

Appendix 3: Turning Point Needle & Syringe Programme Pharmacy Specification: Roles & responsibilities

Turning Point Treatment Service will:

1. Take responsibility for establishing and monitoring pharmacy accreditation and performance against the performance and quality markers outlined in the service specification.
2. Liaise closely with the pharmacy staff and the service users.
3. Inform service user which pharmacies provide NSP in the area and their opening hours.
4. Report appropriate incidents via the Turning Point clinical governance framework.
5. Provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance and will provide health promotion material relevant to the service users to pharmacies.

The Pharmacy Contractor will:

1. Take responsibility for meeting the standards for accreditation and delivering a quality service through achieving the performance and quality markers outlined in the service specification.
2. Liaise closely with Turning Point regarding referral into Treatment Services.
3. Ensure a GPhC registered Pharmacist or Locum is present each day the pharmacy is open.
4. Inform Turning Point of any changes of pharmacy ownership or regular pharmacy manager.
5. Treat service users with a supportive, understanding and professional attitude. The service should be as discrete as possible and service users treated with respect and courtesy.
6. Establish a Standard Operating Procedure (SOP) for NSP, the minimum components of which are described in the NSP policy and operate against this. A copy of the SOP will be made available to Turning Point on request where appropriate.
7. Ensure the pharmacy meets the accreditation standards to provide the service. In order to become accredited, **the pharmacy** must have suitable structural facilities, including privacy to conduct NSP and the discreet bagging up of NSP packs.
8. Ensure the **pharmacist(s)** meets the accreditation standards to provide the service (see section Pharmacy specification document for full details). For pharmacists to gain accreditation they must have successfully completed the Declaration of Competence (DoC) for the NSP service and the CPPE "Substance Use and Misuse" programme.
9. Ensure service users are always primarily offered the use of a private consultation room or private area for NSP.
10. Ensure the service is available from accredited pharmacies during all pharmacy opening hours.