

# **Service Specification**

## **Referrals**

### **Hampshire**

## **1 Overview & Service Principles**

1.1 Community Pharmacies play an important role in the care of substance misusers. Pharmacies are in an excellent position to promote substance misuse treatment services to treatment naive needle exchange service users

1.2 The needle exchange service may be the only contact some people have with a Healthcare Professional, for example those who inject performance and image-enhancing drugs. Needle exchange services in England are based across a range of services, with pharmacy making up the majority of the sites.

## **2 Aims and intended service outcomes**

2.1 To help service users access treatment by offering referral to Inclusion Recovery Hampshire.

## **3 Service Outline**

3.1 The pharmacy will have appropriate health promotion material available for the users of the service and promotes its uptake.

3.2 The contract manager will provide details of the relevant referral point which pharmacy staff can use to signpost service users who require further assistance.

3.3 The pharmacy will offer a user-friendly, non-judgmental, patient-centred and confidential service.

3.4 The service includes provision for users of performance and image enhancing drugs (PIEDs).

3.5 The service is provided within a community pharmacy in an area maintained to a professional standard. The referral will take place where possible in a consultation room which, as a minimum, should:

- Be constructed such that the client cannot be easily overheard when talking to the pharmacist;
- Not be soundproofed;
- Should not be used to store stock or act in the capacity of a staff room at any time.

3.6 An accredited pharmacist does not need undertake the transaction or be present when the transaction occurs. However, the pharmacist will be responsible for ensuring that any staff member undertaking the transaction is competent to do so and have undertaken the required training.

3.7 Pharmacists and staff involved in the provision of the service must be aware of and operate within any locally agreed protocols and follow their company Standard Operating Procedures that cover the provision of this service.

3.8 The pharmacy will deal with any complaints sensitively and will report any complaints, comments or concerns to the Contract Manager as soon as possible by email or phone.

3.9 Pharmacy staff must be aware of local child, and vulnerable adult, protection procedures. These must be followed at all times.

#### **4 Data Recording & Information Sharing**

4.1 The pharmacy will create a transaction record on PharmOutcomes using the service called 'Inclusion Referral - Hampshire'.

4.2 Consent must be obtained from the client for all referrals to Inclusion Recovery Hampshire. If consent is declined no referral is allowed.

4.3 Automatic notification of the referral will be made via PharmOutcomes.

4.4 The information required to be reported on PharmOutcomes may be developed to reflect the changing requirements of the commissioner.

4.5 Pharmacists will share relevant information with other health care professionals and agencies, in line with locally determined confidentiality arrangements.

#### **5 Eligibility**

5.1 This service will be available to all presenting adults (aged 18 and over), who require referral to Inclusion Recovery Hampshire services. This will include service users who access services for needles and other injecting paraphernalia in relation to illicit intravenous drug

use. This will include users of performance-enhancing drugs (PEDs) (including anabolic steroids and growth hormones).

5.2 Young people under 18 years old should be sign-posted to the local specialised Young People's Service.

## **6 Quality Indicators**

6.1 The contractor will ensure availability of written information and leaflets in the pharmacy relevant to the service, substance misuse and drug treatment as made available by LloydsPharmacy.

6.2 The contractor should have Standard Operating Procedures. The pharmacist will review these standard operating procedures and the referral pathways for the service on an annual basis.

6.3 The pharmacy can demonstrate that pharmacists (including locums) and staff involved in the provision of the service will have sufficient knowledge of the service and are familiar with the requirements of this service specification.

6.4 The lead pharmacist must have successfully completed the CPPE "Substance Use and Misuse" (Pharmacist Version) and Safeguarding Children and Vulnerable adults. The completion certificate for this course must be no more than three years old.

6.5 The pharmacy undertakes the referral in an area that ensures a sufficient level of privacy and safety.

6.6 The pharmacy provides harm reduction information to each client that accesses the service.

6.7 The contractor must have a system in place that ensures that messages are checked on a regular basis (at least weekly) on PharmOutcomes and actioned appropriately.

## **7 Required Training**

7.1 All pharmacists will be required to complete the CPPE "Substance Use and Misuse" (Pharmacist Version) and Safeguarding Children and Vulnerable adults. It is recommended that all registered pharmacy technicians complete the same declaration.

## **8 Use of Locum Pharmacists**

8.1 The contractor has a duty to ensure that staff and other pharmacists (including locums) involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service to ensure the smooth continuation of the service in their absence.

8.2 Where possible, the contractor should ensure that the pharmacy is staffed by a regular pharmacist/s. should a participating pharmacy be in a position where the pharmacy will be run on different locum pharmacists for more than a month, the Contract Manager must be informed.

## **9 Payment Arrangements**

<b>Service Provided</b>	<b>Fee</b>
Referral	£5.00 per referral

9.1 Contractors are responsible for entering accurate claims data on the correct website (<https://pharmoutcomes.org>). Any claims entered on any other website (including others operated by PharmOutcomes such as test websites) will not be paid.

## **Appendices**

### **Appendix 1: Local contact information**

#### **Contract Manager**

Stephanie Harris 07702277671

Email: [hampshirepdts@lloydspharmacy.co.uk](mailto:hampshirepdts@lloydspharmacy.co.uk)

#### **Inclusion Recover Hampshire**

Telephone number: 0300 124 0103 (follow options for relevant hub)

Email: [inclusionhants@sssft.nhs.uk](mailto:inclusionhants@sssft.nhs.uk)

#### **Young Persons Services - Catch 22**

Email: 247hants@catch-22.org.uk

24/7 emergency crisis line for young people: 0800 599 9591

**Fareham Office**

5aThe Gardens Office Village, Broadcut, Fareham, Hampshire, PO16 8SS

Telephone number: 0845 459 9405

Telephone number: 01329 248037

**Basingstoke Office**

The Square, Basing View, Basingstoke, Hampshire, RG21 4EB

Telephone number: 0845 459 9405

Telephone number: 01256 369160