

# Newsletter for community pharmacies providing substance use services

November 2024



## Re-branding

We wanted to share some exciting news about our new charity. Humankind and Richmond Fellowship legally merged in the summer and on 1 October 2024, we launched Waythrough with Aquarius as our subsidiary.

Waythrough will continue to provide services that were previously managed and run by Humankind Charity. No changes will be made to current working practices. Service Level Agreements will be updated in due course with our contracts team and current contracts will remain valid for use.

## Medicines shortage

### Methadone 5 mg tablets

SPS update from 16 October 2024 states that Methadone 5mg tablets anticipated resupply date changed from 11 October to 25 October 2024.

Many thanks to all pharmacies for their cooperation with our services to ensure supply of the alternative medications (including unlicensed supplies) during the shortage.

## Early release programme for prisoners in September and October 2024

These releases are planned for 2 phases. The first phase starts on Tuesday 10th September for those with sentences of 5 years or less and the second phase starts Tuesday 22nd October for those with sentences of 5 years or more. This process is due to be completed by 16th December 2024.

More people may need advice and information about various services available, including substance use services.

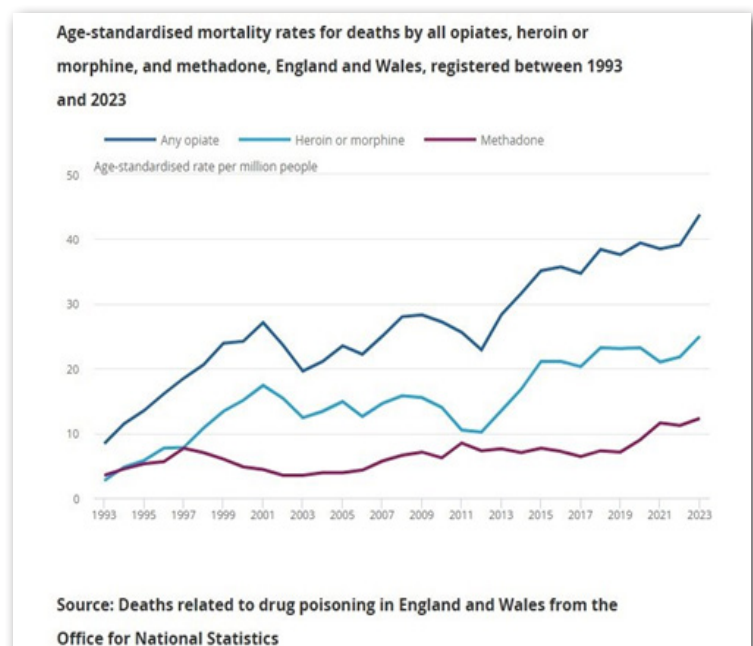
Please provide information about your local substance use service when appropriate and contact your local service if you need any information about how we can help.

## Opiates related deaths

### Almost half of all drug-poisoning deaths continue to involve an opiate.

Just under half of all drug-poisoning deaths registered in 2023 were confirmed to involve an opiate (46.8%; 2,551 deaths). This was 12.8% higher than in 2022.

### Opiates continued to be the most frequently mentioned drug type



*"Each one of these statistics represents a life that's been taken away. Their deaths leave a deep and painful void for the friends, families and communities who grieve their loss."*

**Paul Townsley, Waythrough CEO**

## Incidents and learning

**Incident:** A person, who is pregnant went off script. They contacted the service themselves a few days later and informed us they were off script because they had been held by a perpetrator of domestic abuse. Had the key worker been made aware, they would have completed safety checks.

**Learning:** **Management of missed doses** as per Guidance 'Community pharmacy: delivering substance misuse services', published 24 January 2024.

*If a person **misses 3 consecutive doses** (or any doses during titration) for an opioid substitute, the pharmacist should put the prescription 'on hold'. **The pharmacist (or another designated pharmacy staff member) should then contact the prescriber to discuss if it's suitable to continue to supply the opioid substitute.***

*If they cannot contact the prescriber (for example when working out of hours), the person may be refused one or more doses. The pharmacist should record all refusals (with associated rationale) on the person's PMR and on the prescription, and they should tell the prescriber as soon as possible.*

To enable our services to effectively support and conduct welfare checks for individuals on Oral Substitution Treatment, it is crucial that we are notified immediately when a dose is missed. Missing a dose could signal underlying issues—such as safeguarding concerns, health complications, or even life-threatening situations - that require timely intervention.



## Good practices/ feedback

Thank you to all community pharmacies supporting our people and cooperating with our services to offer the best possible care.

*"The Pharmacist working in the pharmacy I go to, is absolutely awesome! He asks me how I'm doing, he remembers things I've told him previously and asks me about it when I see him next, for example, when I told him it was my graduation, he asked me the following week how it went, and I showed him photos."*

**The  
Pharmacist  
working in the  
pharmacy I go to, is  
absolutely awesome!**

## Contact Details

Tel: **01226 779066**

5-6 Burleigh Ct, Burleigh St, Barnsley S70 1XY

Satellite Hub: Dearne Enterprise Centre, 1 Bamburgh Lane, Goldthorpe, S63 9PG

Satellite Hub: McIntocks Building, Crookes Street, Barnsley S70 6BX

## November Local Update

1. For prescriptions/people we support related queries please contact the service on the number:  
**07793 246455**

2. Locally run training sessions

Barnsley Recovery Steps has started a Pilot with the council to offer direct support in the following villages.

Royston, Carlton, Monk Bretton, Lundwood, Cudworth, Shafton, Grimethorpe, Brierley and Great Houghton

We can offer conversations with anyone that may want to know about alcohol and drug use, one-to-one appointments with individuals locally within the village when referred directly to the HOPE Outreach and Engagement worker and we can offer training sessions locally for professionals.

In addition we will be looking for volunteers to support with community engagement to promote a culture of open conversation and easier access to support.



## Contact Details

Tel: **01274 296023**

10 Currer St, Bradford BD1 5BA

[info@newvisionbradford.org.uk](mailto:info@newvisionbradford.org.uk)



## Contact Details

Tel: **020 8800 6999**

590 Seven Sisters Rd, London N15 6HR





### Contact Details

Tel: **01422 415550**

Basement House, 10 Carlton St, Halifax  
HX1 2AL

## November Local Update

If a pharmacy is struggling to get through they  
can email our dispensing team:

[pharmacy@calderdalerecoverysteps.org.uk](mailto:pharmacy@calderdalerecoverysteps.org.uk)



### Contact Details

Tel: **01946 350020**

21b Lowther St, Whitehaven CA28 7DG

1st Floor Stocklund House, Castle Street,  
Carlisle CA3 8SY

92-96 Duke Street, Barrow-in-Furness,  
Cumbria LA14 1RD

6 Finkle Street, Workington, Cumbria  
CA14 2AY



### Contact Details

Tel: **0191 917 1160**

Unit 19, Cookson House, B1344, South  
Shields NE33 1TL



### Contact Details

Tel: **07394 563555**

Armley Court

3 Armley Court Armley Road LS12 2LB

Tel: **07394 563556**

Kirkgate

74 Kirkgate, Leeds LS2 7DJ

Tel: **07936 360184**

Irford House

Irford House, Seacroft Crescent, Leeds LS14  
6PA



## Contact Details

Tel: **0800 233 5444**

Exeter, East & Mid Devon  
Magdalene House, Grendon Road,  
Exeter, EX1 2NJ

### South Devon

Templer House, Scott Close, Newton  
Abbot, TQ12 1GJ

### North Devon

Riverside Court, Units 3, 4 & 6, Castle St,  
Barnstaple, EX31 1DR

Longbridge House, Bideford Medical  
Centre Abbotsham Road, Bideford,  
Devon, EX39 3AF



## Contact Details

Tel: **08000 14 14 80**

5 The Applegarth, Northallerton, DL7 8NT



## Contact Details

Tel: **03000 266 666**

81 – 88 Whinney Hill, Durham, DH1 3BQ





## Contact Details

Tel: **0114 321 4652**

Portland House, 243 Shalesmoor, Moorfields, Sheffield S3 8UG

## November Local Update

1. Successful overdose reversal by Wicker Pharmacy colleague. This is the third successful overdose reversal by Wicker Pharmacy. Big thank you to Wicker Pharmacy and other community pharmacies contribution to Take Home Naloxone (THN) and Emergency Naloxone Administration Programme (ENAP) services.

2. Naloxone services from community pharmacies – further training opportunities will be available online, including training provided by already trained pharmacy colleagues. More information will be available soon via CPSY and PharmOutcomes.

3. Missed doses notification.

To enable Likewise Sheffield to effectively support and conduct welfare checks for individuals on Oral Substitution Treatment, it is crucial that we are notified immediately when a dose is missed. Missing a dose could signal underlying issues—such as safeguarding concerns, health complications, or even life-threatening situations – that require timely intervention.

**Urgent Referrals** – (i.e., 3-day consecutive doses missed, titration dose missed and/or significant concern about the service users health and wellbeing.)

Call the Likewise Sheffield SPOC number (**0114 321 4652**)

**Non Urgent Referrals** – (Sending information and/or non-urgent queries to the service where a response is not required, including missed doses)

**PharmOutcomes Supervised consumption** – Prescriber Contact Form

OR

**Dedicated email for NHS providers** – [Humankind.Likewise@nhs.net](mailto:Humankind.Likewise@nhs.net)

Please note– these methods must not be used to replace direct verbal communication where there are notable safety concerns.

