

PHARMACEUTICAL SERVICES (SCOTLAND)

ADDITIONAL SERVICES

Injecting Equipment Provision Service

1. Service aims and Objectives

- 1.1. To protect individual and public health by reducing the incidence of blood-borne virus (BBV) transmission and drug-related harm amongst service users by:
 - Providing sterile injecting equipment and related paraphernalia as agreed locally
 - Reducing the rate of sharing and other high-risk injecting behaviours.
 - Promoting safer injecting practices
 - Providing and reinforcing harm reduction messages including safe sex advice and advice on overdose prevention
- 1.2. To protect the health of local communities by preventing the spread of BBV by promoting and providing facilities for safe disposal of injecting equipment
- 1.3. To help clients to access other health, voluntary and social care services where appropriate to facilitate behaviour change as part of the wider recovery systems of care.

2. Service outline and standards

2.1 Service Provision

- 2.1.1 NHS Forth Valley will undertake needs assessment for injecting equipment provision to determine the scope and geographical distribution of IEP services
- 2.1.2 Pharmacy IEP services will be provided by community pharmacies in selected geographical locations according to need
- 2.1.3 The service will be provided by the pharmacist or under the direct supervision of the pharmacist and will be available during all opening hours
- 2.1.4 The community pharmacy team will be responsible for offering a user-friendly, non-judgemental, client-centred, confidential service
- 2.1.5 The pharmacist will be responsible for developing and maintaining a close working relationship with the staff of local harm reduction services and Drug Treatment Services. This should include a process to allow information sharing where required
- 2.1.6 The pharmacist will provide support, advice and information to clients who use this service, including signposting or referral to other broader health and social support services. These will include:
 - Harm Reduction Service drop-ins
 - Local drug and alcohol treatment services
 - Hepatology services for BBV testing and treatment
 - Recovery Groups

- 2.1.7 A standard operating procedure should be in place in the pharmacy and cover all aspects of service provision
- 2.1.8 NHS Forth Valley will provide local guidelines on the [management of needlestick injuries](#)
- 2.1.9 All staff working on the premises should be aware that an Injecting Equipment Provision service is being operated and those directly involved offered Hepatitis B immunisation by NHS Forth Valley
- 2.1.10 The pharmacist will consider and, where appropriate, act on any child protection concerns coming to their attention as a result of providing the service

2.2 Equipment

- 2.2.1 The NHS Board will provide clean injecting equipment as agreed locally and a safe disposal system for the return of used injecting equipment
- 2.2.2 The pharmacist will provide access to sterile injecting equipment. Clients should be actively encouraged to take sufficient equipment to meet their needs with the aim of providing one set of equipment per injection. There are **no legal limits** on the number of sterile needles and syringes that Injecting Equipment Provision (IEP) services can give out to their clients (*Guidelines for Services Providing Injecting Equipment, Scottish Government 2010*)
- 2.2.3 Secondary distribution should not be discouraged. Those clients who supply equipment to others should be encouraged to bring the other injector to the IEP service so they can benefit from the advice and information
- 2.2.4 The pharmacist must promote and encourage return of used equipment for safe disposal. There is no legal requirement for clients of IEP services to return used injecting equipment before new equipment can be distributed. However when a patient fails to return any used equipment counselling should be provided on the importance and need to return used equipment to minimise risk to the public
- 2.2.5 Only in exceptional circumstances should a supply be refused. Professional judgement should be used, for example if the patient is clearly intoxicated by either drugs or alcohol
- 2.2.6 Clients must place used syringes and needles directly into the sharps bin provided. Pharmacy staff should never handle loose returned injecting equipment. Clients should be asked to estimate the number of returned needle/syringe sets in the sharps bin
- 2.2.7 NHS Forth Valley will provide pharmacies operating an injecting equipment provision service with appropriate “special waste” containers and regular uplifts

2.3 **Assessment & Information**

- 2.3.1 All clients attending the service for the first time should be welcomed and asked a minimum dataset of information about injecting practice to ensure their needs are met. This information should be updated at least twice a year. The discussion should take place in a private area to ensure confidentiality and should include the provision of both verbal and written information about safer injecting practices and safe disposal of used equipment. The following questions should be asked on first presentation and repeated at suitable intervals or at least every six months:
- What drugs are being injected and where
 - How often they are injecting
 - How often they intend to visit the IEP service
 - Who they are collecting supplies for
- 2.3.2 The pharmacist will be responsible for providing information in a variety of formats on blood-borne viruses, safer injecting practice, wound management and overdose prevention including naloxone supply where appropriate
- 2.3.3 When providing injecting equipment pharmacy staff should, as a minimum, educate clients about the following:
- Washing their hands with soap and water before injecting
 - The correct use of each item of injecting equipment
 - The risks of sharing injecting equipment
 - The correct methods of disposing of used injecting equipment

2.4 **Data collection**

- 2.4.1 The pharmacist is responsible for ensuring that staff collects the minimum data set as agreed nationally and additional information as agreed locally
- 2.4.2 Data collection systems should be used in accordance with local protocols and NEO. Confidentiality and data protection must be maintained.

3 **Training**

- 3.1 NHS Forth Valley will ensure that relevant training is made available to pharmacy staff involved in IEP services on at least an annual basis
- 3.2 The community pharmacy contractor will ensure that staff involved in delivering the scheme, participate in a local training programme as identified by NHS Forth Valley in accordance with agreed local standards
- 3.3 All staff should have read the '*Guidelines for services providing injecting equipment. Best practice recommendations for commissioners and IEP services in Scotland*' (Scottish Government 2010)
- 3.4 It is mandatory that the pharmacists and staff providing this service read the NES distance learning package Substance Misuse Core Module and complete the MCQ.—It is strongly recommended that pharmacists and staff attend a Recovery Orientated Systems of Care and Getting Our Priorities Right Training event provided by Forth Valley

- 3.5 The pharmacist will ensure that they and their staff involved in the provision of the service have up-to-date knowledge, are aware of local arrangements and are appropriately trained in the operation of the service

4. Monitoring and evaluation

- 4.1 It is a requirement of the service that appropriate records are kept and maintained by the pharmacist to enable verification of service provision and training requirements, and to provide information to NHS Forth Valley for internal and external audit and evaluation purposes
- 4.2 A standard operating procedure should be in place in the pharmacy and cover all aspects of service provision
- 4.3 The pharmacist is responsible for participating in local and national evaluation and facilitating local customer feedback initiatives
- 4.4 NHS Forth Valley will ensure effective monitoring and audit of the service and will include user survey access

5. Claims and Payment

- 5.1 A fee will be paid for providing this service. This will include the provision of equipment with written and verbal advice to clients. Fees paid will be as defined by NHS FV ADP and agreed by FV contractors committee
- 5.2 All pharmacies providing the IEP service must ensure that all transactions for the previous calendar month are logged electronically on NEO before the 10th day of the following month to allow NHS Forth Valley to remunerate pharmacies for providing the IEP service. Payment for the IEP service will be listed on the monthly payment schedule from PSD

6. Pharmacy Premises Criteria

- 6.1 Community pharmacies providing this service must have a private, enclosed clinical consultation area suitable within the community pharmacy
- 6.2 Key requirements are:
- Chair(s)
 - Wheelchair/disabled access
 - Safe storage of documentation
 - Availability of promotional literature on access to drug treatment and recovery support supplied by Forth Valley Alcohol and Drug Partnership

Background Information – not part of the service specification

RPSGB Medicines, Ethics and Practice Guide (current edition)

NES Child Protection Distance Learning Resource Pack

NHS Forth Valley Data Protection and Confidentiality Policy for personal information

Useful references

Guidelines for Services Providing Injecting Equipment

<http://www.scotland.gov.uk/Publications/2010/03/29165055/0>

National quality standards for drug misuse services

<http://www.scotland.gov.uk/resource/Doc/149486/0039796.pdf>

National Treatment Agency: best practice guidance for commissioners and providers of pharmaceutical services for drug users

https://www.drugsandalcohol.ie/17773/1/nta_best_practice_pharma_services_for_drug_users_pharmguide06.pdf