

Adults & Health Commissioning
5th Floor East, Merrion House
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Leeds, LS2 8BB

Email:
SubstanceMisuse@leeds.gov.uk

16 December 2021

Dear Pharmacist

Pharmacy Supervised Consumption Service (Contract Ref DN339056) – Procedures for when there is no Pharmacist

We have become aware of a number of instances in recent weeks where due to unforeseen circumstances there has been no pharmacist present.

With regards to the Pharmacy Supervised Consumption Service all contracted providers are required to inform both Leeds City Council and the Forward Leeds community drug and alcohol service of any changes which impact on the availability of the service. This includes planned or unplanned closures or the lack of essential services and is vital where alternative prescribing and dispensing arrangements may need to be made in the interests of safety for this vulnerable client group.

In the event of an unplanned closure or withdrawal of vital services the following procedures should be followed promptly:

1. **Call the Forward Leeds service on (0113) 887 2477** and provide the following information:
 - Details of the unplanned closure /withdrawal of service e.g. all day/part day and when you are expected to re-open / resume normal service
 - Details of clients who have received their dose including OST clients not in supervision
 - Details of any client who has missed any doses or you have other concerns about prior to closure
 - An emergency contact number for the pharmacy/owner
 - Confirmation that a notice has been placed on the pharmacy door advising Forward Leeds clients to contact Forward Leeds on 0113 887 2477
2. Once you have spoken to a member of staff at Forward Leeds you will need to email the above client details to spocreferral@nhs.net which is a secure e-mail address provided for this purpose. **Please do not email without speaking to a member of staff first** so they can look out for your email and start making arrangements to contact clients etc when it arrives.

Please always call the main Forward Leeds number (0113) 887 2477 in the first instance.

You may call Forward Leeds on the following numbers if you are unable to make contact via the main number.

Armley Park Court: 07394 563555

Irford House: 07936 360184

Kirkgate: 07394 563556

3. Notify Leeds City Council of the closure/withdrawal of service and confirm that you have notified and provided Forward Leeds with the required information
Email substancemisuse@leeds.gov.uk

Pharmacy contractors should ensure that their business continuity plans contain appropriate information for staff on how to deal with such situations. It is the pharmacy contractor's responsibility to ensure that all relevant staff know how to access and implement the business continuity plan should it become necessary. Procedures for the Pharmacy Supervised Consumption Service should be part of this plan. Leeds City Council may ask to see a copy of your business continuity plan.

It is also the contracted Pharmacy's responsibility to make sure that all staff including locums or other pharmacists providing cover are aware of and adhere to the procedures for delivering supervised consumption particularly in relation to missed doses and know how/when to contact the Forward Leeds service.

We appreciate this has been another challenging year for pharmacies and I would like to thank you for your ongoing commitment and co-operation in delivering the Pharmacy Supervised Consumption Service in Leeds during 2021.

If you have any queries please get in touch by emailing substancemisuse@leeds.gov.uk

Yours faithfully

Helen Moran

Helen Moran
Commissioning Manager, Adults and Health