



# Community Pharmacy Substance Misuse Services in the Herefordshire Recovery Service: General FAQs

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## 1. Who is Turning Point?

Turning Point was established in 1964 and is a “not-for-profit” health and social care organisation. Turning Point works in substance misuse, mental health, learning disability, employment and health and wellbeing services.

In 2018/2019, Turning Point supported over 102,000 people in 350 services. Overall 94% of our services were rated as “good” or “outstanding”.

## 2. What sites will we be working from and how do you get in touch with us?

Our service will be working from Beaumont House, Offa Street, Hereford.

You can contact our service by telephone (0300 5550747) or via email ([herefordshire@turning-point.co.uk](mailto:herefordshire@turning-point.co.uk)) for general queries.

Our website for our new City and Hackney service is available at <https://www.turning-point.co.uk/herefordshire>

## 3. What services will community pharmacies be offering for the clients in Herefordshire?

Initially we will be asking pharmacies to support the delivery of our supervised consumption of opioid substitution treatment or OST service and the community Needle and Syringe Programme or NSP services. We have already completed a robust needs assessment with the support of the Local Pharmaceutical Committee (LPC) and the commissioners and pharmacies that have responded to this and/or currently are delivering these services will be delivering these from 1<sup>st</sup> April 2021. We will also be overseeing a needs assessment of substance use services from community pharmacies in the first six months as we transition as the new provider.

We will continue to work with the LPC to support training for our community pharmacy colleagues. In addition we will be looking at the potential for additional services with the LPC, local commissioner and service user groups as we integrate further into Herefordshire. Turning Point are also great advocates of the challenge of eliminating hepatitis C by 2025. While the national training programme is an NHSE programme we will work closely with the LPC and specialist BBV providers to support this.

## 4. What platform will we be using to record interventions?

Turning Point will be working with NEO360 to support the monitoring of interventions. NEO360 is an intuitive system that allows accurate and quick recording of interventions for our community pharmacy colleagues.

Payments will be made monthly via BACS through a consolidated billing arrangement.

NEO360 have a number of videos which take you through the simple process of recording interventions (see below and on the LPC website) and their staff will be more than happy to support you during the transition period. NEO360 will also be in touch with community pharmacies that will be delivering the locally commissioned services for their details to allow monthly payments to be made.

- How to: Aid Memoirs are available to download from the help section of your 'log in' profile.
- How to: Videos are available to download at: <https://we.tl/t-PdzfYAvMsl>
- For further help and support please email Stephen Parkinson: [ste@neo360.co](mailto:ste@neo360.co)

## 5. How do we order NSP stock and what additional support can we expect from our needle, syringe and associated paraphernalia supplier?

Vernacare (Frontier NX Ltd) will be supplying your stock and in the first six months you will be responsible for ordering through the <https://fcom.uk/login> platform and you will be sent a unique Username and Password to the email address you provided.

Andrea Mulligan will email you a product list and a visual aid to support you and your staff to identify the most appropriate equipment to dispense to the patient group.

Virtual support is on hand via email; Zoom/Teams; telephone and in the coming weeks you will receive a personal visit from a member of the Vernacare sales team.

You can also access our e-learning platform by visiting

<https://www.harmreduction.co.uk/solutions/elearning/>

## 6. When should I contact Turning Point about clients who do not collect their Opioid Substitution Treatment (OST) prescription

All details concerning when contact should be made with the service is available in the locally commissioned service agreement for supervised consumption. In general contact should be made when:

- Clients have missed three consecutive days of their OST
- Clients have missed a dose during their titration regime
- Clients are regularly missing daily doses e.g. four or more days from a 14 days prescription

We would also ask pharmacies to consider contacting us if they have serious concerns about the health or wellbeing of their client but this should be in line with the guidance from the General Pharmaceutical Council<sup>1</sup>.

## 7. Should I contact Turning Point if a client collects a NSP pack while they are also taking an OST prescription?

No. It is important to understand that the two services are separate and refusal will not dictate that the client will use an alternative route. Fundamentally the NSP service needs to remain confidential and as a harm reduction intervention.

However, we would encourage pharmacy staff to build rapport with clients collecting injecting equipment so they can discuss, for example, the following:

- Are they using because their OST is too low? Sometimes a sub-therapeutic dose may lead to use on-top and a conversation about this may lead to a conversation with the prescriber
- Has there use on-top been linked to a recent event? Perhaps a conversation to support a discussion with their recovery worker or service psychologist may help them
- Are they using on-top for “pleasure”? If this is the case you may be able to discuss alternative safer methods for using or give some harm reduction advice such as avoiding poly-substance use and not using alone. You may also be able to provide naloxone to reduce the risk of
- Have they considered the risk of contracting a Blood Borne Virus (BBV) through their injecting behaviour? You may want to encourage them to get a BBV test and/or ensure they have had their hepatitis B vaccination?

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<sup>1</sup> GPhC (2017) Standards for pharmacy professionals. Available at [https://www.pharmacyregulation.org/sites/default/files/standards\\_for\\_pharmacy\\_professionals\\_may\\_2017\\_0.pdf](https://www.pharmacyregulation.org/sites/default/files/standards_for_pharmacy_professionals_may_2017_0.pdf) (Accessed 23/09/2020)

## 8. Who do I return the Locally Commissioned Service and Declaration of Competence (DOC) documents to

All details concerning the locally commissioned services are included in the documents previously sent out to pharmacies and available on NEO360. If you have any queries relating to service provision please refer to these documents.

All signed documents related to the service provision should be returned to Hemang Patel, Implementation lead for Pharmacy Services, via email at [hemang.patel@turning-point.co.uk](mailto:hemang.patel@turning-point.co.uk). You can also contact Hemang by phone on 07484 092618.

Locally Commissioned Service agreements should be returned to Hemang by 1<sup>st</sup> April 2021. Failure to do this may affect your payments as we transition into the new contract.

## 9. How will Covid-19 affect the delivery of our services to clients in Herefordshire?

The impact of Covid-19 has been significant to our society and our clients.

During this time across England many clients have been taken off supervised consumption and provided with less frequent pick-up regimes to support the recommendations from the government and Public Health England (PHE).

As we transition into the new service we will continue to monitor the situation. At Turning Point we have a plan which mirrors national roadmap for exiting lockdown. We will continue to review our clients and make appropriate changes based on their risk and progress in treatment. Our expectations is that pharmacies will continue to deliver supervised consumption and NSPs services but should the level of Covid-19 risk change we will discuss appropriate responses with the LPC.

## Contacts and further information

Name	Title	Phone	Email
Herefordshire Recovery Service		0300 5550747	<a href="mailto:Herefordshire@turning-point.co.uk">Herefordshire@turning-point.co.uk</a> or <a href="mailto:turningpoint.herefordshire@nhs.net">turningpoint.herefordshire@nhs.net</a>
Hemang Patel	Implementation lead for Pharmacy (Turning Point)	07887 618977	<a href="mailto:hemang.patel@turning-point.co.uk">hemang.patel@turning-point.co.uk</a>
Stephen Parkinson	Director (NEO360)	07764 208956	<a href="mailto:ste@neo360.co">ste@neo360.co</a>
Andrea Mulligan	Harm Reduction Business Lead (Vernacare)	07980 303814	<a href="mailto:Andrea.Mulligan@vernagroup.com">Andrea.Mulligan@vernagroup.com</a>
Katherine Watkinson	Interim Head of Pharmacy Support Services (Turning Point)	07989408595	<a href="mailto:katherine.watkinson@turning-point.co.uk">katherine.watkinson@turning-point.co.uk</a>
Steph Cherry	Sales Administrator (Wynsdale Waste Management <sup>2</sup> )	01622 241397	<a href="mailto:Steph.cherry@wynsdale.co.uk">Steph.cherry@wynsdale.co.uk</a>

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<sup>2</sup> Wynsdale Waste Management are responsible for the routine collection of your needle and syringe programme waste material. A regular collection of regime will have been established at the start of your contract on 1<sup>st</sup> April 2021.

However, if you feel you need more regular collections then please contact Wynsdale Waste Management or Hemang Patel to discuss your requirements