



# **Wakefield Needle Exchange Service commissioned by Turning Point**

Transferring onto PharmOutcomes

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## Accessing PharmOutcomes

The PharmOutcomes platform is accessed at [www.pharmoutcomes.org.uk](http://www.pharmoutcomes.org.uk). Please log onto PharmOutcomes to check that you have the correct log on and password. If you have lost or forgotten your details please contact the Helpdesk by going to [www.pharmoutcomes.org.uk](http://www.pharmoutcomes.org.uk) and clicking the help key on the toolbar.

It is recommended that each member of staff entering data uses their own unique log on as the each entry is assigned to the person who entered the data.



## PharmOutcomes User Guides

There are several guides to assist you with using the new PharmOutcomes, including one on recording needle exchange and one on creating new users. These can be accessed clicking the help tab on PharmOutcomes.

## Recording Service Activity

Details of the Needle Exchange need to be entered onto PharmOutcomes. The data that PharmOutcomes will capture is similar to the current information captured on the service paperwork. Items that have been changed are that month and year of birth, (not date of

birth) is captured; ethnicity, new client and shared in last 4 weeks have been removed; and, postal district, support from drug service and request for pharmacist advice added.

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

Wakefield Inspiring Recovery has designed a 'Xchange' 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. This is similar to the current record form as it allows the pharmacy to record several exchanges. The summary sheet has been amended to capture the data as recorded onto PharmOutcomes.

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 Xchange form 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, Inspiring Recovery 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 Xchange and summary forms are available on our website: [www.cpwpy.org](http://www.cpwpy.org) under the Pharmacy contracts and services tab in the Local Services, Needle Syringe Programme section under the Wakefield heading.

Copies of the forms are also at the end of this information booklet.

## Cross over between paper claims and PharmOutcomes

The switch to PharmOutcomes will occur on the 1<sup>st</sup> July 2015. Pharmacies will need to ensure that they don't claim for the same needle exchange on both the paper and PharmOutcomes system.

Any exchanges carried out on or after the 1<sup>st</sup> July 2015 must be recorded on PharmOutcomes.

Any needle exchange carried out in May or June should be recorded using the existing paperwork and claimed for by submitting the paperwork to Wakefield Turning Point.

Pharmacies will be able to view the PharmOutcomes Needle Exchange service during June so that pharmacy teams can familiarise themselves with the system. However, the system will not allow any provisions to be recorded until the 1<sup>st</sup> July 2015.

### Claims

At the end of each month the system will automatically claim payment for the services you have entered into the system. At month end the pharmacy should accuracy check the data input onto PharmOutcomes and make any adjustments to ensure that the claim generated is accurate. Pharmacies can view their expected claims by clicking the Claims button on the tool bar.

PharmOutcomes will **not** allow you backdate service delivery. To ensure that you are paid correctly, all service activity should be entered promptly, ideally on the same day as the exchange and within 4 weeks of the exchange.

It is strongly recommended that needle exchanges are entered as they are completed and data entry is NOT left until the month end.

Payments will be made on the 28<sup>th</sup> of the month following service activity with a remittance advice following on. Where the 28<sup>th</sup> falls on a weekend, or Bank Holiday, then the payment will be made on the first working day following the 28<sup>th</sup>. This is a change from the current quarterly payments that you receive.

### Messages on PharmOutcomes

PharmOutcomes allows messages to be sent to pharmacies. Messages can be viewed in the home page and are listed under the Inbox title.

Messages will appear in date order with the most recent at the top. Messages highlighted in yellow are those requiring the pharmacy to complete an action, messages highlighted in

cream are those that contain information for the provider, messages that appear in grey are those that have been read.

Ensure that you check for messages when logging onto the system and those messages are cascaded to the rest of the pharmacy team when necessary. Also check any other members of the pharmacy team that use PharmOutcomes also know to read any messages and pass these on to the rest of the team.

A Provider Support Guide for the message inbox is available in the help section.

### **Assistance**

If you have any questions or need help regarding the changes please contact us on 0113 272 7560 or email [info@cpwy.org](mailto:info@cpwy.org) and we will do our best to help.

If your query relates to an issue with your log on or access to PharmOutcomes please contact the PharmOutcomes helpdesk via the help tab on PharmOutcomes or call 0330 660 0689.



# Exchange



Date of visit.....	Initials.....	Gender	<input type="checkbox"/> M	<input type="checkbox"/> F
Birth Month and Year.....	Postal District E.g. WF1.....			
Substance used:				
Heroin <input type="checkbox"/>	Steroids <input type="checkbox"/>	Cocaine <input type="checkbox"/>	Crack <input type="checkbox"/>	
MCat <input type="checkbox"/>	Ketamine <input type="checkbox"/>	Amphetamine <input type="checkbox"/>	Snowballing <input type="checkbox"/>	
Other.....				
Do you get support from a drug service? Yes		No		
I would like to speak to a pharmacist about health advice		Yes		No

Item	Quantity	Item	Quantity
Starter Pack		Spoons (Pack of 5)	
Yellow Bin		Swarbs	
Black Bin		Filters (Strip of 6)	
1ml Barrel		Blue Needle	
2ml Barrel		Green Needle	
Citric Acid		Long Orange Needle	
Vit C		Short Orange Needle	
Myjector		Brown Needle	
Nevershare		No: of Black Bins Returned.....	
		No: of Yellow Bins Returned.....	

Pharmacy use only:  
Referral made to:.....

Inputted into PharmOutcomes YES by:.....



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Pharmacy use only:  
Referral made to:.....

Inputted into PharmOutcomes YES by:.....

**Wakefield Needle Exchange Transaction Summary Sheet**

<b>Transaction date</b>							
<b>Client Initials</b>							
<b>Client month/ year of birth</b>	/	/	/	/	/	/	/
<b>Gender</b>							
<b>Postal District</b>							
Substance used?							
Client supported by drug service?							
Pharmacist health advice?							
Starter Pack							
Yellow Bin							
Black Bin							
1ml Barrel							
2ml Barrel							
Citric Acid							
Vitamin-C							
Myjectors							
1ml Nevershare							
Spoons (Pack of 5)							
Swabs							
Filters (Strip of 6)							
Blue Needles							
Green Needles (Steroid users)							
Long Orange Needles							
Short Orange Needles							
Brown Needles							
Yellow Bin returned							
Black Bin returned							
Recorded onto PharmOutcomes							

DO NOT SUBMIT THIS FORM TO INSPIRING RECOVERY (TURNING POINT). Once data added onto PharmOutcomes this form should be shredded/ destroyed as confidential waste.

