



Community Pharmacy and GP Engagement Event Herefordshire Recovery Service (HRS) Thursday 18th March 2021

Eoin Bolger, Regional Head of Operations

Graham Parsons, Chief Pharmacist/Clinical Lead (HRS)

Dr Martyn Hull, Clinical Director

Hemang Patel, Community Pharmacy Implementation Manager, Turning Point

Stephen Parkinson, NEO360

Andrea Mulligan, Vernacare

What we will be covering

- Who are Turning Point?
- Substance Misuse services in HRS
 - GP
 - Pharmacy (supervised Consumption, Needle and Syringe Programme and Take Home Naloxone)
 - Vernacare (NSP)
- Locally Commissioned Service Agreement (Pharmacy)
- NEO360
- Questions



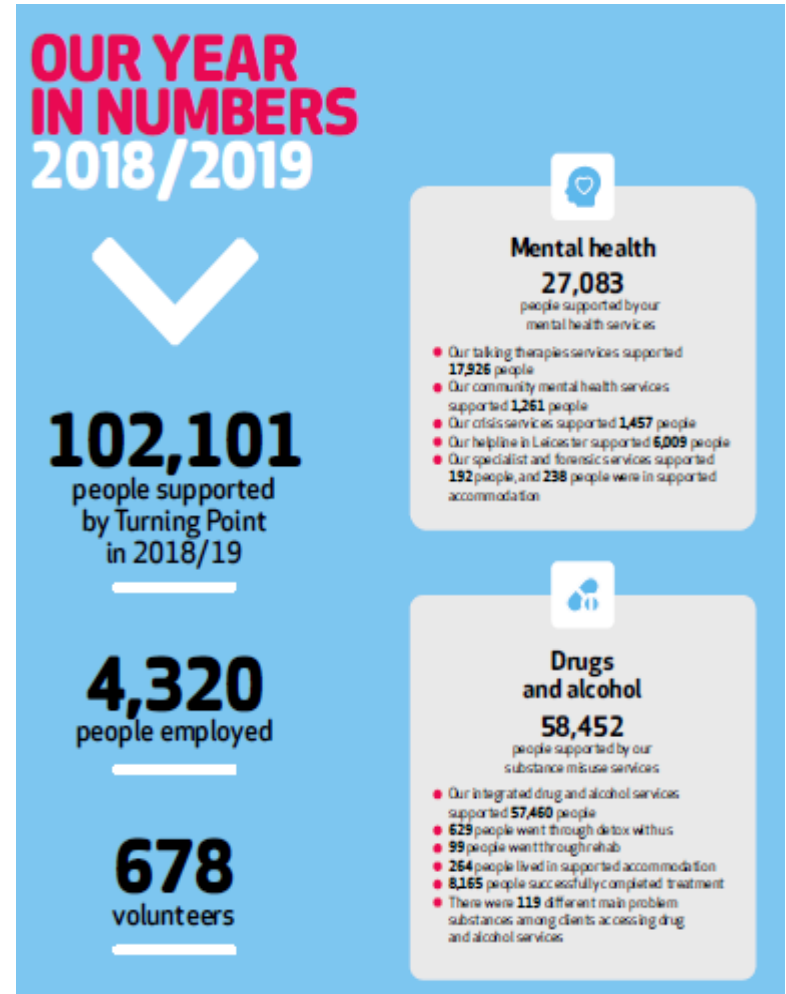
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Eoin Bolger, Regional Head of Operations, Turning Point

Who are Turning Point?



- Established 1964
- Not-for-profit health and social care organisation - 100% of Turning Point group income available for charitable activity
- Working in substance misuse, mental health, learning disability, primary care, employment and health and wellbeing services
- 350 services in 2018/19
- 94% of our services are rated “good” or “outstanding”



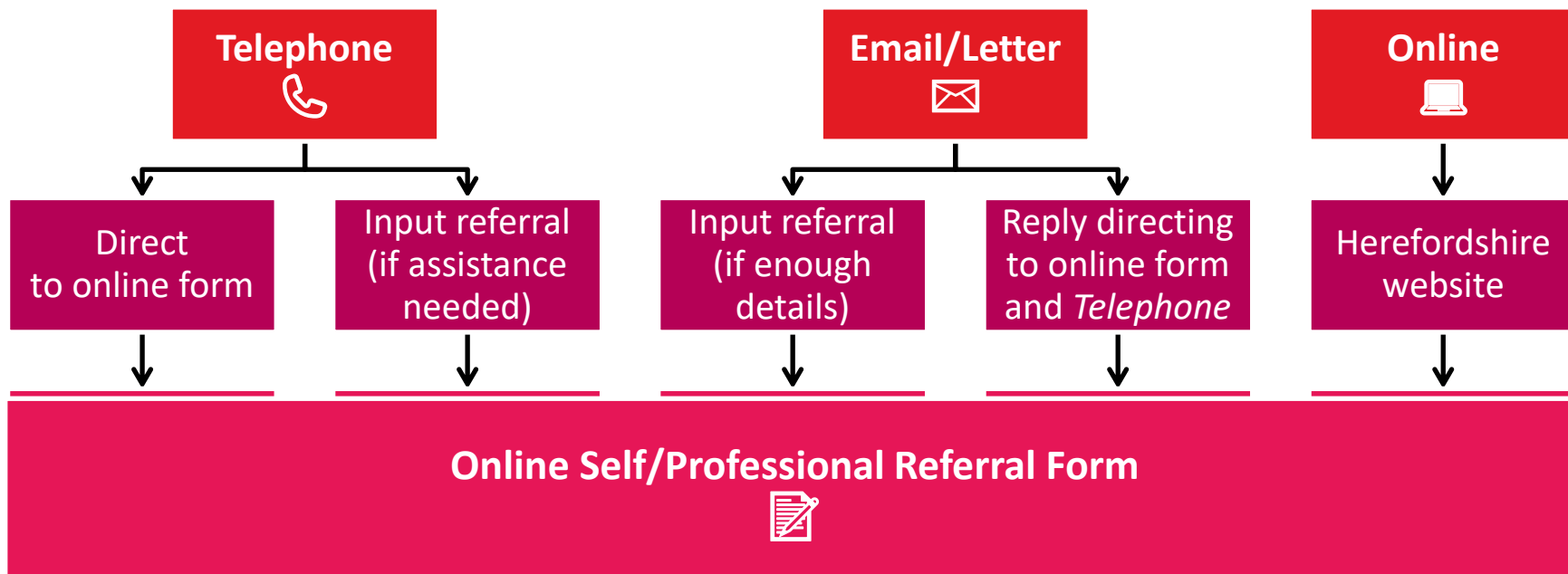


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Dr Martyn Hull, Clinical Director, Turning Point

Self & Professional Referral Process

Admin / Specialist Worker



Your details

First name 

Last name *

Date of birth *

dd mm yyyy

Gender *

☐ Male
☐ Female

Professional Details

Please provide details for you and your agency.

Your name 

Agency name *

Agency Address *

Telephone number *

Email *



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Graham Parsons, Chief Pharmacist, Turning Point

Substance Misuse Services in HRS: Pharmacy S/C



- Recommended by NICE and Clinical Guidelines
 - Ensure client receives prescribed dose safely
 - Reduce diversion
 - Opportunity for regular assessment on compliance & general health & wellbeing
 - Build therapeutic relationship & promote harm reduction
 - Reduce risk of Drug Related Deaths (Methadone related deaths reduced four-fold following its introduction in England and Wales)
- Levels based on individual assessment
- Most service users will still have a TTA dose on Sunday
 - ***remember safe storage***

Substance Misuse Services in HRS: Pharmacy S/C



- ***At start of intervention***
 - Contact from Turning Point to confirm start of intervention
 - Confirm ID – letter of introduction from Turning Point
 - Opening times – ensure client knows your opening times!
 - 3 or 4-Way Agreements???
 - Space for supervision – agreed/private and confidential
 - Explain process for supervision including missed dose procedures (see later)

Substance Misuse Services in HRS: Pharmacy S/C



■ ***Methadone supervision***

- Confirm name of client (name, DoB and current dose)
- Assess whether it is appropriate to provide methadone dose (see later)
- Medicine should be prepared & labelled first in line with current legislation
- Provide dose to client in “suitable receptacle”
- supervised dose
- Provide water post dose and/or engage client in conversation to check dose has been swallowed
- Record dose on FP10MDA, CD Register, Pharmacy clinical system & NEO360

Substance Misuse Services in HRS: Pharmacy S/C

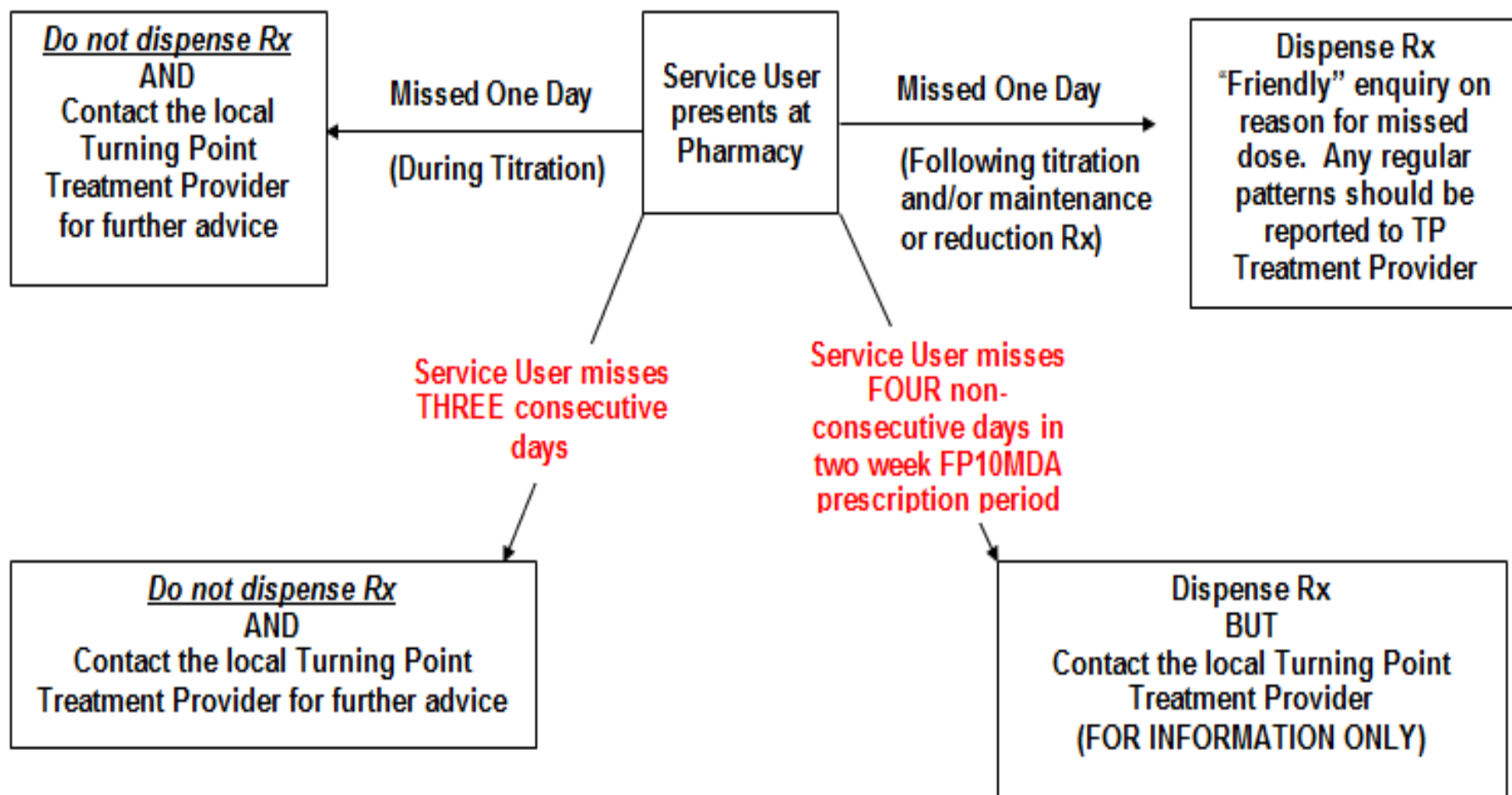


■ *Espranor supervision*

- Confirm name of client (name, DoB and current dose)
- Assess whether it is appropriate to provide buprenorphine dose (see later)
- Medicine should be prepared & labelled first in line with current legislation
- Provide client with some water to moisten mouth prior to S/C
- Provide dose to client – direct into hand from foil or cup
- Supervised dose – on tongue – dissolves in 15 secs
- Check mouth
- Record dose on FP10MDA, Pharmacy clinical system & NEO360

Substance Misuse Services in HRS: Pharmacy S/C

■ *Missed doses*



Substance Misuse Services in HRS: Pharmacy S/C



■ ***Other considerations***

- Training and accreditation
- Prescribed drugs: methadone oral solution 1mg/1ml & Espranor
- Fees for supervised consumption - unchanged
 - Methadone £2.00
 - Espranor £2.00
 - GNR buprenorphine £2.75
- Naloxone
- Standard Operating Procedures (SOPs)
- 6-month PNA (Substance Misuse): TP-SU Groups - LPC-Commissioner

Impacts of Covid-19 on S/C



- Levels have dropped significantly but now starting to increase
- SM services constantly reviewing clients
- Still uncertainty regarding C19 and impact on services and clients especially with local lockdowns
- Aim is that clients starting prescriptions will still have S/C

Substance Misuse Services in HRS: Pharmacy NSP



- NICE PH52: Main aim to ↓ the transmission of BBVs & other infections which benefits individual & wider society
- Engages clients with integrated services
 - OST
 - Naloxone
 - BBV testing and Hep B vaccination
- Evidence that it reduces BBV rates in conjunction with OST programmes
- Opportunity to provide other harm reduction advice e.g. safer injecting

Substance Misuse Services in HRS: Pharmacy NSP



- TP have a wide-range of equipment for supply (see later)
- Level 1 service through community pharmacies
- Encourage returns at every opportunity ***BUT*** no 1 for 1 rule
- Waste collection arranged through Turning Point

Substance Misuse Services in HRS: Pharmacy NSP



- Supplies to match your current supply
- Run-down of current incumbent stock first then move to Vernacare stock
- Vernacare will visit/have contact with all NX pharmacies during this transition phase (Andrea Mulligan andrea.mulligan@vernagroup.com)
- Aim to review the supplies and packs during the early phase with LPC/Service User groups
- Opportunities for HCV testing in NSPs with support for Turning Point and Hepatitis C Trust during Q2/3 2021
- Current pharmacies delivering NSP = 5
 - Boots x3 (Hereford, RoW and Ledbury)
 - Kington Pharmacy (Kington) and
 - Westfield Walk (Leominster)

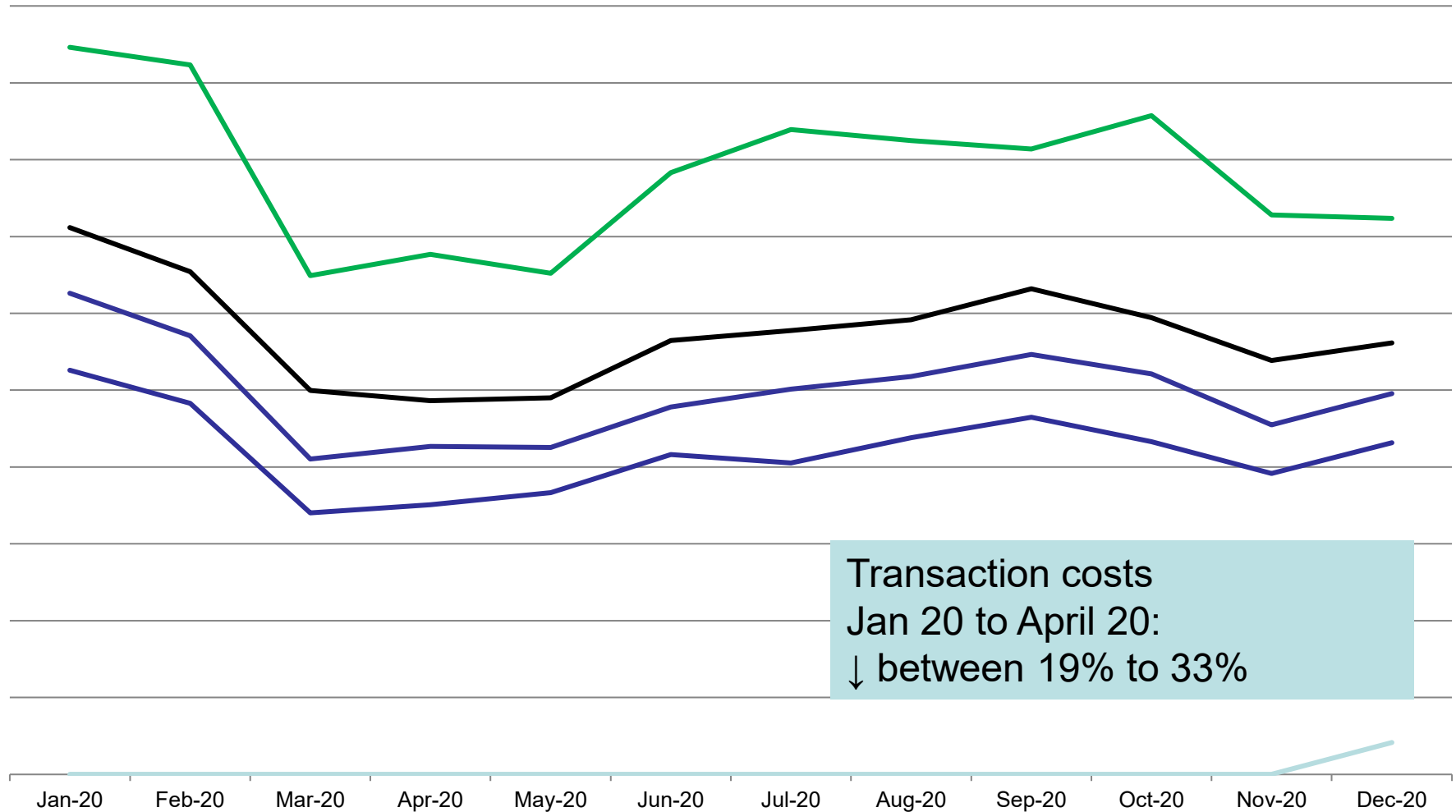
Substance Misuse Services in HRS: Pharmacy NSP



■ ***Other considerations***

- Training and accreditation
- Fees for NSP
 - £2.00 and
 - £75 Quarterly Payment
- Naloxone, BBV and OST referrals
- Standard Operating Procedures (SOPs) including needle stick injury SOP
- OST & requests for NSP (including sharing information with TP services)
- 6 month review period as per SC arrangements

Impacts of Covid-19 on NSP



Substance Misuse Services in HRS: Pharmacy LCSA



- Three months to complete CPPE e-learning and Declaration of Competence (DOC)
- Annual training/engagement event with TP
- Local contact = Hemang Patel



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Andrea Mulligan, Vernacare



Andrea Mulligan

- Products
- Service Offer – how to use the online ordering system
- Contact details:
 - ✓ Customer Care 01495 235 800 - Option 1
 - ✓ Andrea Mulligan 07980303814



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Stephen Parkinson, NEO360

NEO360: An introduction

- **Neo360 Limited – Web based data collection system for needle exchange and supervised consumption**
- **Real-time accuracy**
 - NX, automated stock control
 - SC, better service user support
 - Finance, accurate, regular payments
- **Benefits to Pharmacy**
 - Time saving automation, Accurate payments, Faster/Regular payments, Better reconciliation, Paperless
- **Next Steps (E-mail from ste@neo360.co)**
 - Need site contact name and email
 - Portal, username, password, instructions
 - Payments – Later collecting bank details
- **Support – online, telephone**
- **Any questions**

Next Steps



- Return your LCSA (if you have not done so already) to Hemang Patel (hemang.patel@turning-point.co.uk)
- Watch out for our FAQ document which will be coming out soon
- Discuss this presentation with your team (We will share this recorded presentation with stakeholders)
- Look out for further training events which we will be delivering later in 2021



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