

CRANSTOUN

Empowering People, Empowering Change

Service Specification

For pharmacy-based needle syringe programme
in Wokingham

Contents

Purpose	2
Background	3
Service provision	4
National and local guidance	5
Service standards and principles	6
Access and eligibility	7
Outcomes	8
Information requirements	8
Training and development	9
Quality standards	9
Waste returns	10
Termination	10
Payment schedule	10
Queries	10
Acceptance of Service Specification	11
Supplier Information Request Form	12

1 Purpose

- 1.1 This service specification is part of the contractual relationship between Cranstoun, ("the Commissioner", on behalf of Wokingham Borough Council) and community pharmacists (the Service Provider) for the delivery of a needle syringe programme for injecting drug users (the Service).
- 1.2 The Service will provide managed access to sterile needles and syringes, sharps containers and associated Needle Syringe Programme harm reduction materials (including vitamin C) promote and accept the return of used injecting equipment to the service provider wherever reasonably practicable.
- 1.3 The provision of the Service within pharmacies has the benefit of increasing the availability of the Service across a wider geographical area, and provides greater flexibility in terms of the hours that the Service is available.
- 1.4 Needle syringe programmes in pharmacies are designed to reduce the transmission of blood borne viruses (BBVs) such as HIV, Hepatitis B and Hepatitis C amongst injecting drug users by providing service users with convenient access to sterile injecting equipment, safer injecting advice and a facility for the safe disposal of used equipment.
- 1.5 The aims of the Service are to:
 - Reduce the rate of sharing and other high-risk injecting behaviours amongst service users
 - Promote safe injecting practices and overdose prevention and reduce the risk of BBVs
 - Ensure the safe disposal of used injecting equipment
 - Provide a point of referral into the specialist drug and alcohol services.
- 1.6 The effective date of the agreement is 1 April 2026.
- 1.7 The service specification terminates on 31 March 2028 or the application of section 12, whichever is sooner.

2 Background

- 2.1 There were 199,339 people who received treatment for drug misuse in England in 2016-17. Of those who newly presented to treatment, 37% were currently injecting, or had previously injected, drugs.
- 2.2 Hepatitis C remains the most common blood borne infection among people who inject drugs, and there are significant levels of transmission among this group in the UK. One-quarter of this population is currently infected with hepatitis C and approximately one-half of those infected are unaware of their HCV infection.
- 2.3 The sharing of needles and syringes is a key route by which BBVs can be transmitted. Sharing other types of injecting equipment, such as filters and water is also an important factor in the spread of BBVs, especially Hepatitis C.
- 2.4 Data from the National Drug Treatment Monitoring System (NDTMS) on the number of adults (18 and over) in contact with drug treatment providers and GPs in England in 2019-20. There were 270,705 adults in contact with drug and alcohol services between April 2019 and March 2020.
- 2.5 There is evidence to suggest that needle syringe programmes are the only contact that some drug users (such as those using performance enhancing drugs) will have with health services. In these cases services can act as a means of contact with people who inject drugs, providing opportunities to reduce the harm of their injecting behaviour and to signpost into more formal support and treatment where appropriate.

3 Service provision

- 3.1 The Service Provider will provide service users with sterile needles and syringes, sharps containers and associated Needle Syringe Programme harm reduction materials (including Vitamin C), promote and accept the return of used injecting equipment to the service provider wherever reasonably practicable. This equipment will be provided by Exchange Supplies
- 3.2 The Service Provider will provide the kits/packs together with any relevant media, such as harm reduction leaflets as provided by the Commissioner.
- 3.3 The Service Provider must make all reasonable efforts to encourage service users to return used injecting equipment when accessing the needle syringe programme.
- 3.4 The Service Provider should only accept used equipment in a suitable containers such as a personal sharps bin and dispose in the NSP 'sharp safe' container.
- 3.5 The Service Provider will provide harm reduction advice to service users, including advice on sexual health, sexually transmitted infections, HIV, Hepatitis B and Hepatitis C and overdose advice.
- 3.6 The Service Provider will allocate a safe place in which to store packs for the Service, and to store returns for safe onward disposal. The 'sharp safe' containers should not be accessible to customers of the pharmacy and should not be stored in the dispensing area of the pharmacy.
- 3.7 The Service Provider will be provided in a non-judgmental and confidential manner.
- 3.8 The Service Provider will, where appropriate and with the agreement of the service user, make referrals to other health and social care professionals and the specialist drug and alcohol treatment service on behalf of the service user.

Cranstoun Wokingham delivers the drug and alcohol treatment across the whole of the Wokingham Borough

The Cranstoun central Hub is located at:

38 Station Road, Wokingham, Berkshire, RG40 2AE

Contact the service via the Single Point of Contact telephone number: 0118 977 2022

All equipment/ packs for supply for the Service will be provided for the service by Exchange Supplies

The online webshop link is www.exchangesupplies.org

Click on 'Account log in' at the top left of the home page and enter your log in details.

4 National and local guidance

- 4.1 The Service Provider shall deliver the Service in line with the NHS (Pharmaceutical Services) Regulations 2013 and any other relevant professional standards
- 4.2 The Service Provider shall take account of any NICE guidelines that are relevant to the Service. NICE Needle Exchange guidance can be found here:
<https://www.nice.org.uk/guidance/ph52>
- 4.3 The Service Provider will deliver the Services in accordance with best practice in health care and shall comply in all respect with the standards and recommendations contained in:
- National Service Frameworks and National Strategies
 - National Patient Safety Agency alerts and guidance
 - Human Medicines Regulations 2012
 - And such other quality standards agreed in writing between the Service Provider and the Commissioner.
- 4.4 The Service Provider will at all times comply with the most recent guidance on medicines from the Medicines and Healthcare products Regulatory Agency (MHRA).

5 Service standards and principles

- 5.1 The Service Provider will ensure that safe handling arrangements are in place for staff when dealing with the returns of used injecting equipment. All staff involved in the provision of the Service will be made aware of the risks associated with the handling of returned injecting equipment and procedures will be put in place to minimise these risks. For the avoidance of doubt, this should include, but not be limited to, policies and procedures for the event of a needle stick injury and in the event of spillages.
- 5.2 The Service Provider will ensure that they have a Hepatitis B vaccination policy and that all staff involved in the delivery of the Service are offered immunisation for Hepatitis B.
- 5.3 It is the responsibility of the Service Provider to ensure that appropriate protective equipment, including gloves, overalls and materials to deal with spillages, is readily available within the pharmacy, including close to the site where new and used equipment for the provision of the Service is stored.

- 5.4 The Service Provider will ensure that Standard Operating Procedures (SOPs) are in place for the Service and reviewed at an appropriate frequency, and that all pharmacists and members of staff involved in delivering the Service are aware of them and work in accordance with them. Which they will send to Cranstoun, upon request, for disclosure to the Council.
- 5.5 The Service Provider will ensure that infection prevention and control mechanisms are in place and adhere to all national and local policies.
- 5.6 The Service Provider will ensure that they comply with all statutory employment legislation, health & safety requirements and regulations, including Human Medicines Regulations (2012) (Including any relevant amendments to this legislation).
- 5.7 Service users will be seen as individuals, and the Service will be personalised to the needs of the individual and dedicated to promoting the independence, well-being and dignity of every service user who engages with the Service.
- 5.8 Service users will be supported to make their own choices and to be fully involved in all decisions regarding their support.
- 5.9 The Service will be accessible to all and will take account of culture, religion, race, gender, age, disability and sexuality. The Service Provider will ensure that it meets legal obligations with regards to all relevant equality and human rights legislation.
- 5.10 All documentation relating to the Service will not be left unattended, and will be stored securely within the pharmacy to maintain confidentiality.
- 5.11 The Service Provider will ensure that there are necessary safeguards for, and appropriate use of, service user and personal information to ensure that such information is dealt with legally, securely, efficiently and effectively, in order to deliver the best possible high quality care. This will be in accordance with relevant legislation and best practice guidelines including the Data Protection Act (2018), the General Data Protection Regulation (GDPR), and Caldicott Principles.

6 Access and eligibility

- 6.1 The Service shall be available for all pharmacy's opening hours, according to the restrictions it has under the Contractual Framework Agreement with the NHS Commissioning Board.
- 6.2 During these hours, the Service Provider will maintain an acceptable level of staffing at all times, and will provide suitably skilled, trained and experienced paid staff to provide the Service.

- 6.3 The Service Provider will ensure that the area of the pharmacy in which the Service is delivered provides a sufficient level of privacy and safety to the service user. To be provided in a consultation room or other private and suitable area within the pharmacy for suitable consultations.
- 6.4 The Service will be open to anyone aged 18 or over, who is a Wokingham resident and who is an injecting user of illicit drugs.
- 6.5 For the avoidance of doubt, other injecting user groups, such as insulin users, are not eligible for the Service under this service specification.

7 Outcomes

- 7.1 The Service will contribute towards the following outcomes:
- A reduction in the rate of sharing and other high-risk injecting behaviours amongst illicit drug users in Wokingham
 - An increase in the knowledge and practice of safer injecting practices
 - An improvement in harm reduction knowledge, including access to BBV support and interventions, safer sex advice and advice on overdose prevention
 - Increased access to specialist drug support through onward referral where appropriate.

8 Information requirements

- 8.1 The Service Provider will, on a monthly basis, submit the Service provision data using PharmOutcomes regarding the number of transactions and packs of equipment provided under this Service, and the number of service users returning used equipment. Data to be entered by the end of the second day of the month.
- 8.2 The Service Provider will request that the service user provides a unique, non-identifiable **identification code** of their choice (consisting of two letters and two numbers) on each request for equipment. The service user can use the same identification code when subsequently accessing the service.
- 8.3 The Service Provider will participate in any relevant surveys as directed by the Commissioner. These surveys may be supported by Exchange Supplies. We would not expect to issue more than one survey a year, except in extenuating circumstances and the survey would take no more than 15 minutes to complete.
- 8.4 The Service Provider will participate in any necessary audits of the Service as directed by the Commissioner. These audits may be supported by Exchange Supplies.

8.5 The Service Provider will provide information to the Commissioner in the format set out on PharmOutcomes.

9 Training and development

9.1 The Service Provider shall ensure that all pharmacists and staff involved in the provision of the Service have relevant knowledge and have completed the suitable training to deliver the service (including the maintenance of any accreditation as appropriate to the Service).

9.2 The Service Provider will ensure that all members of staff involved in the delivery of the Service are able to demonstrate their participation in training, and that the education and training needs of staff providing the Service are supported.

9.3 The Service Provider will ensure that all pharmacists who provide or supervise the Service have completed the most recent version of the Substance Use and Misuse open learning programme delivered by the Centre for Pharmacy Postgraduate Education (CPPE). Any relevant information should then be disseminated to all staff involved in the provision of the Service.

9.4 All staff involved in the delivery of the Service should endeavour to attend any additional training as directed by the Commissioner.

9.5 The Service Provider shall provide evidence of the completion of the above training upon request by the Commissioner.

10 Quality standards

10.1 The Service Provider will have robust risk management process in place, including:

- Incident reporting and investigation processes
- Complaints processes.

10.2 The Service Provider will report all serious untoward incidents following national and local reporting processes and frameworks e.g. National Reporting and Learning System (NRLS) or CD LIN. They will provide details of recommendations and actions taken as a result.

11 Waste returns

- 11.1 Waste collection services and management are facilitated by Exchange Supplies on the behalf of Cranstoun).
- 11.2 The Service Provider will be provided with 'sharp safe' containers for the disposal of returned used needle syringe injecting equipment.
- 11.3 Sharp Safe containers will be collected at a minimum monthly.
- 11.4 Any issues with waste collections should be discussed with Cranstoun (please see queries section for contact details).

12 Termination

- 12.1 The Service Provider shall give three (3) months' notice for any agreed change to the service specification or termination of the agreement. This is to allow sufficient time for alternate arrangements to be made to ensure continuity of service to service users.
- 12.2 Cranstoun reserves the right to immediately suspend the service specification for needle syringe programme service should the pharmacy be found to be in serious breach of the agreement or if there are significant patient safety concerns with the pharmacy that will pose a significant risk to service users.

13 Payment schedule

- 13.1 £60 retainer (which includes the first 5 transactions)
- 13.2 £1.27 **per transaction** (one transaction is classified as the dispensing of any number of packs and advice to one service user at one time).
- 13.3 Pharmoutcomes will automatically generate an invoice, which will be sent to Cranstoun on the third day of the month. Payments will be made within the month.

14 Queries

All queries regarding the needle syringe programme provision should be directed to Cranstoun's Wokingham Service Manager Vikki Lake at: vlake@cranstoun.org.uk or admin team at: wokinghamreferrals@cranstoun.org.uk

Acceptance of Service Specification: Pharmacy Based Needle Syringe Programme – Wokingham

Please sign two copies of this acceptance and one copy of the supplier request form to send to finance. We will sign and return a copy to you.

Service to be provided	Pharmacy Based Needle Syringe Programme - Wokingham
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Pharmacy details	
Pharmacy name	
Pharmacy address	
Phone number	
Fax number	
Name of pharmacist/authorized signatory signing service specification	
RPSGB number	
Signature	
Date	

Cranstoun details	
Name	Cranstoun
Address	Cranstoun, Thames Mews, Portsmouth Road, Esher Surrey KT10 9AD
Phone number	0208 335 1830
Email	accountspayable@cranstoun.org.uk
Name of person signing SLA	Annie Steele
Position	Assistant Director

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Signature	
Date	

Supplier Information Request Form

Please complete this form and e-mail a signed copy to accountspayable@cranstoun.org.uk

Supplier details

Company name	Type Limited company/sole trader/partnership <i>Delete as appropriate</i>
Company no	Contact name
Address	Contact e-mail
Post code	Contact number

Bank details

Name of bank/building society	Sort code
Account name	Account number
Bank/building society address	Building society roll no. (if applicable)

Signed	Date
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Internal use only

Contract	Cost centre
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Entered to Finance System (date)	Entered to Finance System (by)
Supplier reference	