update the knowledge of staff involved in the service. |
| **Quality Indicators/ Review Criteria**  **4.1** The pharmacy has appropriate health promotion material available for the user group and promotes its uptake.  **4.2** The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.  **4.3** The pharmacy can demonstrate that pharmacists and staff involved in the provision of service have undertaken CPD relevant to this service.  **4.4** The pharmacy can demonstrate that the rate of return of used equipment informs local monitoring and promotes safe disposal ets.  **4.5** The pharmacy participates in any appropriate organised audit of service provision.  **4.6** The pharmacy co-operates with any locally agreed assessment of service user experience. |
| **CPPE training which may support this service:**  Opiate treatment: Supporting pharmacisits for improved patient care open learning.  Locally organised Best Practice Meetings |
| The service provided forms one part of a community-based health, social services, police, probation and independent sector response to substance misuse in Bristol. The service provided is incorporated within and is one element of the Bristol Needle Exchange and Harm Reduction Service.  **This service level agreement will support pharmacies to be able to:**   * Co-ordinate the care of drug and alcohol users in line with local protocols. Pharmacy leads must have knowledge of local treatment available. * Work with the Bristol Needle Exchange and Harm Reduction service as part of a city-wide Harm Reduction Programme. * Enable the lead Pharmacist to attend local meetings with peers to share good practice and be updated on the latest developments in the treatment of drug misuse. |
| **Remuneration**  Payment for delivering a local enhanced service will include the following elements:   * Annual payment of £50.00 * Dispensing fee of £1.50 per intervention (any number of packs dispensed on a single occasion) to be paid 6 monthly |
| **Notice Periods**  Services may be commissioned/ decommissioned by BDP to meet the needs of the population. Any changes in service will be made with a minimum of 1 months notice.  The Pharmacy Contractor has the right to set limits to numbers of clients and/or withdraw from the scheme with a minimum of 1 months notice.  The coordination of Bristol Needle Exchange and Harm Reduction Service is a commissioned service. Any changes to the provider organisation will be communicated by Safer Bristol to participating Pharmacies within 1 month of the decision being public.  Pharmacies are requested to sign and return this pro forma to confirm acceptance. Please note that no payment can be made intil this form is completed, signed and returned to:  Service Manager, BDP, 11 Brunswick Square BS2 8PE |

Lead Pharmacist for drug misuse

Number of clients currently participating in needle Exchange (if applicable)

Signed on behalf of the pharmacy (please print name)

Signature