

**Service Level Agreement**

**For**

**Pharmacy Needle Exchange Scheme**

**Between Turning Point &**

**Turning Point Pharmacy Based Needle Exchange Scheme**

**1. Service Description**

1.1 Pharmacies will provide access to sterile needles and syringes, and sharps containers for return of used equipment. Where agreed locally, associated materials, for example, condoms, citric acid and swabs to promote and reduce transmission of infections by substance misusers will be provided.

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

1.3 Used equipment is returned by the service user for safe disposal.

1.4 The service user will be provided with appropriate health promotion materials.

1.5 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.

1.6 The pharmacy will promote safe practice to the service user, including advice on sexual health and sexually transmitted infections and hepatitis B immunisation, as well as sign posting to services via leaflets in regards to their drug using lifestyle.

**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 distributing health promotion leaflets and signposting to services.

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

2.4 To help service users access treatment by offering referral to specialist drug and alcohol treatment centres and health and social care professionals where appropriate.

2.5 To help service users access other health and social care and to act as a link to other services (e.g. prescribing, hepatitis B immunisation, hepatitis and HIV screening, primary care services etc). Primarily NTRP Adult Treatment Services.

**3 Service Outline**

3.1 The part of the pharmacy used for provision of the service provides a sufficient level of privacy and safety.

3.2 Turning Point and Public Health have a duty to 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.

3.3 Turning Point and the Public Health have a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate to Turning Point’s policies and procedures.

3.4 The pharmacy will allocate a safe place to store equipment and returns for safe onward disposal. The storage containers provided by Turning Point will be used to store returned used equipment.

3.5 Turning Point and the Public Health should ensure that their pharmacy 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 procedure should be in place.

3.6 The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.

3.7 Appropriate protective equipment, including gloves and grabbers to deal with spillages, should be readily available close to storage site.

3.8 Staff involved in the delivery of this service should be immunised for Hepatitis B.

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

3.10 Turning Point and the Public Health should arrange at least one contractor meeting per year to promote service development and update the knowledge of pharmacy staff.

3.11 Turning Point and the Public Health will provide the exchange packs and associated materials.

3.12 Turning Point will need to provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment.

3.13 Turning Point will need to provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance.

3.15 Turning Point should consider obtaining or producing health promotion material relevant to the service users and making this available to pharmacies.

**4 Suggested Quality Indicators**

4.1 The pharmacy should have health promotion material available for the user group and promote its uptake.

4.2 The pharmacy reviews its standard operating procedures at three months, six months, and then annually.

4.3 The pharmacy can demonstrate that that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.

4.4 The pharmacy can demonstrate that the rate of return of used equipment meets locally agreed targets.

4.5 The pharmacy participates in an annual Turning Point and Public Health organised audit of service provision.

4.6 The pharmacy co-operates with any locally agreed Turning Point and Public Health assessment of service user experience.

**5. Locums**

5.1 Please ensure that locums know that you are providing this service, show them:

* SLA (particularly the information for the pharmacy staff when dealing with sharps) and monitoring forms.
* The file containing registration cards

Even if staff members are not trained they should be able to show locums where all the paperwork and supplies are kept.

**6. Staff Training**

6.1 All Staff (and new members as they start) must be made aware that the pharmacy provides a needle and syringe exchange service, must be informed of the risks of infection and precautionary measures to be taken. Only trained staff should be involved in the scheme. Training is organised in conjunction with Turning Point and Public Health.

6.2 All staff delivering the pharmacy needle exchange service must attend Safer Injecting training and any other training as deemed relevant by Turning Point and Public Health.

**7. Safety Information**

7.1 Information for pharmacy staff when dealing with sharps

*Sharps/Needle Stick Information*

7.2 An updated laminated sheet of information to be put where staff can see it showing procedures to be followed in the event of sharps/needle stick injuries, information on safe disposal.

**8. Client Contract**

8.1 A needle exchange assessment form should be completed for each new client accessing the needle exchange. This form should be updated upon each attendance, also recording the amount of equipment taken and returned.

**9. How to Order Equipment**

9.1 A requisition form will be faxed to Turning Point for the amount of equipment required. This will be then delivered from the Turning Point Agency and costed separately.

**10. Scheme Leaflets**

10.1 To be given when service users register:

*A guide to safer injecting*

*Hep B+C*

*Overdose*

*Vein Care*

*Project guides*

*Triage ‘drop in’ times & Needle Exchange opening times*

**11. Hep B immunisation**

11.1 Pharmacy staff involved in needle/syringe exchange should obtain Hepatitis B vaccination from their GP.

*No vaccination is available against HIV or Hepatitis C*

11.2 All staff must realise the potential risk of infection from handling contaminated equipment especially if skin is broken (abrasions, cuts, eczema etc). Staff should be trained to avoid handling any returned equipment themselves.

**12. Monitoring Form**

12.1 Client identification, number of packs issued and any comments on e.g. bins returned, referred to agency/ A&E, advice/leaflet given, types of packs issued, other information which it may be useful to have a record of should be recorded on the monitoring form.

**13. Returned Works**

* + 1. Users should be encouraged to return their injecting equipment in the individual sharps container provided. Service Users not using individual sharps containers should be requested to place their used equipment in the appropriate sharps container.

13.2 Used needles and syringes from service users should only be accepted for disposal by the pharmacist or a trained member of staff.

13.3 Any accident involving needles or syringes **MUST** be reported immediately to the Pharmacist. (See enclosed protocol for action in case of needle stick injury).

13.4 The pharmacy sharps container should be located well away from the customers and service users and in a place known to staff but where they will not have inadvertent contact.

* 1. Returned needles and syringes will be collected by a clinical waste contractor as identified by Turning Point; all clinical waste transfer notes are to be retained at the pharmacy by law.

**14. Staff Safety**

14.1 All new staff should be informed of the scheme on their first day of service.

14.2 Staff should be carefully instructed about any risks of infection, shown the protocol for action in case of needle stick injury and advised to refer all enquiries to the pharmacist.

**15. Financial Terms**

15.1 Turning Point will pay you £100.00 per calendar month paid Quarterly in advance.

# Signed on behalf of Pharmacy Contractor

Signature ……………………………………………… Date …………….

Designation ………………………………………….

# Signed on behalf of North Tyneside Harm Reduction Service (Turning Point)

Signature ……………………………………………… Date …………….

Designation ……………………………………………

*Remember the Health and Safety at Work Act makes us all responsible for everyone’s safety in the workplace,* ***SO TAKE CARE!***

**Useful Contact Numbers:**

NTRP

Adult Drug and Alcohol Service

Atkinson Terrace

Wallsend

Tyne and Wear

NE28 6SS

Tel: 0191 2408122

Fax: 0191 2408125

National Drugs Helpline (FRANK)

Tel: 0800 776600

*We Hope that the enclosed SLA continues to assist you in running the needle exchange scheme efficiently.*



**Turning Point Pharmacy Needle Exchange Scheme Contractual Agreement**

Welcome to the Pharmacy Needle Exchange. In order to maintain a good service we ask that you respect a few rules.

1. This service is only for those 18 and over; you may be asked for proof of age. (If you are 18 or under please ask for details of the young person’s service in this area).
2. When you first come for an exchange you will be asked for a few details to complete a registration form.
3. Please do not bring friends in with you, as we are unable to deal with large numbers of people on the premises.
4. Whilst waiting for your exchange please wait quietly in the main area of the shop.
5. Unacceptable behaviour may lead to you being banned from using the Pharmacy Needle Exchange Scheme. Examples of unacceptable behaviour include aggression or verbal abuse to staff or customers, theft from the store or attending under the influence of drink or drugs.
6. You must bring back your used needles in the bins provided, at each visit.
7. If you are dissatisfied with the way you are treated at the pharmacy a complaint can be made either direct to the pharmacist or via Turning Point and Public Health who will assist you in resolving the issue.

**I have read and understood the above and agree to abide by the rules.**

Signature……………………………………………(Service User) Date:

Signature……………………………………………Pharmacist Date: