

PHARMACY STANDARD OPERATING PROCEDURE

INJECTING EQUIPMENT PROVISION (IEP) IN A COMMUNITY PHARMACY SETTING

This procedure relates to supply of injecting equipment to people who inject opioids, performance and image enhancing drugs, stimulants and other illicit substances, including new psychoactive substances. To be read in conjunction with the Pharmacy Service Specification.

1. Purpose

- To safely and appropriately provide sterile injecting equipment and related paraphernalia, information and advice to injecting drug users in a Community Pharmacy setting.
- To safely dispose of returned injecting equipment.
- To ensure all service requirements are being met.
- To ensure consistency in quality of care for the client.

2. Risks

- Needle-stick injury.
- Failure to refer clients.
- Failure to input data in a timely manner on the web-based data system (NEO database)
- IT failure/Internet failure.

3. Who

- Pharmacists and pharmacy support staff provided they are suitably trained and competent.
- The responsible pharmacist is responsible for ensuring that the service is provided to the required standard.
- The responsible pharmacist will assess other pharmacists and members of pharmacy support staff as being competent to provide this service.
- Staff must be signed off to work within the Pharmacy Standard Operating Procedure for this service. (Appendix 1)

4. Review

The pharmacy should review the procedure every two years and in response to any service updates.

5. Process

(If your computer system is down, please follow the process as below using paper log forms rather than NEO. When your system is working again the transaction should be entered on the NEO database using 'Batch Transaction' rather than 'IEP Transaction' (this will facilitate more accurate data entry). Transactions must be entered into the NEO system in real time whenever possible.

5.1 Initial contact

- 5.1.1 Discretely identify that the client wishes to use the service and direct them to the confidential service area.
- 5.1.2 The member of the pharmacy team carrying out the transaction should log into the NEO database using their individual username and password. Staff will be prompted to change password every three months as is standard for NHS systems.
- 5.1.3 Select 'IEP Transaction'.

- 5.1.4 Identify whether the client has used the service at this site before by gathering their identifier. *(First character of first name, first character of surname and fourth character of surname [if no fourth character use *] followed by their date of birth in the format 12/08/1983)*
- 5.1.5 If the client has previously used the service, select the correct client using 'FIND' and proceed to step 5.4, otherwise select 'NEW'.

5.2 For new clients

- 5.2.1 Explain to the client how the service operates.
- 5.2.2 The following information should be ascertained from the service user at the first visit. (If a client has previously attended, it is best practice to reinforce client education).
- Where on their body and how often they inject.
 - What drug(s) the client is injecting and the techniques they are using.
 - How often they visit the IEP service.
 - Who they are collecting supplies for.
 - Their understanding of the implications of sharing equipment (i.e. risk of blood-borne viruses).

5.3 Data collection

- 5.3.1 Record the following information on the NEO database
- Ethnicity (see Ethnicity key on IEP Log Key)
 - Postcode & Sector (e.g. EH19 1) (For unknown postcodes or those unwilling to disclose please use the code NK01 1. For those with no fixed address use the code NF1 1 and for those out with Lothian please use the code OUT 1.
 - Substance used
 - Priority
 - Route of injection
 - Frequency of injection
 - Sharing status, direct & indirect. *(If the client is sharing equipment, ensure that they are aware of the risks of doing so)*
 - Needle Reuse status

5.4 IEP Transaction

(The NEO database will regularly prompt users to review returning client details on the data collection screen, rather than loading directly to the transaction screen. Should this review be due, you are required to confirm with the client whether any details have changed and record these changes as necessary. This would be an ideal opportunity to review injection site, technique and BBV risks [See section 5.2.2].)

- 5.4.1 Identify whom the client is collecting for using the drop down menu. (Self, self plus other or other only)
- 5.4.2 Ask if the client has any equipment to return. If yes, proceed to 5.4.4

5.4.3 Clients without returns

- 5.4.3.1 Identify whether the client disposed of their used injecting equipment appropriately. (Take note of the client's current returns percentage at the top of the page to identify if this is recurrent.)

5.4.3.2 Reinforce the importance of correctly disposing used injection equipment and paraphernalia (e.g. the risk of a child finding the syringe or the fact that they carry a lot of bacteria, which may lead to infections.)

5.4.4 Clients with returns (*For information on handling loose sharps, managing or preventing needle-stick injury see section 6.*)

5.4.4.1 Estimate the number of barrels returned visually or ideally ask for a client estimate. (*There is no requirement to return barrels to receive new equipment. If this is clear to the client, it is more likely there will be a genuine estimate.*)

5.4.4.2 Record number of barrels returned under 'Quantity Returned' on NEO database.

5.4.4.3 Ask client to dispose of all returns directly into the appropriate sharps disposal bin. Those providing the service should never touch the returns.

5.4.4.4 Visually check that all returns have been placed into the sharps disposal bin before proceeding.

5.4.5 Equipment provision

5.4.5.1 Ask the client what equipment they require.

5.4.5.2 Provide the equipment and record exact individual quantities of all paraphernalia supplied to client on the NEO database. (*Use the 'Average Number of Weekly Injections' prompt to identify whether the client is likely to have enough equipment for every injection before their next visit.*)

Note: when recording the supply of pre-packs, enter the number of packs only and NEO will calculate the individual items.

5.4.5.3 Remind the client of the importance of cleaning their hands with soap and water before each injection.

5.4.5.4 Ask if the client knows how to use all the equipment. If the client is missing out certain equipment, explain its use.

5.5 Close of interaction

5.5.1 Ask the client if there is anything else you can assist them with. If no queries are raised then close interaction.

5.5.2 Clients with queries which cannot be resolved in the pharmacy should be referred to the appropriate service. See Referral Contacts List. (Appendix 2)

6 Prevention of and action in the event of a needle-stick injury

6.1 Prevention- Appropriate measures should be taken to minimise the risk of needle-stick injury and potential Blood Borne Virus exposure such as:

- Immunisation against Hepatitis B. (*See service specification for further information*)
- Do not handle patient returns. (*Wear gloves if there is no other option but to handle returns*)
- Never attempt to re-sheath a needle.
- Do not overfill sharps bins.
- Ensure that all staff providing the service are appropriately trained.

6.2 Loose sharps

6.2.1 Never attempt to re-sheath a needle.

6.2.2 Ensure no members of staff or the public come into contact with the loose sharp.

6.2.3 Alert the pharmacist or other trained member of staff to the situation.

6.2.4 Put on a strong pair of protective gloves

6.2.5 Bring a sharps container to the loose sharp.

6.2.6 Using forceps carefully pick up the syringe with the needle facing away from your body and place it directly into the sharps container.

6.3 Managing a needle-stick injury

6.3.1 If skin is punctured, encourage gentle bleeding.

6.3.2 Wash the puncture site with running warm water for at least two minutes. If mucocutaneous tissue is injured, run under warm water for ten minutes or in the case of the conjunctiva, use normal saline.

6.3.3 Apply a dressing if required.

6.3.4 Report the incident to the responsible pharmacist for them to log in an accident book.

6.3.5 Attend your local Accident & Emergency department.

7 Order process

(Please note that the minimum spend for an order is £200. Any orders below this value may not be processed)

7.1 Order forms should be faxed to the Harm Reduction Team, marked F.A.O NEON team on 0131 537 8303 or posted to Harm Reduction Team, Spittal Street Centre, 22-24 Spittal Street, Edinburgh, EH3 9DU.

7.2 Pharmacies should allow a minimum of two weeks, from the date of order, for the equipment to be delivered.

8. Key contacts

NEON Team

Tel: 0131 537 8300

Fax: 0131 537 8303

9. Local variations

Any local variations to this sample SOP and the reasons for these should be documented. (Refer to Appendix 3)

References

NHS Lothian Pharmacy Service Specification. Injection Equipment Provision Service from Community Pharmacies. Version 1 (May 2013)

Scottish Government (May 2010). Guidelines for Services Providing Injecting Equipment. Best Practice Recommendations for Commissioners and Injecting Equipment Provision (IEP) Services in Scotland.
<http://www.scotland.gov.uk/Resource/Doc/308192/0097027.pdf>

NHS Lothian (November 2010) Policy on Injecting Equipment Provision in Lothian for NHS Outlets, community pharmacies, and non statutory community drug agencies.
<http://intranet.lothian.scot.nhs.uk/NHSLothian/Healthcare/ClinicalGuidance/General/Injecting%20equipment%20Provision%20in%20NHS%20Lothian.pdf>

Appendices

1. List of Authorised Staff
2. Referral Contacts List
3. Local Variations

Appendix 1

List of Authorised Staff

The following staff have been assessed as competent to work within the Standard Operating Procedure "Injecting Equipment Provision in a Community Pharmacy Setting"

Name	Designation	Authorised by (Name, designation and Signature)	Date

Appendix 2

Referral Contacts List

Service Type	Service Providers	Contact Details
Drug And Alcohol Treatment Services	Harm Reduction Team (HRT) at Spittal Street Centre	'The Exchange', Spittal Street Centre, Edinburgh, EH3 9DU. Mon, Tue, Thu, Fri 12:30pm - 4:30pm.
	North Edinburgh Drug Advice Centre (NEDAC) (EH4)	10 Pennywell Court, Edinburgh EH4 4TZ Mon, Wed, Thu: 9am- 4.30pm. Tue:1pm - 4.30pm. Fri: 9am - 4pm.
	Turning Point (EH6) based at the Northeast Recover Hub.	5 Links Place, Edinburgh EH6 7EZ Mon, Wed: 9am - 5pm. Tue, Thu: 9am - 7.45pm. Fri: 9am - 4.15pm.
	CHAI (EH14)	The Health Living Centre 30 Harvester's Way Westerhailes EH14 3JF Mon, Wed, Thu & Fri: 1.30pm - 4pm Tues- 10am - 12.30pm
	Castle Project (EH16) based at the Southeast Recover Hub	2 Craigmillar Castle Road, Edinburgh EH16 4BX Mon-Thu: 9am - 4.30pm Fri: 9am - 4pm
BBV Testing and Vaccination	HRT NEON and Exchange-Dry Blood Spot Testing	0131 537 8300 for info
Sexual and Reproductive Health Services	Women's Clinic For Drug Users and Sex Workers	'The Exchange', Spittal Street Centre, Edinburgh, EH3 9DU Thursday: 2pm - 7.30pm (drop in)
	ROAM (primarily for men who have sex with men)	Sexual health Screening: Mon: 5pm - 7.30pm (drop-in) Rapid HIV and Syphilis Testing: Tuesday: 5.30pm - 7.30pm (drop-in) 10a Union Street Clinic (07774628227 for more info)
Primary Healthcare (dressings/wound care/antibiotics)	HRT Skin And Wound Care Clinic For Injectors Local Medical Practice	'The Exchange', Spittal Street Centre, Edinburgh, EH3 9DU Thursday: 10am - 1pm (drop-in)
Dental Care	HRT Dental Clinic	'The Exchange', Spittal Street Centre, Edinburgh, EH3 9DU

		Mon, Wed, Fri: 12:30pm - 3pm (drop-in)
Naloxone Provision	HRT	“The Exchange”. Please ask when you attend.
Homeless Outreach Practice	Cowgate Clinic or Access Point	0131 240 2810 for more information.

Appendix 3

List any variations to the sample SOP for “Injecting Equipment Provision in a Community Pharmacy Setting” below, detailing reasons for any alterations.

Section	Variation	Reason