

Change
Grow
Live

Change Grow Live

And

SERVICE LEVEL AGREEMENT

1ST OCTOBER 2026 – 31ST MARCH 2028

THIS AGREEMENT is made on

BETWEEN:

(1) **Change Grow Live** a registered charity in England and Wales (1079327) and incorporated and registered in England and Wales with company number 3861209 whose registered office is at North Suite, 1st Floor, 1 Jubilee Street, Brighton BN1 1GE ("**CGL**"); and

(2) ("the **Pharmacy**").

each a "Party" and together the "Parties".

BACKGROUND

A. CGL has selected The Pharmacy as its supplier for the provision of Core MAT services and Supervised Consumption for in North Northamptonshire.

B. CGL and The Pharmacy have agreed that The Pharmacy shall provide the Services to CGL on the terms and conditions set out in this Agreement.

NOW IT IS HEREBY AGREED as follows:

1. Definitions and Interpretation

1.1 In this Agreement, the following words and expressions shall have the following meaning unless the context otherwise requires:-

"Adequate Procedures"	means adequate procedures, as referred to in section 7(2) of the Bribery Act 2010 and any guidance issued by the Secretary of State under section 9 of the Bribery Act 2010;
"Affiliates"	means in relation to a company any legal entity controlling, controlled by or under common control with the company in question. "Control" for this purpose being the direct or indirect possession of the power to direct or cause the direction of the management or policies of such company or entity whether pursuant to the ownership of voting securities, by contract or otherwise;
"Agreement"	means this Agreement together with the schedules and any appendices attached hereto or referred to herein;
"Anti-Corruption Legislation"	means the Bribery Act 2010 and any other applicable laws and regulations prohibiting public or commercial bribery, extortion, kickbacks or other unlawful or improper means of conducting business;
"Associated Person"	means in relation to a company, a person (including an employee, agent or subsidiary) who performs services for or on that company's behalf;
"Costs"	means, without limitation, all and any payments, penalties, costs, claims, demands, damages, compensation, fines, awards, losses and expenses (including any legal or other professional fees on an indemnity basis) and any other liabilities whatsoever (including, for the avoidance of doubt, in relation to Tax);
"Commencement Date"	means the date of this Agreement or such later date as may be agreed by the Parties;

"Data Controller"	means the entity which alone or jointly with others determines the purposes and the means of the Processing of Personal Data;
"Data Subject"	means a natural person whose Personal Data are processed in the context of this Agreement;
"Data Protection Laws"	means all applicable laws and regulations relating to data protection, privacy and the processing of Personal Data from time to time in force in any applicable jurisdiction, including without limitation the following (each as amended or replaced from time to time and any subordinate legislation made pursuant thereto): applicable EU legislation including but not limited to GDPR and the e-Privacy Directive 2002/58/EC (as amended by Directive 2009/136/EC, the Data Protection Directive (95/46/EC), the Electronic Communications Data Protection Directive (2002/58/EC)) and their national implementing legislations; the UK Data Protection Act 2018, the Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2426/2003) as amended, the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699) and including where applicable guidance and codes of practice issued by the UK's Information Commissioner's Office;
"Fees"	means the fees for the Services calculated in accordance with Schedule 1;
"GDPR"	means the EU General Data Protection Regulation 2016/679 as retained by UK law under the European Union (Withdrawal) Act 2018;
"Intellectual Property"	includes any copyright, design rights, patents, inventions, logos, business names, service marks and trade marks, internet domain names, moral rights, rights in databases, data, source codes, reports, drawings, specifications, know how, business methods, trade secrets, semi-conductor rights, topography rights, whether registered or unregistered, rights in the nature of unfair competition and the right to sue for passing off, applications for registration, and the right to apply for registration, for any of these rights, and all other intellectual property rights and equivalent or similar forms of protection existing anywhere in the world;
"Permitted Recipients"	means the Parties to this Agreement and the Head Commissioner, the directors, officers, staff and employees of each Party and the Head Commissioner, any third parties engaged to perform obligations in connection with this Agreement;
"Personal Data"	means any information relating to an identified or identifiable natural person including 'special' categories

of personal data set out in Article 9(1) of the GDPR. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person;

"Personal Data Breach" means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Personal Data transmitted, stored or otherwise Processed;

"Processing of Personal Data" (or "Processing/Process") means any operation or set of operations which is performed on Personal Data or on sets of Personal Data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;

"Service" means the service set out in the associated SLA documentation.

"Third Party" means any supplier of services fundamentally the same as the Services (either in whole or in part) immediately before the Commencement Date; and

"**TUPE**" means the Transfer of Undertakings (Protection of Employment) Regulations 2006 (2006/246) and/or any other regulations enacted for the purpose of implementing the Acquired Rights Directive (77/187/EEC, as amended by Directive 98/50 EC and consolidated in 2001/23/EC) into English law.

"Working Day" means a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.

1.2 In this Agreement:-

1.2.1 any reference to a statute or statutory provision includes, unless the context otherwise requires, a reference to that statute or statutory provision as from time to time amended, consolidated, extended, re-enacted, or replaced and to all statutory instruments, orders, regulations or rules made pursuant to it;

1.2.2 references to the singular includes the plural and vice versa, references to any gender includes a reference to all genders and references to a person includes natural persons, firms, partnerships, bodies corporate, corporations, associations, organisations, governments, states, foundations and trusts (in each case whether or not incorporated and whether or not having separate legal personality);

1.2.3 unless the context otherwise requires, references to any clause, sub-clause or schedule is to a clause, sub-clause or schedule of or to this Agreement;

1.2.4 all references to the parties include their permitted successors and assigns; and

1.2.5 any phrase introduced by the term "including", "include", "in particular", "for example" or any similar expression shall be construed as illustrative and the words following any of those terms shall not limit the sense of the words preceding any of those terms.

1.3 The index and headings in this Agreement are inserted for convenience only and shall not affect the construction or interpretation of this Agreement.

1.4 Each of the Schedules to this Agreement shall have effect as if set out in full in the body of this Agreement.

1.5 In case of any conflict or inconsistency between the provisions of this Agreement and any Schedule, the provisions of this Agreement shall take precedence to the extent of any conflict or inconsistency only.

Commencement and Duration

1.6 This Agreement shall commence on 01/10/2026 and shall (subject to the other provisions of this Agreement) continue until 31/03/2028.

2. Price and Payment

2.1 CGL will pay the Fees in accordance with the invoicing and payment provisions set out in the associated SLA documentation.

2.2 The Fees set out in the associated SLA documentation will be subject to any applicable Value Added Tax at the prevailing rate.

3. Liabilities

3.1 Neither Party limits its liability for death or personal injury caused by its negligence or that of its employees, agents or subcontractors as applicable.

3.2 Subject to clause 4.1, the total aggregate liability of each Party and its respective Affiliates to the other whether in contract, tort (including negligence), breach of statutory duty or otherwise arising out of or in connection with this Agreement will be a maximum of the total Fees paid or payable under this Agreement.

3.3 Subject to clause 4.1, neither Party will be liable to the other Party for any indirect or consequential loss or damage including, without limitation, any indirect loss of business or profits in each case whether arising from negligence, breach of contract or otherwise.

4. Intellectual Property Rights

4.1 All Intellectual Property Rights belonging to a Party prior to the execution of this Agreement shall remain vested in that Party.

4.2 All Intellectual Property Rights and all other rights in any documents or materials produced pursuant to this Agreement shall belong to CGL.

4.3 Subject to clause 5.1, each Party will grant to the other a non-exclusive, non-transferable and revocable right to use and reproduce its name and trade mark solely as necessary to permit the other's performance of its obligations under this Agreement. Use of the name and trade mark will be agreed between the Parties and consent to such use will not be unreasonably withheld.

4.4 Neither Party shall use any name or trade mark belonging to the other Party or their Affiliates in any way that may damage the goodwill of the other Party or that of its Affiliates.

4.5 Each Party shall indemnify the other Party and its Affiliates against all costs, expenses, claims, losses and damages arising directly or indirectly from any claim by a third party that any Intellectual Property supplied by the Party infringes the trade mark, patent, copyright, design or other intellectual property right of such third party.

5. Confidential Information

5.1 Each of the Parties agrees that it shall keep any information designated as confidential or which is otherwise clearly confidential in nature ("Confidential Information") received by it from the other before or during the term of this Agreement and which relates to the business, assets, affairs, financial results, plans, customers and suppliers of the other Party or its Affiliates or of any third party strictly confidential and that it shall not use any such Confidential Information for its own benefit (save as is necessary in order to perform its obligations and/or exercise its rights under this Agreement) or disclose any such Confidential Information to any third party and that it shall ensure that no third party shall have access to it. Notwithstanding the foregoing, the Parties shall be entitled to disclose the Confidential Information to its employees, or to the employees of its Affiliates, to the extent that those employees have a genuine need to know the same to enable the Parties to perform their obligations or exercise their rights under this Agreement and who have been advised of the existence and terms of this Agreement, and who are legally obligated to protect the Confidential Information from unauthorised disclosure or use on terms at least as stringent as those contained herein. The recipient shall be liable for acts by any of its Affiliates in violation of this Agreement as if they were actions or omissions of that Party.

5.2 The restrictions in clause 6.1 shall not apply to any Confidential Information which:-

5.2.1 the recipient can prove is already known to it at the time of disclosure of the Confidential Information to it;

5.2.2 is in the public domain at the time of disclosure of the Confidential Information to the recipient or which subsequently comes into the public domain through no fault of the recipient;

5.2.3 is subsequently disclosed to the recipient (other than subject to conditions of confidentiality and without any restriction on disclosure) by a third party which is itself not subject to any restriction on disclosure imposed by the disclosing party hereunder; or

5.2.4 is required to be disclosed as a matter of law or by the rules of a recognised stock exchange provided the recipient notifies the disclosing party, if legally permissible, as soon as possible following any relevant demand or request for disclosure.

5.3 Each Party shall, if so requested by the other Party following termination of this Agreement, deliver up to the other party or destroy all documents and (save to the extent that the same shall have been incorporated into the formal records of that party) other material in its possession or control which include or incorporate any Confidential Information of the other party save that one copy of the Confidential Information may be kept by the legal department of each Party for audit purposes. All such incorporated or retained confidential information shall remain subject to the obligations set out in the preceding provisions of this clause 6.

6. Data Protection

6.1 The Parties agree that in relation to:

6.2 Personal Data processed by the Contractor in providing Services under this Agreement (for example, patient details, medical history and treatment details), the Contractor shall be the sole Data Controller; and

6.2.1 Personal Data, the processing of which is required by CGL or the Head Contractor for the purposes of quality assurance, performance management and contract management CGL, the Head Contractor and the Contractor will be independent Data Controllers;

together the "Agreed Purpose".

6.3 Where CGL or the Head Contractor requires information under clause 6.1.2 above, the Contractor shall consider whether the requirement can be met by providing anonymised or aggregated data which does not contain Personal Data. Where Personal Data must be shared in order to meet the requirements of CGL or the Head Contractor, the Contractor shall provide such information in pseudonymised form where possible.

6.4 Schedule 2 sets out the categories of Data Subjects, types of Personal Data, Processing operations (including scope, nature and purpose of Processing) and the duration of Processing.

6.5 Each Party shall comply with all the obligations imposed on a Data Controller under the Data Protection Laws in relation to all Personal Data that is processed by it in the course of performing its obligations under this Agreement.

6.6 Any material breach of the Data Protection Laws by one Party shall, if not remedied within fourteen (14) days of written notice from the other Party, gives grounds to the other Party to terminate this Agreement with immediate effect.

6.7 In relation to the Processing of any Personal Data, each Party shall:

6.7.1 ensure that it has all necessary notices and consents in place to enable lawful sharing of Personal Data to the Permitted Recipients for the Agreed Purpose;

6.7.2 give full information to any Data Subject whose Personal Data may be processed under this Agreement of the nature of such Processing;

6.7.3 process the Personal Data only for the Agreed Purpose;

6.7.4 not disclose or allow access to the Personal Data to anyone other than the Permitted Recipients;

6.7.5 ensure that all Permitted Recipients are reliable and have had sufficient training pertinent to the care and handling of Personal Data;

6.7.6 ensure that all Permitted Recipients are subject to written contractual obligations concerning the Personal Data (including obligations of confidentiality) which are no less onerous than those imposed by this Agreement;

6.7.7 ensure that it has in place appropriate technical and organisational measures, to protect against unauthorised or unlawful Processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data in accordance with Article 32 GDPR;

6.7.8 not transfer any Personal Data outside the European Economic Area unless the transferor ensures that (i) the transfer is to a country approved by the European Commission as providing adequate protection pursuant to Article 45 GDPR; (ii) there are appropriate safeguards in place pursuant to Article 46 GDPR; or (iii) one of the derogations for specific situations in Article 49 GDPR applies to the transfer; and

6.7.9 assist the other Party (at its own cost) in responding to any request from a Data Subject and in ensuring its compliance with all applicable requirements and obligations under the Data Protection Laws with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or the UK's Information Commissioner's Office.

6.7.10 Each Party shall notify the other Party without undue delay on becoming aware of any Personal Data Breach under this Agreement.

7. Anti-corruption

7.1 Each Party acknowledges that the Party is committed to eliminating all risk of bribery and corruption in its business relationships.

7.2 Each Party acknowledges and agrees that the other Party shall not be under any obligation to carry out any action or make any omission under this Agreement to the extent that it reasonably believes would be in breach of any Anti-Corruption Legislation.

7.3 Each Party acknowledges and agrees that neither it nor any third party has breached any Anti-Corruption Legislation in order for it to enter into this Agreement.

8. TUPE

9.1 The parties agree that they do not intend any employee of either party will transfer under the TUPE Regulations. Should it be however the case that by way of the contract award, CGL will require the Subcontractor to TUPE transfer in some employees, both parties agree the TUPE legislation will apply to all areas of the transfer process and arrangements made accordingly

9. Termination

9.1 Either party may terminate this Agreement at any time on giving not less than 30 days' written notice to the other.

9.2 Without prejudice to its other rights or remedies which the Parties may have, either Party may terminate the Agreement immediately by written notice to the other Party, if the other Party:

9.2.1 fails to pay any amount due under this agreement on the due date for payment and remains in default not less than thirty (30) days after being notified in writing to make such payment;

9.2.2 commits a material breach of any of the terms of this agreement and (if such a breach is remediable) fails to remedy that breach within thirty (30) days of that Party being notified in writing of the breach;

9.2.3 repeatedly breaches any of the terms of this agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of this agreement; or

9.2.4 is unable to pay its debts or becomes insolvent, is the subject of any order made or a resolution passed for the administration, winding-up or dissolution (otherwise than for the purpose of a solvent amalgamation or reconstruction), has an administrative or other receiver, manager, trustee, liquidator, administrator, or similar officer appointed over all or any substantial part of its assets, enters into or proposes any composition or arrangement with its creditors generally or is the subject of any events or circumstances analogous to the foregoing in any applicable jurisdiction.

9.3 On termination of this Agreement for any reason:

9.3.1 CGL shall, except where the Agreement is terminated due to The Pharmacy's material or repeated breach, immediately pay all of The Pharmacy's outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, The Pharmacy will submit an invoice, which shall be payable immediately on receipt; and

9.3.2 the accrued rights, obligations and liabilities of the Parties as at termination and the continuation of any provision expressly stated to survive or implicitly surviving termination, shall not be affected.

10. Force Majeure

10.1 In this clause, "Force Majeure" shall mean any event or circumstance which is beyond the reasonable control of the Party affected by it including, but not limited to an act of God, local government or government (including but not limited to its compulsory acquisition and / or seizure of flu vaccine in the event of a flu epidemic or flu pandemic), war, fire, flood, earthquake or storm, acts of terrorism, explosion, civil commotion or industrial dispute affecting a third party (for which a substitute third party is not readily available).

10.2 If either Party is, or considers that it is likely to be, affected by a Force Majeure event, it shall promptly notify the other Party of the relevant event or circumstance.

10.3 Neither Party shall be in breach of this Agreement if any delay or failure in the performance of any obligation of that Party under this Agreement is caused, in whole or in part, by any Force Majeure and any time by which, or period within which, that obligation is to be performed shall be extended accordingly.

11. Dispute Resolution

11.1 If any dispute arises out of this Agreement, the Parties shall attempt to settle it by negotiation, who shall seek in good faith to resolve the dispute within twenty-one (21) days of the issue being referred, escalating it within their respective companies as necessary for this purpose.

11.2 If the Parties are unable to settle any dispute by negotiation within twenty-one (21) days, the Parties may elect to refer the dispute to mediation or an alternative form of dispute resolution however nothing in this Clause shall prevent the Parties commencing or continuing court proceedings at any time.

12. Assignment/Sub-Contracting

12.1 Neither Party shall assign, transfer, charge or otherwise deal with all or any of its rights under this Agreement without the prior written consent of the other Party. No such permitted assignment shall relieve either Party of any of its obligations under this Agreement.

13. Benefit of Agreement (Third Party Rights)

13.1 Save as otherwise expressly provided in this Agreement, no term of this Agreement is intended to confer a benefit on, or be enforceable by, any person who is not a party to this Agreement (whether under the Contracts (Rights of Third Parties) Act 1999 or otherwise).

14. No Partnership

15.1 This Agreement does not create a partnership between the Parties and neither Party shall have any authority to act in the name or on behalf of, or otherwise bind, the other Party to any obligation.

15. Waiver

15.1 Neither Party shall be deemed to have waived the performance or breach of any provision of this Agreement unless it does so expressly in writing. No such waiver shall be deemed to be a waiver of any other past or future default or breach of such provision or any other provision of this Agreement.

15.2 No failure or delay by a Party in exercising any right under this Agreement shall be deemed to be a waiver of, or to otherwise prejudice, the exercise of that right.

16. Severability

16.1 If any term of this Agreement is or becomes illegal, invalid or unenforceable in any jurisdiction, that will not affect the legality, validity or enforceability in that jurisdiction of any other term of this Agreement; or the legality, validity or enforceability in other jurisdictions of that or any other provision of this Agreement.

17. Publicity

18.1 Each Party shall obtain written approval from the other prior to making any press release or public statement or announcement regarding this Agreement or any ancillary matter unless the release, statement or announcement is required by law any recognised stock exchange. Any such required announcement shall in any event be issued only after prior consultation with the other Party as to its contents.

18. Variations

18.1 The Agreement may only be amended or varied by a document in writing signed by a duly authorised person on behalf of each Party.

20. Governing Law

20.1 This Agreement shall be governed by, construed and interpreted in accordance with English law and the Parties hereby agree, for the purposes of this Agreement only, to submit themselves and any claim or matter arising under or in connection with this Agreement to the exclusive jurisdiction of the English courts.

SCHEDULE 1 – SPECIFICATION

1. Duration

1.1 This agreement shall take effect for a period from 01/10/2026 to 31/03/2028.

2. Background

2.1 MAT services have largely remained unchanged over recent years, and this is an excellent opportunity to overhaul current service design.
2.2 Community pharmacies have regular face-to-face contact with people in treatment and therefore are ideally placed to strengthen and improve the treatment journey.
2.3 By working together with drug and alcohol services, community pharmacies can offer a MAT core service in line with an agreed framework that ensures a standardised, high-quality level of care is available to all.

3. Aims and intended service outcomes

3.1 Drug and alcohol treatment services and community pharmacies can work together to enhance the treatment and care experience for people who are prescribed MAT.
3.2 A holistic core offer for all those receiving MAT can deliver safe and effective care at the point of delivery, with an emphasis on:
- promoting engagement with treatment.
- managing risk.
- improving health.
- enhancing quality.

3.3 The service will aim to:
- have a holistic approach to pharmacy commissioned services for those engaged with substance misuse services to enhance the health and wellbeing of individuals affected by drugs.
- manage risks such as drug-related deaths, overdose, and other threats to health.
- have a quality-driven commissioned service with a framework which underpins it.

4. Service outline

4.1 The pharmacy will offer a user-friendly, non-judgmental, person-centred, and confidential MAT core service, comprising four elements:
- Wellbeing support
- Reporting all missed and late pick-ups
- Supervised consumption
- Conduct Annual Pharmacist Review

4.2 The prescriber or recovery worker will contact the service user's chosen pharmacy prior to them attending the pharmacy, to ensure the pharmacy has capacity and agrees to accept a new service user. The service users' details will be provided to the pharmacy by phone call ,secure email or PharmOutcomes referral.
4.3 The treatment service will be responsible for obtaining the service user's consent to each element of the Medication-Assisted Treatment (MAT) Core Service. This will be communicated to the pharmacy.
4.4 The receipt of the service user's details from the treatment service will be constituted as a referral and can be accepted as implied consent by the service user agreeing to be provided with the MAT Core service by the pharmacy. Where a prescription is received for a service user who is new or unknown to the pharmacy without prior communication from the treatment team, the pharmacy staff will need to contact the treatment team for more information; and to check that the service user does wish to use this pharmacy for the MAT service. In this scenario consent should also be confirmed verbally with the service user and should then be

recorded in the pharmacy clinical service record. Service Users are free to withdraw their consent to receive the service at any point in the service.

*4.5 **Wellbeing Support***

4.6 Wellbeing support will be provided by an appropriate member of the pharmacy team at the request of a service user receiving MAT treatment.

4.7 Wellbeing support will be delivered in a respectful manner using quieter areas of the pharmacy. Service users should be offered the use of a consultation room, where appropriate.

4.8 Advice will be consistent with relevant recognised guidelines and good practice and should be supported with appropriate harm minimisation materials or literature provided by CGL.

4.9 Wellbeing support may include, but is not limited to advice around harm minimisation, safer injecting techniques and prevention of drug-related deaths; transmission of blood-borne viruses; safe storage and use of MAT and other medication; safe disposal of injecting equipment and substances (e.g. avoiding risk of injury to children); guidance on the use of naloxone, and supply made where commissioned; wound site management; sexual health; nutrition; alcohol misuse; smoking cessation; OTC medication use.

4.10 Pharmacy staff will be able to identify possible intoxication or over-sedation, safeguarding risks, or obvious physical or mental health problems.

4.11 Advice, treatment, signposting, and/or referral will be offered as appropriate.

4.12 People will be signposted to the local Change Grow Live service to obtain a locked box for medication storage as needed.

4.13 People will be signposted and referred to other relevant commissioned services as appropriate.

4.14 All people identified as requiring further support by Change Grow Live will be signposted to the local service.

4.15 A record of any advice given, signposting or referral may be made on the service users pharmacy clinical record where the pharmacist deems it to be of clinical significance.

*4.16 **Reporting missed or late pick-ups***

4.17 Any missed medication collections by any person prescribed MAT will be notified by the dispensing pharmacy to the prescribing service, within 1 working day via PharmOutcomes.

4.18 This will allow the Change Grow Live service to monitor treatment adherence and provide follow-up and support to the individual and review treatment plans as needed.

4.19 Service Users who miss 3 days or more of their regular prescribed dose of MAT are at risk of overdose because of loss of tolerance. Discuss with the prescriber before dispensing.

4.20 Any instalment medication covering more than one day that is not collected on the due date but collected on a later date should be reported as a late collection via PharmOutcomes on the date the supply was actually made.

4.21 If a service user is on a titration prescription which specifies to contact the prescriber if a titration dose is missed please ensure this is actioned before supplying the next dose.

*4.22 **Supervised Consumption***

4.23 Supervised consumption will be provided, when confirmed that the provider has capacity, at the request of the prescriber.

4.24 The service will be provided by a trained member of the Dispensing Team under the supervision of the pharmacist. The trained member of staff should be aware to consult the pharmacist if any concerns arise whilst undertaking a supervision.

4.25 The service will require the trained member of the Dispensing Team to supervise the consumption of prescribed medications when indicated by the prescriber, ensuring that the dose has been administered appropriately to the service user.

4.26 Supervised consumption will be provided in a respectful manner, and should utilise a quiet, private area of the pharmacy, out of public view and where conversations cannot be overheard. Service users should be offered the use of a consultation room, where appropriate.

4.27 The pharmacy team will continue to provide advice and support to service users who are moving from supervised consumption to daily pick-up and beyond, this may include referral back to the prescriber where appropriate.

4.28 Pharmacies will record supervised consumption activity via PharmOutcomes.

4.29 The Home Office has confirmed that if the following wording is used on prescriptions for controlled drugs intended for instalment dispensing, then the pharmacist may issue the remainder of an instalment prescription when the service user has failed to collect the instalment on the specified day: "***Supervised consumption of daily dose on specified days; the remainder of supply to take home. If an instalment prescription covers more than one day and is not collected on the specified day, the total amount prescribed less the amount prescribed for the day(s) missed may be supplied***." If the prescription does not reflect such wording, the regulations only permit the supply to be in accordance with the prescriber's instalment direction.

4.30 Service Users who miss 3 days or more of their regular prescribed dose of MAT are at risk of overdose because of loss of tolerance. Discuss with the prescriber before dispensing.

4.31 If the medication is dispensed for non-supervised consumption (e.g. Sundays, bank holidays) the service user must be provided with information regarding the safe storage of the medication and reminded of the danger it presents to others.

4.32 Methadone oral solution: The pharmacy will present the medicine to the service user in a suitably labelled receptacle and will provide the service user with water (in a disposable cup) where appropriate to facilitate administration and/or reduce the risk of doses being held in the mouth. If a service user's dose is measured out in advance of their visit, then suitable containers with lids should be used. These shall be individually labelled as per normal labelling regulations. Prior to disposal of these containers, all identifying labels shall be removed/anonymised.

4.33 Buprenorphine and Buprenorphine/Naloxone sublingual tablets: The pharmacy will prepare the dose. The service user will be provided with water (in a disposable cup) prior to issuing the dose where appropriate, this may speed up the process of the medication dissolving under the tongue. The medication should be tipped directly under the tongue without handling. The service user will need to be supervised until the tablet has dissolved. This may take up to 10 minutes. When most of the tablet is dissolved, and only a chalky residue remains, talk to the service user to determine if the dose has fully dissolved. Offer a further drink of water if appropriate. Crushing of tablets is off-licence and therefore should not be undertaken unless the prescriber requires this. If required, the prescriber must write this on the prescription and both the prescriber and service user must be aware that this is off-licence.

4.34 Buprenorphine oral lyophilisate tablets (Espranor): The pharmacy will prepare the dose. The oral lyophilisate should be removed from the blister pack with dry fingers and placed whole on the tongue until dispersed, which usually occurs within 15 seconds. The service user will need to be supervised until the lyophilisate has dissolved. Swallowing must be avoided for 2 minutes, and food and drink not consumed for 5 minutes after.

4.35 Pharmacists and staff involved in the provision of the service must be aware of and operate within any locally agreed protocols and follow their company Standard Operating Procedures that cover the provision of this service.

4.36 *Annual Pharmacist Review*

4.37 All pharmacies will offer an Annual Pharmacist Review to all service users receiving MAT treatment from Change Grow Live.

4.38 The Annual Pharmacist Review will be delivered by a pharmacist.

4.39 This will be delivered in a respectful manner using the pharmacy consultation room.

4.40 If a service user declines this review, the pharmacist will document this on PharmOutcomes.

4.41 The pharmacist delivering the Annual Pharmacist Review will discuss with the service user:

- Adherence to MAT and any associated barriers.
- Current MAT dosage and potential for optimisation based on information available.
- Other current medication (Prescribed by GP and OTC) being taken and any understanding/adherence concerns the service user has.

- Take home naloxone. Training and supply will be offered, where commissioned or referred where appropriate.
- Safe Storage of medication and referral to CGL Services if safe storge boxes are required.
- Lifestyle factors which may influence the person's health and wellbeing, with advice and referral where appropriate.
- Harm reduction advice, as appropriate.
- The person will be given opportunity to raise any other relevant information as they feel is appropriate.

4.42 If you identify any contra-indications or drug interactions they should be documented and contact made with the prescriber as needed.

4.43 People will be signposted and referred to other relevant commissioned services as appropriate.

4.44 Pharmacies will record the Annual Pharmacist Review via PharmOutcomes.

4.45 If any serious/urgent concerns arise about any prescribed medication these should be communicated directly with the appropriate prescriber.

4.46 If the CGL Service is not open and an urgent matter arises you may wish to contact NHS 111, or emergency services on 999.

5. Data Recording & Information Sharing

5.1 The pharmacy will maintain accurate and up to date records of service activity using PharmOutcomes.

Data	**Timeframe**	**Data Use**
Missed Supervision/Collection	Reported within 1 working day	To enable more prompt intervention by case workers, provide assurance of adherence and reduce diversion
Late Collection	Reported within 1 working day	To build a longer term picture of adherence to support service user treatment plans
Monthly Supervised/Unsupervised dispensing	Reported at the end of each month	Confirmation that all missed pick-ups have been notified, support monthly payments per service user, and enable individual supervised consumption fees where applicable
Annual Pharmacist Review	Reported upon completion	To support prescriber reviews and recovery worker case/risk management

5.2 CGL will provide the license for data recording via PharmOutcomes.

5.3 Contractors will share relevant information with other healthcare professionals and agencies, in line with locally determined confidentiality arrangements. The service user should be

informed that information is being shared (unless to do so would put another person at risk e.g. in the case of suspected child abuse).

5.4 A 2-way communication system will be utilised, once ready, to allow for direct contact between community pharmacies and the Change Grow Live service, providing an audit trail of communication.

5.5 **Data Protection -** Each party shall comply with its respective obligations pursuant to applicable data protection laws and/or regulations in relation to the processing of personal and/or special category data under this agreement, including but not limited to the General Data Protection Regulations and the Data Protection Act 2018.

5.6 The pharmacy will support Change Grow Live to carry out audits in relation to the service as and when requested. CGL will extract any data required to carry out audits from PharmOutcomes. Contractors may be asked for feedback to help improve the quality of the service.

6. Accessibility

6.1 Services will be available to anyone who needs them during pharmacy opening hours.

6.2 Service users will be informed of the pharmacy opening hours upon them first accessing the service. Service Users and CGL will be informed of any changes in opening hours which may affect service provision.

6.3 In the instance the service becomes temporarily unavailable (for example, due to staff shortages or unanticipated closures):

- a business continuity plan shall be in place and actioned by the pharmacy to ensure people can still access services.
- the local Change Grow Live service shall be notified by the pharmacy of service unavailability and informed of the alternative arrangements which have been put into place.

7. Safeguarding and Governance

7.1 The Pharmacy staff must be aware of local child and vulnerable adult safeguarding procedures and follow them at all times.

7.2 All Pharmacists and registered Pharmacy Technicians will be trained to Level 2 in Safeguarding. All other pharmacy staff, who may be directly or indirectly involved in providing the MAT service, must be aware of safeguarding procedures and escalation processes within the pharmacy.

8. Required Training

8.1 Pharmacists and registered Pharmacy Technicians providing the service will complete the CPPE 'Declaration of Competence (DoC) for Supervised Consumption of Prescribed Medicines', and consent for this to be shared with PharmOutcomes. Refresher training to be undertaken in line with the requirement to update DoC every 2 years.

8.2 A three-month grace period is allowed for new staff members to complete the required training avoiding disruption to service delivery.

8.3 Training must be undertaken by all staff members who will be delivering the service (including locum pharmacy staff). Staff must be aware and competent to work under this SLA.

8.4 The local Change Grow Live service will provide update training, suitable for all members of the pharmacy team, on an annual basis and as and when required in agreement with the LPC. This may be delivered as a combination of face-to-face and online events (which will be made available on demand, where possible).

8.5 Training will be delivered on appropriate topics, in order to reinforce knowledge and skills and identify any gaps or additional training needs; alongside sharing information on incidents, resolving queries, and exploring ideas for improvements to the service.

8.6 Attendance at the annual training event is recommended as part of service delivery. The Contractor/Pharmacist attending the training must cascade any changes to service delivery to all pharmacy staff involved in delivering the MAT core offer.

9. Quality and safety

9.1 The pharmacy must have up-to-date policies and procedures in place for delivery of these services.

9.2 It is the responsibility of the contractor to ensure that all pharmacy staff, including other pharmacists (including locums), involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service to ensure the smooth continuation of the service in the absence of the regular pharmacist.

9.3 The contract holder will ensure that appropriate professional indemnity insurance is in place.

9.4 It is a requirement for the contractor signing up to this agreement to comply with all the requirements of the essential services of the NHS Community Pharmacy Contractual Framework.

9.5 The pharmacy team must have access to naloxone kits and be trained on how to use them in an emergency. The naloxone kits and training can be provided to individual pharmacy team members by the Change Grow Live service.

10. Incidents and feedback

10.1 Incidents and feedback in relation to this service will be reported and investigated as per the pharmacy's incident reporting procedures.

10.2 A summarised copy of the incident report, investigation, and outcomes will be provided to the local Change Grow Live service when requested.

10.3 Any serious incidents will be notified to Change Grow Live within 5 working days.

11. Payment arrangements

Service	Payment
Core MAT offer	£7.50 per person prescribed MAT per calendar month for provision of the service detailed above where a minimum of 10 days of medication has been provided in the month.
Annual Pharmacist Review	£30 per completed review
Supervised consumption – methadone (all brands)	£2.00 per supervised dose
Supervised Consumption – Espranor	£2.00 per supervised dose

Supervised consumption – sublingual buprenorphine (all brands)	£2.50 per supervised dose

11.1 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 grace period for claims is three months inclusive of the month claimed, any claims recorded past this point will not be honoured.

11.2 Monthly payment for the core MAT offer will be paid during each month the service user is provided with MAT services by the pharmacy.

11.3 Fees will be paid based on submitted claims, into a bank account specified by the pharmacy.

11.4 The service contract and financial details will need to be completed and returned before any payments will be made.

11.5 Either party wishing to terminate this agreement must give one months' notice in writing. However, either party reserves the right to suspend or terminate the service at short notice following a significant event or serious incident.

11.6 This agreement will be reviewed on an annual basis.

Appendix 1: Local Contact Information

Local CGL Service: North Northamptonshire Recovery Partnership - Corby

Local CGL Service address: 98-100 Rockingham Road, Corby, NN17 1AE

Local CGL Service telephone number: 0808 169 8512

Local CGL Service email address: NorthNorthantsRecoveryPartnership@cgl.org.uk

Lead Contact: Shanice Sharp – Shanice.sharp@cgl.org.uk

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:

Email:

Phone Number:

For and on behalf of the Pharmacy

Name:

Job Title:

Signature:

Dated:

Email:

Phone Number: