

Dear Community Pharmacist,

Calderdale Recovery Steps have updated the Service Level Agreement (SLA) for the Pharmacy Needle Exchange Service. The SLA has been updated to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the service user(s) by the Service Provider(s).

Included with this letter is a copy of the Service Level Agreement (SLA). Pharmacists participating in the Calderdale Pharmacy Needle and Syringe Programme are asked to familiarise themselves with this document as it outlines what is expected of the pharmacists and Calderdale Recovery Steps. A signed copy of this SLA must be returned by 16<sup>th</sup> January 2017 to:

Lisa Stocks  
Calderdale Recovery Steps  
St Johns House  
2 St Johns Lane  
Halifax  
HX1 2JD

There will be a change to the needle exchange packs from Packs A,B,C,and D to:

**1ml One Hit Kit**

1 x 1ml myjector, 1 x citric acid  
1 x mediswabs, 1 x spoon.

**2ml One Hit Kit ORANGE**

1 x 2ml syringe, 1 x long orange needle,  
1 x citric acid, 1 x mediswabs, 1 x spoon.

**2ml One Hit Kit BLUE**

1 x 2ml syringe, 1 x long blue needle,  
1 x citric acid, 1 x mediswabs, 1 x spoon.

**Fitness Pack (for IPED use)**

10 x 2ml syringe, 10 x long blue needle,  
10 x green needle, 10 x mediswabs.

The new stock will be ordered once the SLA has been signed and received.

**PharmOutcomes**

We will continue to use PharmOutcomes to record and claim for needle exchanges under a service administration agreement with Community Pharmacy West Yorkshire.

In order to reflect the changes in the exchange packs pharmacies are asked to record exchanges for the new packs onto the Needle Exchange (Calderdale – updated) service. As the roll out of the new exchange packs will be phased, pharmacies can continue to record any exchanges for the old packs under the current service until 13<sup>th</sup> February 2017.

## **Changes to information recorded**

The information recorded for each exchange is being slightly changed. Each client will have an identifier which is entered at each transaction rather than separately recording initials, sex and age. The identifier is made up of non-client identifiable details as below:

First and last initials of client, followed by the month and year of birth (mmyy), gender (M, F or T) and when recording the postcode district the letters before the gap must only be recorded. eg HX1 5AX should be recorded as HX1 not HX15

For example: MB0271MHX2, DD0884FOL14

The letters need to be added as capitals, so you may want to put caps lock on while you enter the exchange onto PharmOutcomes.

PharmOutcomes will remember the identifiers used, so as you start to enter the identifier options of previously used identifiers will autocomplete for selection if correct. Using an identifier in this way is used in other areas and feedback is that it makes the entry of data quicker than entering each component separately.

## **Forms to support recording of provisions**

Calderdale Recovery Steps has designed an exchange menu form to facilitate the recording of a needle exchange. Use of these forms is optional but they can be printed and used by pharmacies to facilitate needle exchange. Clients can be asked to fill a form in while they wait for the exchange to happen and the information captured on the form entered onto PharmOutcomes following the needle exchange.

A summary sheet has also been produced which allows a pharmacy to capture the information needed exchange for several exchanges, allowing data input at a later stage (NB all data must be recorded within a month of the exchange otherwise a pharmacy may not be paid for the exchange).

Pharmacies must ensure that all data fields on the forms are captured otherwise they will be unable to save the data onto PharmOutcomes. The information requested on PharmOutcomes matches both the exchange menu and the summary sheet. As long as all information on these forms has been completed you will have all the data required for data entry onto PharmOutcomes.

Alternatively, if the pharmacy has a computer terminal with access to PharmOutcomes in the vicinity of where the exchange occurs the needle exchange can be recorded straight onto PharmOutcomes, negating the need for any paper record of the needle exchange.

Whichever mechanism is used to record the needle exchanges the pharmacy must ensure that each exchange is only recorded onto PharmOutcomes ONCE. To facilitate this, the new forms have a section to mark that the data has been transferred onto PharmOutcomes. Once data has been transferred onto PharmOutcomes the paper forms must be shredded/ destroyed as confidential waste. The record on PharmOutcomes will be the enduring record of the exchange.

If a client should query why the new forms are being used, Calderdale Recovery Steps have issued the following information:

We only collect your information for monitoring purposes to ensure that our services best meet the needs of service users. We will not use your information for tracking purposes and cannot link it to you or other records held on any other treatment you may be receiving. The new recording system does not record any additional data to that which was held previously.

The exchange menu and summary forms are available on Community Pharmacy West Yorkshire's website: [www.cpwy.org](http://www.cpwy.org) under the Pharmacy contracts and services tab in the Local Services, Needle Syringe Programme section under the Calderdale heading.

Please find copies of these forms alongside this letter.

If you require any further assistance please do not hesitate to contact me.

Your Sincerely

Lisa Stocks  
Harm Minimisation and Needle Exchange Coordinator