

Pharmacy Brief
May 2018
Rochdale and Oldham Active Recovery (ROAR) Service

Dear colleagues

I wanted to write to you to outline to you some service changes and to clarify the current position with regards to the supervised consumption and needle and syringe exchange service following a number of communications I have sent out over the last 3 months.

1. Prescription delivery

In the past we have asked clients to come in and collect their prescriptions to bring to the pharmacy. In Turning Point we use a pharmacy-direct service and we will be changing to this in June 2018 using a phased approach.

This means that we will be posting repeat prescriptions to pharmacies using recorded delivery with an aim to get them to you at least 5 working days before they are due to start. This will mean that you have time to both check and prepare prescriptions, in line with best practice, and do not have to prepare first doses as clients wait. This should allow you more time to manage your prescription workload.

We will be asking pharmacies to check prescriptions they receive and return the proforma enclosed with the prescriptions either by fax or by post (we will provide a SAE for this if our services do not have a fax available to receive the returned proforma) to support effective governance of prescription management. We would also be happy for pharmacies to collect their batch of prescriptions from our services in Rochdale and Oldham through your collection and delivery service. Please contact Chiz Chياما (mobile: 07816231350 or email: chiz.chiama@turning-point.co.uk) if you wish to discuss this arrangement.

You may still receive some prescriptions by hand, for example for new starts and for clients we want to see in our services before providing a prescription, but we envisage that the majority of prescriptions will be sent direct to pharmacies through the post or via collection at our service base.

2. Service Level Agreements (SLA) for Supervised Consumption (SC) and Needle Exchange (NX)

We continue to work with our IT suppliers NEO360 to develop a compliance software solution which will allow us to monitor pharmacies for both service standards with the SLA and professional compliance standards. We expect this to be in place in the next two weeks and we will inform you when this is available so you can access this and start completing the compliance statements for the enhanced services you are providing.



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Pharmacies and pharmacists will be given a 3-month grace period to complete the compliance standards required under the SLA. However, Turning Point would request a signed copy of the SLA to be returned in June 2018 which will be uploaded to your pharmacy specific NEO360 platform for recording and compliance purposes.

We are mindful that a number of pharmacies have expressed an interest in delivering NX services: we have not forgotten this. Currently previous providers have been re-commissioned but the clinical and operational teams at ROAR will be reviewing these and approaching pharmacies that they feel would support effective service user delivery across the area.

Please contact Chiz Chiama (mobile: 07816231350 or email: chiz.chiama@turning-point.co.uk) if you wish to discuss this or other aspects of the delivery of SC and/or NX services in your pharmacy.

Actions:

- Please complete and sign the enclosed Part A SLAs (SC and/or NX) and e-mail a copy to the following address
 - nic@neo360.co
- The signed SLA(s) will then be uploaded onto your NEO360 pharmacy specific platform for compliance purposes
- We will inform all pharmacies when the compliance section is operational and would ask you to complete the compliance sections as soon as possible and within the 3 month window period from when the compliance section is available
- If you have expressed an interest in delivering a NX service please be mindful that we will be reviewing these in due course and will approach you if we feel your services would support improved service user services in the area

3. Stock shortages and supply of methadone oral solution

Community pharmacies have had to face a number of issues over the last few years around stock shortages. This now appears to be affecting some of our drugs.

I have provided the ROAR service with details of these drugs and we continue to provide regular updates when required. We are aware of problems currently with the following drugs:

- Buprenorphine sublingual tablets (NCSO drug)
- Lofexidine (long-term stock problem) and
- Diamorphine ampoules 5mg and 10mg (short term shortages expected mid to late June)

We would ask pharmacies to work closely with our service and highlight any concerns especially if these can be flagged an early stage so we can manage the situation.



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During the engagement events and e-mails I sent to pharmacies I also highlighted that within Turning Point we use Physeptone oral solution for our generic methadone supplies. From April changes in the Drug Tariff mean that we currently use Physeptone oral solution 1mg/1ml for sugar-free formulations and the generic methadone oral solution 1mg/1ml for sugared methadone. If we authorise any changes to this through our national governance group moving forward we will make you aware of the changes.

I have included contact details below for information below. Please do not hesitate to make contact with any of our team if you have any queries.

Best Wishes

Graham Parsons

Graham Parsons
Chief Pharmacist Turning Point

Contact details:

- NEO360: Please contact Stephen Parkinson at ste@neo360.co or through your contact details available on your NEO360 platform
- ROAR Rochdale Oldham Active Recovery: Chiz Chiama Shared Care Lead 07816231350



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