



Community Pharmacy Specification Supervised Consumption Scheme

1 Introduction

- 1.1 This Specification sets the requirements for the provision of an enhanced Public Health service for the supervised consumption of prescribed medication used within the treatment for opioid substitution therapy within a Community Pharmacy
- 1.2 This service is commissioned by Surrey County Council as part of a targeted approach to address the needs of substance misusers within the community and is based upon locally defined needs

2 Background

- 2.1 Community Pharmacies play a key role in the care of people who use drugs through the provision of services to supervise the consumption of Methadone, Buprenorphine, Espranor and Suboxone and other prescribed medication, supporting drug users in complying with their prescribed regime and therefore reducing incidents of accidental deaths through overdose. In addition, through supervision, pharmacists are able to keep to a minimum the misdirection of controlled drugs, which may help reduce drug related deaths in the community
- 2.2 Pharmacists have a unique role in the care of people who use drugs, having regular daily contact with them. This provides the opportunity for a healthcare professional to monitor and [redacted] and targeted interventions such as encouraging service users to carry Naloxone

3 Agreement

- 3.1 This Public Health Agreement is between Surrey County Council and the Provider, in this instance, the Pharmacy Contractor. The Public Health Agreement is managed on behalf of Surrey County Council. The authorised officer empowered to act on behalf of the Council is the Director of Public Health. The Council will serve a 1 month termination notice to either stop or revise the service

4 Service Description

- 4.1 The Pharmacist or registered technician shall supervise the daily self-administration of methadone, buprenorphine or buprenorphine/naloxone or Espranor at the point of dispensing in the Pharmacy, ensuring that the dose has been administered appropriately to the service user



4.2 The service shall be provided in conjunction with the specialist prescribing service as part of a county approach to manage opiate dependency

5 Aims and Intended Service Outcomes

5.1 To assist the service users to remain healthy until they are ready and willing to achieve a drug free life, with appropriate support

5.2 To protect health and reduce the rate of blood-borne infections and drug related deaths amongst service users

- 5.3
- " Dispensing prescribed medication in specified instalments
 - " Ensuring each supervised dose is correctly consumed by the service user for whom it is intended (doses may be dispensed for the service user to take away to cover days when the Provider is closed)
 - " Liaising directly with the prescriber, named key worker and others directly involved in the care of the service user
 - " T [] & [] * @ • ^ | ç Æ ^ ~ • ^ | • q | ^ • [] } • ^ ç [] | ^ • & Æ ^ à d ^ æ ^ } d for example, if there are signs of overdose, especially at times when doses are changed, during titration of doses, if the service user appears intoxicated or when the service user has missed doses and if necessary withholding treatment if this is in the interest of the service ~ • ^ | • q • æ ^ ç , | æ Æ ð * , Æ @ @] | ^ • & Æ ^ | [| \ ^ , [| \ ^ | æ æ] | [] | æ ^
 - " Improving retention in drug treatment
 - " Improving drug treatment delivery and completion

5.4 To reduce the



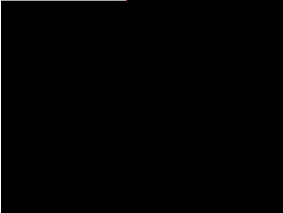
6 Service Outline

- 6.1 The Provider shall offer a user-friendly, non-judgemental, service user-centred and confidential service. Service users shall be treated with the same degree of courtesy as would be afforded to any other service user group within the Pharmacy

- 6.2 The area of the pharmacy used for the delivery of the service will provide a sufficient level of privacy and safety and meets other locally agreed criteria. A consultation room shall be available for the service. The area shall be used for the service only and shall be used for the service only.

- 6.3 The Provider will provide support and advice to the service user, including sign posting to other health and social care professionals

- 6.4 The Provider will promote safe practice to the service user, including advice on sexual health and STIs, blood borne viruses including HIV and Hepatitis C transmission and Hepatitis B immunisation and advice on overdose prevention (e.g. risks of poly-



users. Please refer to the National Institute for Clinical Excellence Guidelines¹ for further details

- 7.3 It is recommended that the Provider should use the latest Governance Toolkit to assist in implementation and assessment of compliance with the policy and legal requirements
- 7.4 The Provider will only operate the scheme when supervised by a pharmacist or when the pharmacist is contactable
- 7.5 The Council and provider will serve a 3 month termination notice to either stop or revise the service.

8 Accreditation, Training and Requirements

8.1 The Provider will ensure that pharmacists meet the requirements of the Competency and Training Framework for Supervised Consumption provision. Completion of the following open learning CPPE pack² plus the on-line assessment would meet this requirement:

- Substance Use and Misuse

All pharmacists accredited to deliver supervised consumption must be registered with CPPE learning record online before approval to supply will be given by Surrey County Council.

- 8.2 The Provider will ensure that the Pharmacist attends all mandatory training events run by Surrey County Council and any update workshops
- 8.3 The Provider has 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
- 8.4 The Provider must inform Surrey Council Council when the nominated pharmacist leaves and a new pharmacist joins. The new pharmacist will need to become accredited as per the system outlined above. It is the responsibility of the Provider to let Surrey County Council know there is a vacancy and who the replacement pharmacist is within 1 month of the vacancy arising and a new appointment being made
- 8.5 The pharmacy should be registered as healthy living pharmacy level 1 with the RSPH

9 Quality Indicators

¹ www.nice.org.uk

² www.cppe.ac.uk/



- 9.1 The Provider will review its standard operating procedures and the referral pathways for the service bi-annually.
- 9.2 The Provider will be able to demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service
- 9.3 The Provider will participate in audits of service provision organised by Surrey County Council, as and when required. Reasonable notice will be given to the pharmacy prior to the audit
- 9.4 The Provider will co-operate with any locally agreed Surrey County Council led assessment of service user experience
- 9.5 The Provider must at all times comply with the relevant regulations for complaints relating to the provision of the supervised consumption service. In addition to [are reporting to NRLS within 24 hours as part of normal procedures](#), the provider should aim to send a copy of any serious complaints or serious incidents to Surrey Council Council within a reasonable timeframe of approximately 5 business days.

10 Monitoring Arrangements

- 10.1 The Provider will maintain appropriate records to ensure effective ongoing service delivery and audit. The Provider will ensure that the following demographic information is recorded:
 - “ Date of birth
 - “ Sex
 - “ Ethnicity
 - “ Address
 - “ Type of medication taken
 - “ The days that supervision has occurred

This information should be uploaded onto Pharmoutcomes software once a prescription has been completed

- 10.2 The Provider shall ensure that the necessary documentation, as detailed in this specification, is maintained and made available to Surrey County Council to enable the service to be monitored and for the purpose of payment verification
- 10.3 Access to records and documents containing information relating to service users will be restricted to authorised personnel and that information will not be disclosed to a third party. The Provider will ensure compliance with the Data Protection Act, Caldicott and any other relevant legislation.



- 10.4 Surrey County Council will arrange site visits based on need to promote service development and update the knowledge of pharmacy staff
- 10.5 By providing this public health service you agree to sharing of anonymised activity data with Surrey LPC for the purposes of service development.

11 Safeguarding

- 11.1 The Provider shall adopt Safeguarding procedures in compliance with local Surrey Safeguarding board procedures

Safeguarding children / child protection policy⁴

Safeguarding adults multi-agency procedures, information and guidance ⁵

12 Payment Arrangements

- 12.1 Payment will be made to the Provider for the provision of the supervised consumption scheme monthly in arrears on input of data onto the Pharmoutcomes software platform and ensure this is done accurately using the correct dates. The Provider must provide data monitoring activity to support their claims (available via Pharmoutcomes). The provider must be mindful not to duplicate activity. Any duplicate claims will be recovered by Surrey County Council.