



Service Level Agreement for Community Pharmacy Take Home Naloxone (THN)

Service Level Agreement For Community Pharmacy Take Home Naloxone

THIS AGREEMENT is made **BETWEEN**:

1. **Via Community Ltd** of Passmores House, Third Avenue, Harlow, Essex, CM18 6YL (Company Registration No. 2807934; Charity No. 1031602); and the provider named in the [Agreement](#) section (hereafter referred to as the 'Pharmacy')

Each a "Party" and together the "Parties".

Background

A. Via Community Ltd wish to enter into a Service Level Agreement (the 'Agreement') with the Pharmacy under which a naloxone distribution service (the Service) will be provided by the Pharmacy.

B. Via Community Ltd and the Pharmacy have agreed that the Pharmacy shall provide the Services to Via Community Ltd on the terms and conditions set out in this Agreement.

NOW IT IS HEREBY AGREED as follows:

1. Definitions and Interpretations

In this Agreement, the following words and expressions shall have the following meaning unless the context otherwise requires:

Agreement means this Agreement together with the schedule(s) and any appendices attached hereto or referred to herein;

Associated Person means in relation to a company, a person (including an employee, agent or subsidiary) who performs services for or on that company's behalf;

Commencement Date means the date of this Agreement or such later date as may be agreed by the Parties;

Costs means, without limitation, all and any payments, penalties, costs, claims, demands, damages, compensation, fines, awards, losses and expenses (including any legal or other professional fees on any indemnity basis) and any other liabilities whatsoever (including, for the avoidance of doubt, in relation to Tax);

Data Controller means the entity which alone or jointly with others determines the purposed and the means of the Processing of Personal Data;

Data Subject means a natural person whose Personal Data are processed in the context of this Agreement;

Data Protection Legislation means the Data Protection Act 2018 ("the Act") and the UK GDPR 2016 ("UK GDPR") as amended by the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2020 or any successor legislation and any other directly applicable laws and regulations in the United Kingdom relating to data protection and privacy;

Fees means the fees for the Services as calculated in accordance with Schedule 1;

Intellectual Property includes all patents, copyrights, design rights, trademarks, service marks, trade secrets, know-how, database rights and other rights in the nature of intellectual property rights (whether registered or unregistered) and all applications for the same, anywhere in the world.

Party means any of the parties to this Agreement;

Personal Data means any information relating to an identified or identifiable natural person including 'special' categories of personal data as set out in Article 9(1) of the GDPR. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, generic, mental, economic, cultural, or social identity of that natural person;

Service means the service set out in Schedule 1.

Third Party means any supplier of services fundamentally the same as the Services (either in whole or in part) immediately before the Commencement Date;

Working Day means a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.

1.1. In this Agreement:

1.1.1. references to the singular includes the plural and vice versa, references to any gender includes a reference to all genders and references to a person includes natural persons, firms, partnerships, bodies corporate, corporations, associations, organisations, governments, states, foundations and trusts (in each case whether or not incorporated and whether or not having separate legal personality);

1.1.2. unless the context otherwise requires, references to any clause, sub-clause or schedule is to a clause, sub-clause or schedule of or to this Agreement;

1.1.3. any phrase introduced by the term "including", "include", "in particular", "for example" or any similar expression shall be construed as illustrative and the words following any of those terms shall not limit the sense of the words preceding any of those terms.

1.2. Each of the Schedules to this Agreement shall have effect as if set out in full, in the body of this Agreement.

2. Commencement and Duration

This Agreement shall commence on 1st April 2026 and shall (subject to other provisions of this Agreement) continue until 31st March 2028.

3. Fees

Via Community Ltd shall pay the Fees in accordance with the invoicing and payment provisions set out in Schedule 1 (Payment Arrangements).

The Fees set out in Schedule 1 (Payment Arrangements) will be subject to any applicable Value Added Tax at the prevailing rate.

4. Liabilities

- 4.1. Neither Party limits its liability for death or personal injury caused by its negligence or that of its employees, agents or subcontractors as applicable.
- 4.2. Subject to clause 4.1, neither Party will be liable to the other Party for any indirect or consequential loss or damage including, without limitation, any indirect loss of business or profits in each case whether arising from negligence, breach of contract or otherwise.

5. Intellectual Property Rights

- 5.1. All Intellectual Property Rights belonging to a Party prior to the execution of this Agreement shall remain vested in that Party.
- 5.2. All Intellectual Property Rights and all other rights in any documents or materials produced pursuant to this Agreement shall belong to Via Community Ltd.
- 5.3. Subject to clause 5.1, each Party will grant to the other a non-exclusive, non-transferable and revocable right to use and reproduce its name and trademark solely as necessary to permit the other's performance of its obligations under this Agreement. Use of the name and trademark will be agreed between the Parties and consent to such use will not be unreasonably withheld.
- 5.4. Neither Party shall use any name or trademark belonging to the other Party in any way that may damage the goodwill of the other Party.
- 5.5. Each Party shall indemnify the other Party against all costs, expenses, claims, losses and damages arising directly or indirectly from any claim by a third party that any Intellectual Property supplied by the Party infringes the trademark, patent, copyright, design or other intellectual property right of such third party.

6. Confidential Information

- 6.1. Each of the Parties agrees that it shall keep any information designated as confidential or which is otherwise clearly confidential in nature ("Confidential Information") received by it from the other Party before or during the term of this Agreement and which relates to the business, clients and suppliers of the other Party and that it shall not use any such Confidential Information for its own benefit (save as is necessary in order to perform its obligations and/or exercise its rights under this Agreement) or disclose any such Confidential Information to any third party and that it shall ensure that no third party shall have access to it. Notwithstanding the foregoing, the Parties shall be entitled to disclose the Confidential Information to its employees to the extent that those employees have a genuine need to know the same to enable the Parties to perform their obligations or exercise their rights under this Agreement and who have been advised of the existence and terms of this Agreement, and who are legally obligated to protect the Confidential Information from unauthorised disclosure or use. The recipient of the Confidential Information shall be liable for acts in violation of this Agreement as if they were actions or omissions of that Party.
- 6.2. The restrictions in clause 6.1 shall not apply to any Confidential Information which is required to be disclosed as a matter of law, statutory or regulatory provisions that either Party, individually or jointly, may be subject to in the United Kingdom.

- 6.3. Each Party shall, if so requested by the other Party following termination of this Agreement, deliver up to the other party or destroy all documents and (save to the extent that the same shall have been incorporated into the formal records of that party) other material in its possession or control which include or incorporate any Confidential Information of the other party save that one copy of the Confidential Information may be kept by the legal department of each Party for audit purposes. All such incorporated or retained confidential information shall remain subject to the obligations set out in the preceding provisions of this clause 6.
- 6.4. Via Community Ltd may require the Pharmacy to supply any relevant information required to carry out monitoring and evaluation of the Service. Any Client information supplied must be anonymised where appropriate and will not be used for any purpose other than monitoring, evaluation and validation.

7. Data Protection

- 7.1. The Parties agree that in relation to any Personal Data and Special Category Personal Data (together "Client Data") that may need to be processed by Via Community Ltd in the course of providing Services under this Agreement, Via Community Ltd shall be the Data Processor and the Pharmacy shall be the Data Controller. "Data Controller", "Personal Data" and "Special Category Personal Data" have the meaning defined in the Data Protection Legislation.
- 7.2. Each Party shall at all times, comply with their respective obligations under Data Protection Legislation in relation to all Client Data that is processed by it in the course of performing its obligations under this Agreement.

8. Termination

- 8.1. Each Party may terminate this Agreement at any time on giving not less than 3 months' written notice to the other Party.
- 8.2. Without prejudice to its other rights or remedies which the Parties may have, either Party may terminate the Agreement immediately by written notice to the other Party, if the other Party (where applicable):
- 8.2.1. commits a material breach of any of the terms of this agreement and (if such a breach is remediable) fails to remedy that breach within thirty (30) days of that Party being notified in writing of the breach;
 - 8.2.2. repeatedly breaches any of the terms of this agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of this agreement; or
 - 8.2.3. is unable to pay its debts or becomes insolvent, is the subject of any order made or a resolution passed for the administration, winding-up or dissolution (otherwise than for the purpose of a solvent amalgamation or reconstruction), has an administrative or other receiver, manager, trustee, liquidator, administrator, or similar officer appointed over all or any substantial part of its assets, enters into or proposes any composition or arrangement with its creditors generally or is the subject of any events or circumstances analogous to the foregoing in any applicable jurisdiction.
- 8.3. On termination of this Agreement for any reason, the accrued rights, obligations and liabilities of the Parties as at termination and the continuation of any provision

expressly stated to survive or implicitly surviving termination, shall not be affected.

9. Force Majeure

- 9.1. In this clause, "Force Majeure" shall mean any event or circumstance which is beyond the reasonable control of the Party affected by it including, but not limited to an act of God, local government or government, war, fire, flood, earthquake or storm, acts of terrorism, explosion, civil commotion or industrial dispute affecting a third party (for which a substitute third party is not readily available).
- 9.2. If either Party is, or considers that it is likely to be, affected by a Force Majeure event, it shall promptly notify the other Party of the relevant event or circumstance.
- 9.3. Neither Party shall be in breach of this Agreement if any delay or failure in the performance of any obligation of that Party under this Agreement is caused, in whole or in part, by any Force Majeure and any time by which, or period within which, that obligation is to be performed shall be extended accordingly.

10. Dispute Resolution

- 10.1. If any dispute arises out of this Agreement, the Parties shall attempt to settle it by negotiation, who shall seek in good faith to resolve the dispute within twenty-one (21) days of the issue being referred, escalating it within their respective companies as necessary for this purpose.
- 10.2. If the Parties are unable to settle any dispute by negotiation within twenty-one (21) days, the Parties may elect to refer the dispute to mediation or an alternative form of dispute resolution however nothing in this Clause shall prevent the Parties commencing or continuing court proceedings at any time.

11. Assignment/Sub-Contracting

- 11.1. Neither Party shall assign, transfer, charge or otherwise deal with all or any of its rights under this Agreement without the prior written consent of the other Party. No such permitted assignment shall relieve either Party of any of its obligations under this Agreement.

12. Variations

- 12.1. The Agreement may only be amended or varied by a document in writing signed by a duly authorised person on behalf of each Party.

13. Governing Law

- 13.1. This Agreement shall be governed by English law and the Parties hereby agree, for the purposes of this Agreement only, to submit themselves and any claim or matter arising under or in connection with this Agreement to the exclusive jurisdiction of the English courts.

Schedule 1

A. Service Specification

1. Introduction

- 1.1 Community Pharmacies are well placed to provide Take Home Naloxone (THN) and other relevant information as part of the local harm reduction strategy to prevent drug related deaths.
- 1.2 This service level agreement (SLA) provides a framework which enables community pharmacies working in partnership with Via to provide THN.
- 1.3 Any person can administer naloxone for the purpose of saving a life.
- 1.4 The Human Medicines Regulations 2012 (HMRs) enables drug treatment services to supply THN for future use to those who need it, without a prescription, Patient Specific Direction (PSD) or Patient Group Direction (PGD). In December 2024 the HMR was updated to also include Community Pharmacy Professionals.

2. Service Outline

- 2.1. This THN service relates to the supply of naloxone to people aged 18 years or over for someone who is using or has previously used opioids (both prescribed and non-prescribed) and is at potential risk of overdose, their carers, family members or friends liable to be on hand in case of overdose. Examples of such may include but not be limited to:
 - 2.1.1 Individuals identified as being at risk of an opiate overdose.
 - 2.1.2 Other individuals (e.g. family, carers or friends) who may come into contact with an individual at risk of an opiate overdose and therefore involved in the management of such.
 - 2.1.3 Individuals receiving opioid substitution therapy.
 - 2.1.4 Individuals recently released from prison with a history of drug use.
 - 2.1.5 Individuals who have previously used opiate drugs (illicit or prescribed) to protect in the event of a relapse.
- 2.2 It covers the supply of:
 - **Prenoxad® 2mg/2ml solution for injection pre-filled syringe.** Given by intramuscular injection into the upper arm/leg muscle. Each pack contains 1x2ml prefilled syringe (containing 2mg naloxone) and 2 x 23G 1.25" needles.
 - **Nyxoid® 1.8mg/0.1ml nasal spray.** Sprayed into the nose. Each 0.1ml single dose container contains 1.8mg. Each pack contains two nasal sprays.
 - **Naloxone 1.26mg/0.1ml nasal spray.** Sprayed into the nose. Each 0.1ml single dose container contains 1.26mg. Each pack ('Pebble') contains two nasal sprays.
- 2.3 Individuals should be supplied with ONE naloxone kit. However, the pharmacy may issue up to TWO kits for an individual where this is deemed appropriate e.g.

high-risk drug use, concerns in relation to synthetic opioid use, or history of frequent overdose events.

3. Governance

- 3.1 This document supersedes all previous working agreements.
- 3.2 The Community Pharmacy must adhere to relevant legislative requirements including the HMRs, best practice guidance and the standards set, for example by the General Pharmaceutical Council (GPhC) and Royal Pharmaceutical Society (RPS), as well as Public Health England (PHE) [Widening the Availability of Naloxone Guidance](#), '[Drug Misuse and Dependence UK Guidelines on Clinical Management \(2017\)](#)' and [Community Pharmacy: delivering substance misuse services](#) published by the Department of Health (2024).
- 3.3 Via and the Community Pharmacy will fully adhere to their respective obligations set out in this document.
- 3.4 Both Parties agree to share relevant information regarding substance misuse data to allow safe and high-quality service provision/improvements and in line with the local PharmOutcomes licence agreement which detail data controller/processing/sharing details.
- 3.5 Each party shall comply with its respective obligations pursuant to applicable data protection laws and/or regulations in relation to the processing of personal and/or special category data under this agreement, including but not limited to the General Data Protection Regulations and the Data Protection Act 2018.
- 3.6 The Community Pharmacy will demonstrate relevant agreed Quality Standards to Via or will work towards achieving such a standard within an agreed timescale. If the Community Pharmacy remains in default following the expiry of the period specified, Via may proceed to terminate the Agreement.
- 3.7 The Community Pharmacy will take part in reasonably requested audit activity including the facilitation of Quality Assurance visits as agreed between all parties.
- 3.8 Should the Community Pharmacy not work in line with the agreed standards, Via shall immediately investigate and may review payment, and in the case of suspension or variation, report to the Community Pharmacy every 30 days until such investigation is complete. When the investigation is complete, Via shall immediately notify the Community Pharmacy of the outcome.
- 3.9 Any incidents or concerns must be reported immediately and appropriately actioned in accordance with respective organisations incident reporting processes.
- 3.10 Issues pertaining to concerns, incidents, indemnity, performance, disputes, confidentiality, and data handling, which include safeguarding issues, must be promptly reported to Via, usually within one working day as appropriate as soon as the Community Pharmacy become aware.

- 3.11 In the event of unforeseen circumstances, including but not limited to staffing shortages, IT failure, or premises-related incidents (e.g. fire, flood, or structural damage) the Community Pharmacy must make all reasonable efforts to minimise disruption to people we support and, where necessary, work with Via to identify alternative arrangements to ensure continuity of care.
- 3.12 In the event of any disruption to service delivery, the Community Pharmacy must notify Via as soon as reasonably practicable and no later than one working day after becoming aware of the issue.
- 3.13 The Community Pharmacy must demonstrate they have appropriate insurance in place to be able to offer the Service and must ensure that Via is indemnified against any claim arising from the provision of the Service, and in the case of negligence of the Community Pharmacy: this liability may not be transferred.
- 3.14 The health and safety of Community Pharmacy staff (and any associated indemnity issues), remain the responsibility of the Community Pharmacy.
- 3.15 Any dispute, which cannot be resolved by negotiation, shall be referred to a nominated arbitrator for example the Local Authority Commissioner for Substance misuse Services or Chair of the Local Law Society.
- 3.16 If Via requests it, the pharmacy must send or make available relevant service documentation, such as the Standard Operating Procedure, and any other appropriate policies and procedures. The Community Pharmacy may be asked to allow staff members to be observed while providing the service and/or be required to provide additional reports for service evaluation and monitoring.
- 3.17 The regional Community Pharmacy England team (the LPC) will be consulted regarding criteria and evaluation/monitoring periods.
- 3.18 Where clinical concerns are identified (e.g. unsafe dispensing, repeated errors, failure to follow escalation protocols), Via may initiate a formal review and require the Community Pharmacy to implement corrective actions within an agreed timeframe.
- 3.19 Serious clinical governance breaches may result in suspension or termination of the Agreement, subject to investigation and notification as outlined in this document.
- 3.20 The regional Community Pharmacy England team (the LPC) and Via will hold regular review meetings, at least once a year, to discuss any concerns

4. Safeguarding Escalation Pathways

- 4.1 Any incidents or concerns must be reported immediately and appropriately actioned in accordance with respective organisations incident reporting processes.

- 4.2 The Community Pharmacy must ensure that all safeguarding concerns are escalated in line with local safeguarding protocols and the Community Pharmacy's internal safeguarding procedures.
- 4.3 Where a safeguarding concern is identified about a person using this service, the Community Pharmacy must notify Via immediately and no later than one working day after becoming aware of the issue.
- 4.4 The Community Pharmacy must maintain a named Safeguarding Lead who is responsible for overseeing safeguarding practices and liaising with Via. This contact must be communicated to Via and updated as required.
- 4.5 Via will provide a named Safeguarding Contact for escalation and support. Both Parties must cooperate fully in any safeguarding investigation or review, including sharing relevant information in accordance with data protection legislation.

5. Pharmacy Training

- 5.1 This Service may only be undertaken by competent Community Pharmacy staff and under the supervision of the Responsible Pharmacist registered with the GPhC.
- 5.2 Pharmacy staff will be trained and assessed to administer naloxone in an emergency or supply naloxone/train others (as appropriate), using *Appendix 1 'Community Pharmacy Staff Naloxone Competency Assessment and Supply Form'* which will then be filed locally and kept readily accessible for audit and inspection purposes.
- 5.3 The assessor must ensure that the trainee has met all the listed criteria and fully understands all requirements before signing to confirm their competence.
- 5.4 Training may be provided either individually or in groups.
- 5.5 Training may be provided remotely, and information conveyed e.g. in writing or via remote consultation, so long as the trainer has been provided with assurances that the person can demonstrate the required competencies. Only placebo packs may be used for the purposes of training. They will be sourced for pharmacies taking part directly from the manufacturer.
- 5.6 Additional resources for training include:
- Prenoxad®
 - Clients Guide - [PrenoxadClientsGuide\(Martindale\)](#)
 - SmPC/PIL/Risk Materials-[electronic Medicines Compendium \(eMC\)](#)
 - Nyxoid®
 - SmPC/PIL/Risk Materials-[electronic Medicines Compendium \(eMC\)](#)
 - Napp Training Resources - [Nyxoid.com](#)
 - Naloxone 1.26mg nasal spray (Pebble)
 - Accord Education Material [naloxone.uk](#)

- 5.7 It is the responsibility of the Community Pharmacy to ensure that the staff undertaking the Service have received appropriate training, including completion of relevant competencies/accreditation and relevant health and safety training.
- 5.8 Mandatory training in the delivery of THN is provided by Via which may be delivered virtually, and the Community Pharmacy must retain a training record for each member of staff.
- 5.9 Additionally, all Community Pharmacy staff should be *encouraged* to complete the free online training courses from SMMGP at <https://www.ap-elearning.org.uk/> (individual registration required).
- 5.10 The Responsible Pharmacist must have completed Safeguarding Training to Level 2. The Responsible Pharmacist must ensure the suitability of any Community Pharmacy staff who are in one-to-one situations with vulnerable service users.
- 5.11 Where locums or part-time time staff predominantly operate a Pharmacy, the Superintendent Pharmacist or delegated deputy must nominate a lead person to act as a contact. This must be communicated to Via promptly.
- 5.12 Via will seek to provide at least one training event per year (face-to-face or online) which will usually be available for access by the wider Community Pharmacy team (including locum staff), to support broader development of competency and confidence in the management of substance misuse. The Community Pharmacy must be represented by at least one member of staff at a minimum of one Via training event relating to substance misuse service provision per year.
- 5.13 The Responsible Pharmacist on duty at any time will retain professional responsibility and the Community Pharmacy shall retain liability for the Service.
- 5.14 It is a requirement for the accredited Pharmacists and Pharmacy Technicians providing the Service to have completed the CPPE training on 'Substance Use and Misuse' within 6 months of commencing provision of the Service. If the training has been completed in the last 2 years prior to commencing the Service, there is no need to repeat this.
- 5.15 A three month grace period will be provided for new staff members to complete the required training avoiding disruption to Service delivery.

6. Pharmacy Responsibilities

- 6.1 Pharmacies must have processes in place which cover the storage, monitoring, and disposal arrangements for the entire THN service and the information contained in this document where relevant.
- 6.2 The Community Pharmacy is responsible for ensuring that the medication is stored in line with manufacturers requirements.
- 6.3 In addition to THN the Community Pharmacy team must:
 - Provide support and advice about drug overdose/harm reduction to people accessing the service.
 - Offer a user-friendly, non-judgmental, person-centred, and confidential service.
 - Supply Prenoxad®/ Nyxoid® or naloxone (pebble) nasal spray free of charge to the person.
 - Link into existing networks for harm reduction services to enable rapid referrals.
 - Ensure that when unable to provide the service, for whatever reason, (e.g. under 18 years, no trained staff on site, person banned from premises) people are effectively signposted to alternative providers.
- 6.4 The Service must be completed in a location that considers the persons' comfort, privacy, and dignity. It must never be provided in the Dispensary.
- 6.5 Competency of the individual and informed consent (including provision of information relating to the safe storage, administration, disposal, and re-supply) must be obtained and documented prior to every supply, using PharmOutcomes. The minimum information to be captured is listed in *Appendix 2 'Pharmacy THN Competency Assessment and Supply Exemplar Template'*.
- 6.6 The PharmOutcomes entry must be completed contemporaneously for each THN supply.
- 6.7 Community Pharmacy must maintain appropriate records to ensure effective ongoing service delivery and audit.
- 6.8 The person should be offered THN/information about THN if they are thought to be at risk of experiencing/responding to drug related overdose e.g. if they access Needle Syringe Provision (NSP).
- 6.9 Community Pharmacy staff members should assure themselves that the supply is only made to individuals of 18 years or over. Young people must be signposted to specialist local young persons' services.
- 6.10 Community Pharmacy staff members should ensure that the individual is not knowingly allergic to Prenoxad®/Nyxoid®/naloxone (Pebble) nasal spray or any of the ingredients. Any details of an adverse drug reaction must be recorded.
- 6.11 Where systems permit, reminders for expiry dates must be sent.

- 6.12 Prenoxad® should be offered first line. Nyxoid® or naloxone (Pebble) nasal spray may be the preferred product to be carried by those who are needle phobic.
- 6.13 One pack per person should usually be supplied; however more may be issued in exceptional circumstances at the professional discretion of the Pharmacy or if directed by Via (e.g. in response to a formal drug alert).
- 6.14 An information leaflet should usually be provided in every pack of medication and must be provided every time a supply is made. Also available from:
- Prenoxad® - [Prenoxad Patient Information Leaflet \(eMC\)](#)
 - Nyxoid® - [Nyxoid Patient Information Leaflet \(eMC\)](#)
 - Naloxone 1.26mg nasal spray: [Naloxone Patient Information Leaflet \(Accord\)](#)
- 6.15 Before being issued, naloxone packs should be labelled with:
- Pharmacy name and address
 - Person's name (or other identifiers as used for NSP, to maintain anonymity if needed)
 - Date of supply
 - Additional labels must be placed on the outer packaging of the medication but must not obscure key information such as 'expiry date' or affect the opening of the container.
- 6.16 If the person is accessing naloxone via NSP, similar anonymity may be maintained by using the same identifiers (e.g. initials) to provide the THN.
- 6.17 The recipient should be encouraged to return to the service before the expiry date to collect a new supply. It is not necessary to receive expired naloxone packs before replacing, but it should be encouraged.
- 6.18 Individuals should be signposted to the local Via service for further information and referral for those currently not engaged in treatment.
- 6.19 The Community Pharmacy must have sufficient staffing levels to ensure safe and effective service provision. Community Pharmacy staff delivering the Service must not lone work.
- 6.20 Locum Community Pharmacy staff must be made aware of this Service and the procedures when providing locum cover, as the presence of a locum is not a valid reason for the Service not to be appropriately implemented.
- 6.21 It is essential that communication channels (e.g. via PharmOutcomes or emails) are regularly checked and promptly actioned, otherwise the safety and quality of Service provision and payment to the Community Pharmacy may be impacted.
- 6.22 Every supply must be recorded using PharmOutcomes using the THN template. No entries are required to be added to the Patient Medication Record (PMR) system as supplies are usually anonymised.

7. Quality Standards

- 7.1 The Community Pharmacy must display health promotion material supplied by Via and make this available for the potential service user group and promote its uptake.
- 7.2 All Community Pharmacy staff involved with THN must have signed all associated Standard Operating Procedures.
- 7.3 All Community Pharmacy staff involved with THN service must have completed the mandatory Via training and have competencies assessed to supply naloxone/train others as appropriate.
- 7.4 The Community Pharmacy must participate in audit of service provision, including any locally agreed assessment of service user experience.
- 7.5 Outcomes will be monitored via PharmOutcomes and local service THN outcomes data.

8. Stocks of Naloxone

- 8.1 Stock of Prenoxad®, Nyxoid, Naloxone (Pebble) nasal spray shall be ordered from Orion Medical Supplies Ltd.
- 8.2 To register to place orders, go to <https://orionmedical.co.uk/registration/>.
- 8.3 If you are already registered to order stock for the Needle Syringe Programme, then the same login may be used to order naloxone.
- 8.4 Go to <https://orionmedical.co.uk/log-in/> to place your order
- 8.5 Select the product and specify the quantity, add to basket, review the order, complete your delivery address and submit the order. The order should arrive in store within 1-2 days.

9. Data Recording

- 9.1 The Pharmacy will share relevant information with other healthcare professionals and agencies, in line with locally determined confidentiality arrangements. The service user should be informed that information is being shared (unless to do so would put another person at risk e.g. in the case of suspected child abuse).
- 9.2 All provisions of naloxone will be recorded on PharmOutcomes.

10. Incidents

- 10.1 Incidents and feedback in relation to this Service will be reported to and investigated as per the Pharmacy's incident reporting procedures.

10.2 A summarised copy of the incident report, investigation, and outcomes will be provided to Via when requested.

10.3 Any serious incidents will be notified to Via within 5 working days.

11. Payment Arrangements

11.1 The payment covers:

- Completion of relevant training to ensure maintenance of confidence and competence when supporting people who use substances.
- Community Pharmacy staff time and associated costs for the THN activity.
- Record keeping activities to include PharmOutcomes data entries.
- Communication with Via or relevant others relating to this Service.
- Active participation in Quality Assurance visits and achieving required Quality Standards (where applicable)

11.2 Pharmacies will be selected to provide the Service dependent upon identified local needs.

11.3 The Community Pharmacy should usually keep a minimum stock of two kits of each product type at any given time, replenishing the stock as required.

11.4 The Community Pharmacy is responsible for ensuring that Via are provided with the correct Community Pharmacy bank details to enable payment.

11.5 The fees payable are as follows:

Payments to be made	Amount
Provision of Naloxone	£17
Naloxone Service Set Up Fee <i>Claimable once per pharmacy</i>	£100
<i>Via will pay for the naloxone product dispensed.</i>	

11.6 Payment will be made monthly upon the input of the data on PharmOutcomes. Invoices will be generated automatically by PharmOutcomes on the 6th of the month.

11.7 Claims for payments for this service should be submitted within one month of, and no later than two months from the claim period for the chargeable activity provided.

11.8 All sums are exclusive of VAT.

11.9 Fees will be paid based on submitted claims, into a bank account specified by the Pharmacy.

- 11.10 The service contract and financial details will need to be completed and returned before any payments will be made.
- 11.11 The information required to be reported on PharmOutcomes may be developed to reflect the changing requirements of the commissioner.
- 11.12 Either party wishing to terminate this agreement must give three months' notice in writing. However, Via reserves the right to suspend or terminate the service at short notice following a significant event or serious incident.

B. Key Contacts

Via General Contractual Queries:

Company Name:	Via Community Ltd
Address:	18 Dartmouth Street, London, SW1H 9BL
Name:	Emma Griss, Director of Pharmacy
Telephone number:	07976 968691
Email address:	Emma.Griss@viaorg.uk

Via Finance Queries:

Department Name:	Via Finance Department
Address:	Passmores House, Third Avenue, Harlow, Essex, CM18 6YL
Telephone number:	020 7421 3106
Email address:	finance@viaorg.uk

Service User Referral to Via Prescribing Service Queries:

Service Name:	Via West Berkshire
Address:	1 Station Road, Newbury, Berkshire, RG14 7LP
Telephone number:	0300 303 4554
Email address:	west.berkshire@viaorg.uk

C. Agreement

Via Community Ltd and the Pharmacy confirm their understanding and acceptance of the terms laid out in this Agreement and acknowledge same below:

For and on behalf of Via Community Ltd

Print name:	Dani Cawsey
Job Title:	Service Manager
Signature:	
Date:	1 st July 2026
Telephone:	07759 131841
Email:	dani.cawsey@viaorg.uk

For and on behalf of the Pharmacy

Print name:	
Job Title:	
Signature:	
Date:	
Provider Name:	
Provider Address:	
Company Reg. No.:	
Telephone	
Email	

Appendix 1

Community Pharmacy Staff Naloxone Competency Assessment and Supply Form

Name				Position		
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Assessment Criteria	Check
Understands what naloxone does (temporarily reverses the effects of opioids for about 20mins, buys time for ambulance to arrive, not a 'safety net', overdose may return, especially if using again, used to help save lives, does not reverse other drugs e.g. alcohol or benzos)	☐
Identifies symptoms of opioid overdose (e.g. pinpoint pupils, colour changes, unconscious, unresponsive to noise/touch, breathing problems/'snoring', blue tinge to lips/nose/fingertips)	☐
Identifies causes of drug overdose (e.g. polypharmacy, lack of tolerance including post prison release/detox/hospital discharge, using alone/too much, injecting, changes in purity, poor health)	☐
Outlines actions to take if witnessing a suspected opioid overdose 1. Keep self/others safe 2. Identify symptoms of possible opioid overdose. Place into recovery position if breathing 3. Dial 999 for an ambulance 4. Administer naloxone (first dose) 5. If not breathing administer basic life support (BLS)/cardio-pulmonary resuscitation (CPR) 6. Monitor and give further dose(s) if no response after every 2 mins and continue with BLS/CPR 7. Do not leave the person. Inform ambulance service about action taken 8. Dispose of used naloxone pack(s) correctly (Prenoxad® in sharps bin/intranasal in clinical waste bin)	☐
Demonstrates how to use Prenoxad® injection (2mg/2l; 0.4ml (up to the first black line) from 2ml prefilled syringe, immediately into outer thigh/upper arm muscle, can be through clothes, repeat every 2 minutes if needed)	☐
Demonstrates how to use intranasal spray (1.8mg or 1.26mg; 1 spray from single use container, immediately into the nostril, repeat every 2 minutes if needed, alternating nostrils)	☐
Knows how to open the pack and knows not to do so except for emergency use	☐
Aware of safe storage requirements (out of sight and reach of children/pets, informing competent others of location)	☐
Knows to dispose of unwanted/expired packs of naloxone (return to pharmacy for disposal in pharmaceutical waste bin)	☐
Knows to dispose of used packs of naloxone (Nyxoid®/naloxone pebble intranasal spray: Return to pharmacy for disposal in pharmaceutical waste bin, Prenoxad® in the original container then a personal sharps bin from needle syringe provision service: can be given to paramedics/local needle syringe provision)	☐
Knows about reminders for expiry dates/getting replacement packs (checking dates, returning to service before expiry, should return with old pack)	☐
Can access relevant information leaflets/training resources e.g. www.ap-elearning.org.uk/ and www.medicines.org.uk	☐
Demonstrates how to record a naloxone supply on PharmOutcomes	☐
Describes how to manage requests for young people <18yrs; by referring to Via	☐

Competency <i>[complete as appropriate]</i>	Prenoxad® (pre-filled injection)			Nyxoid®/naloxone pebble (intranasal spray)		
	Administer	Supply	Train Others	Administer	Supply	Train Others
Date Achieved						
Assessor's Name						

Appendix 2

Pharmacy THN Competency Assessment and Supply Exemplar Template

The following must be recorded on the PharmOutcomes template:

- Date of supply
- Type of THN supplied:
 - Prenoxad® 2mg/2ml solution for injection (1 x 2ml pre-filled syringe)
 - Nyxoid® 1.8mg/0.1ml nasal spray (2 x 0.1ml single use container)
 - Naloxone 1.26mg/0.1ml nasal spray (each pack ('pebble') contains 2 x 0.1ml single use containers).
- Number of packs supplied
- Batch number(s)
- Expiry date(s)
- Who the supply is made to
- If a person, who naloxone was supplied to, is in treatment.

If it is the persons' first time of being supplied with THN, it must also be evidenced that the person:

- Understands what naloxone does
- Can identify causes of drug overdose
- Can identify symptoms of opioid overdose
- Understands actions to take if witnessing a suspected opioid overdose and how to administer THN if required
- Knows about safe storage requirements
- Knows how to open the pack and not to do so except for emergency use
- Knows to dispose of unwanted/expired/used packs and how to source replacements
- Knows how to access information leaflets/training resources if needed

If the person has had THN supplied to them previously (from any source), the following must also be evidenced:

- Confirmation of person's familiarisation with THN
- Reason for resupply