



**Change
Grow
Live**

Change Grow Live

and

SERVICE LEVEL AGREEMENT FOR NALOXONE PROVISION

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SCHEDULE 1 – SPECIFICATION

1. Aims and Intended Service Outcomes

1.1 To reduce the number of drug-related deaths caused by opioid overdose by:

- Increasing availability of naloxone in the community for emergency use in opioid overdose;
- Increasing awareness of symptoms of opioid overdose and how to respond in an emergency;
- Providing training in the appropriate use of naloxone in the situation of opioid overdose.

2. Service Outline

2.1 Take home naloxone provision is available to all individuals aged 18 and over. Young people under 18 years old should be sign-posted to the local specialised Young People's Service.

2.2 Identify suitable service users and supply naloxone injection in the form of a Prenoxad kit through engagement in the pharmacy, particularly those accessing needle exchange and/or opioid substitution therapy, informing people about harm reduction and the benefits of carrying a naloxone injection.

2.3 All people in contact with people who use opioids are to be offered training in recognising the symptoms of opioid overdose, how to respond appropriately and how to administer naloxone (see Appendix 1).

2.4 The naloxone and overdose training can be delivered by any member of the pharmacy team who has been appropriately trained. Once completed, a take-home naloxone kit may be issued to the service user.

2.5 The pharmacy staff will provide support and advice to the person, including referral to other health and social care professionals and specialist drug treatment services where appropriate.

3. Data Recording & Information Sharing

3.1 The pharmacy will be expected to ensure secure systems for recording that maintains confidentiality of service users.

3.2 The pharmacy will create a record on PharmOutcomes using information provided by the service user.

4. Ordering of materials

4.1 It is the responsibility of the pharmacy to order stock to meet the requirements of the service.

4.2 Stock levels must be maintained to ensure availability of naloxone to supply to service users once they have received the training.

5. Accessibility

5.1 This service will be provided on an open access basis with no requirement for referral from an external agency.

6. Service requirements

6.1 The pharmacy will offer a user-friendly, non-judgmental, patient-centred and confidential service.

6.2 The service will be delivered in an area in the pharmacy which ensures a sufficient level of privacy and safety.

7. Safeguarding and Governance

7.1 Pharmacy staff must be aware of local child and vulnerable adult protection procedures; these must be followed at all times.

7.2 Should an issue arise which needs addressing, an action plan and timeframe for completion will be agreed between CGL and the pharmacist. Any unresolved issues may result in the service being withdrawn.

8. Training

8.1 All pharmacy staff must be appropriately trained by completion of the CGL training module "Training for people delivering a take-home naloxone service" prior to supplying naloxone. Staff training must be recorded and evidenced.

8.2 Staff involved in the provision of this service must have sufficient relevant knowledge and be familiar with the requirements of this service specification. Knowledge must be kept up-to-date.

9. Incidents and complaints

9.1 Incidents relating to this service should be reported in line with the pharmacy's incident reporting procedure. The pharmacy will provide a copy of the incident report to CGL.

10. Payment arrangements

Service Provided	
Naloxone Training	£10.00
Prenoxad kit	Drug tariff price of Prenoxad

10.1 Payments will be made monthly upon input of the data onto PharmOutcomes. Invoices will be generated automatically by PharmOutcomes on the 5th of the month. The service contract and financial details will need to be completed and returned before any payments will be made.

10.2 Fees will be paid on the basis of submitted claims into a bank account specified by the pharmacy.

10.3 The pharmacy is responsible for entering accurate claims data on the correct website.

Appendix 1: Local contact information

Wear Recovery

Riverview Health Centre, Borough Road

0800 234 6798

laura.jones@cgl.org.uk

Any other relevant contacts regarding substance misuse in the local area

The parties to this Agreement confirm their understanding and acceptance of the terms laid out in this Agreement and acknowledge same below:

For and on behalf of Change Grow Live

Name:

Job Title:

Signature:

Dated:

For and on behalf of the Pharmacy

Name:

Job Title:

Signature:

Dated: