



Waythrough

Newsletter for community pharmacies providing substance use services

June 2026



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FP10MDA Instalment Prescriptions: Helpful Dispensing and Endorsement Reminder

Community Pharmacy England (CPE) has produced a useful short video to help pharmacy teams understand the correct dispensing and endorsing requirements for Controlled Drugs prescribed on blue paper FP10MDA instalment prescription forms.

The video covers:

- key areas including FP10MDA prescription requirements
- which items can be prescribed using these forms
- how to correctly endorse prescriptions to support accurate payment, claiming Packaged Dose (PD) fees for oral liquid methadone supplied in daily dose containers
- Home Office wording on prescriptions and how it supports flexible dispensing based on closure days
- daily dose dispensing for methadone to enhance safety
- how FP10MDA forms should be submitted to the NHS Business Services Authority (NHSBSA)

This is a helpful refresher for pharmacy teams dispensing instalment prescriptions and supports accurate endorsement, reimbursement, and submission processes.

Scan the QR code to access the [CPE Funding & Reimbursement Shorts: Dispensing FP10MDA forms page](#).



The Focus on Methadone – video resource

Community Pharmacy Patient Safety Group created a training video designed for pharmacy teams.

Video highlights:

- best practice standards
- practical tips to safely manage methadone supplies and support
- patients undergoing opioid treatment

Key safety elements covered in the resource include:

- **Preparation:** Practical advice on ensuring smooth operations, particularly around busy periods like Bank Holidays
- **Take-Home Doses:** Guidance on labelling take-home doses correctly and managing people attendance
- **Person Communication:** Tips for communicating proactively with patients to alleviate any concerns they may have

Watch the video



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International Overdose Awareness Day 31st of August 2026

Beyond the counter: The pharmacy colleagues' role on International Overdose Awareness Day 2026

International Overdose Awareness Day (IOAD) on 31 August 2026 is the world's largest annual campaign to end overdose, remember those who have died without stigma, and acknowledge the grief of families left behind. For pharmacy professionals, this day serves as a critical call to action. As the most accessible frontline healthcare providers, pharmacy colleagues are uniquely positioned to turn public awareness into clinical intervention.

In 2026, the drug landscape is more volatile than ever. The rapid infiltration of highly potent synthetic opioids and dangerous adulterants into the illicit drug supply means that the risk of fatal overdose is escalating. **Overdose prevention is no longer just the domain of specialised drug treatment services; it is an urgent priority for community and clinical pharmacies alike.**

Here is how pharmacists can lead the charge on IOAD 2026 and every day after.



Championing naloxone access

Naloxone is a powerful opiate antidote that safely reverses the effects of an overdose and buys crucial time for emergency services to arrive.

- **Proactive dispensing:** If your pharmacy has a contract to dispense, do not wait for patients to ask. Offer naloxone kits (nasal sprays or injectable formulation) to anyone picking up opioid prescriptions or accessing needle syringe provision
- **On-the-spot training:** Provide rapid, simple demonstrations to patients and carers on how to recognise an overdose—such as pinpoint pupils, shallow breathing, or bluish skin—and how to administer the antidote safely
 - Support yourself with leaflets which your Waythrough service can supply to your pharmacy
- **Sign-posting back to treatment services:** If your pharmacy doesn't offer naloxone remind people when they collect their prescriptions that they can access naloxone from the treatment provider or other pharmacies in your area (check on your local LPC website or on your local Waythrough service website)



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Dismantling stigma with person-first language

Stigma remains one of the greatest barriers preventing individuals from seeking help or reporting an overdose. Because pharmacy colleagues interact with patients regularly, the vocabulary used behind the counter can either isolate a person or save a life.

- Shift the vocabulary: Consciously replace clinical or societal pejoratives like “addict,” “user,” or “drug abuser” with person-first language, such as “person who uses drugs”
- Facilitate a safe environment: Ensure that consultations regarding harm reduction, syringe exchanges, or opioid substitution therapies are handled with absolute confidentiality and impartial, non-judgemental dignity



Community integration and Harm Reduction

Pharmacy colleagues are the bridge between a vulnerable person and long-term recovery infrastructure.

- **Active referrals/signposting:** Maintain up-to-date contact details for local drug and alcohol services, housing support networks, and mental health crisis teams to provide seamless patient referrals/signposting
- **Visible solidarity:** Participate in the global campaign by utilising resources from the official International Overdose Awareness Day Campaign Hub. Wear the official purple ribbon, display educational posters in the pharmacy, or distribute drug fact sheets to people
- **A daily commitment**



International Overdose Awareness Day reminds the healthcare community that every single overdose death is entirely preventable. By driving naloxone distribution, eliminating stigma, and providing evidence-based education, pharmacy colleagues can directly reduce harm, support grieving communities, and save lives right from the pharmacy counter.

You can also find your local substance use support service and access information on overdose prevention, recognition, and response on this website by scanning this QR code:



Good practice/ feedback

One of the members of the Waythrough Lived Experience Council kindly shared their experience and highlighted the difference that community pharmacy colleagues make to the people we support—often without even realising it.

Thank you for your ongoing support in people recovery!

"Some of the pharmacists that I've seen regularly, I still go back in to say hello and catch up. I let them know how I'm doing, and they always seem quite touched that they did actually make a difference."

*Consistency and predictability. So, you're not building the pharmacy into like a negative experience. **It's just tiny little things like when people remember your name, they might ask you how your day is or ask you what you're going to do later and it just starts to help you feeling just a little bit more human. And I feel like you start to respect yourself a little bit more when other people show you respect.***

And yeah, the negative experiences do stick with you a little bit, but I think the positive experiences have stuck with me a lot more.

"A big part of supervised consumption for me was the fact that in a life that was quite chaotic, it was a regular thing that was going to do every day. I knew that I was going to do that, and I knew that I was going to see those same people"

"If you know that you're going somewhere where it's going to be a positive experience, you're far more likely to go in the first place and it just has a massive impact on your day. And I think that you see your pharmacy worker far more often than you see your recovery worker or a doctor, they're probably the most sort of consistent point in your recovery."

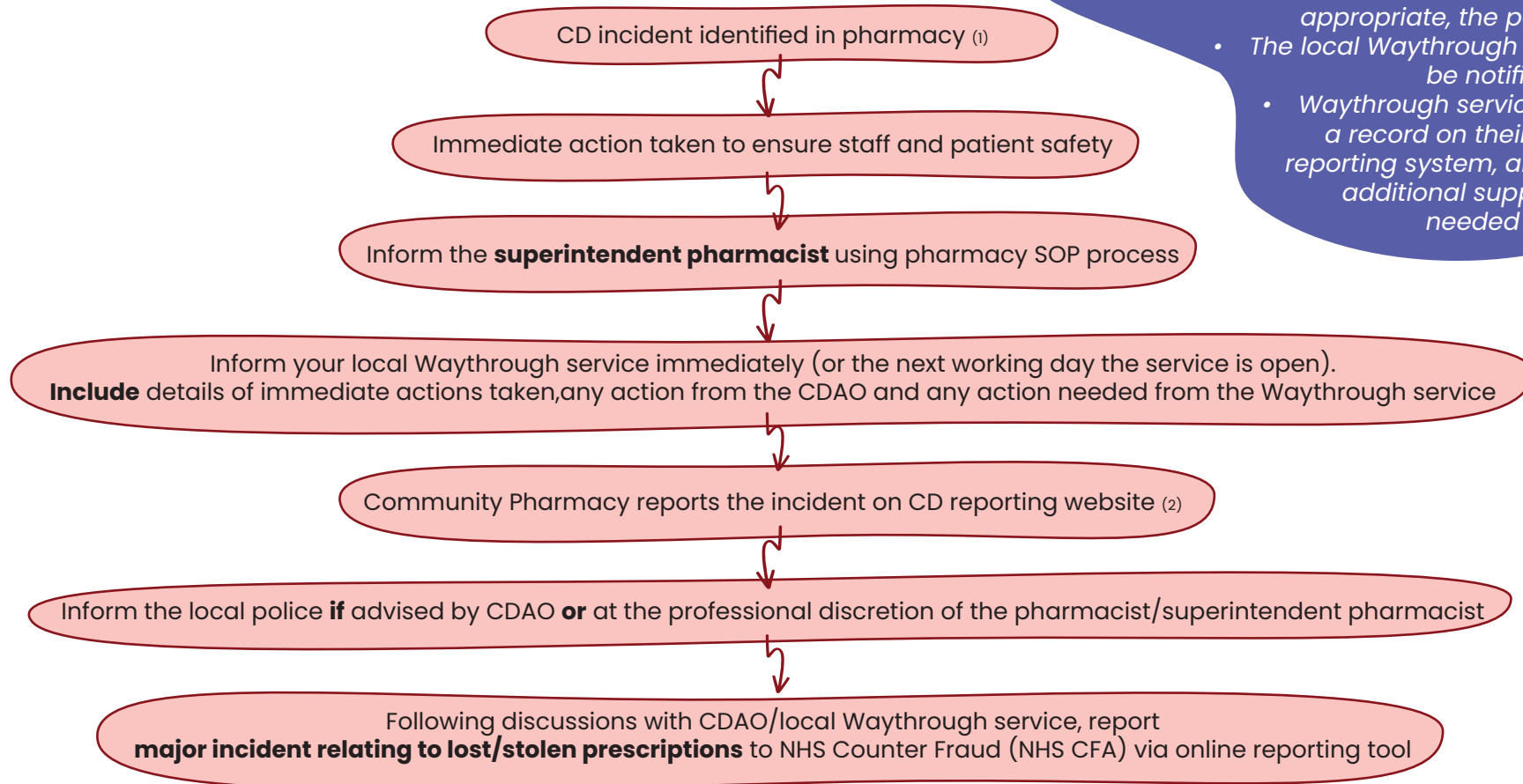
Key Takeaways:

A **pharmacy** identifies a lost prescription or any suspected fraudulent activity:

- Follow their own local SOP process, including notification of the NHSE CDAO, LCFS and where appropriate, the police
- The local Waythrough service should be notified
- Waythrough services will make a record on their incident reporting system, and provide additional support if needed

Did you know?

Reporting Controlled Drug (CD) incidents to Waythrough services and the local NHSE CD Accountable Officer



(1) CD incidents include:

- CD dispensing incident
- Missing CDs
- Prescription lost through "negligence or accident"
- Prescription which is stolen
- Prescription which is presented and suspected to be a forgery

(2) Details of the local CD accountable officer can be found on the CD reporting portal:

CD related incidents and concerns should be reported via CD reporting portal:

This document provides guidance for pharmacies only. Pharmacies should always refer to their own SOPs when managing incidents in their pharmacies.



Service updates



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

Local Update

Changes to Supervised Consumption and NSP SLAs.

Please find additional information on Community Pharmacy South Yorkshire by scanning this QR code:



Service updates



Contact Details
Tel: **08000 14 14 80**
5 The Applegarth, Northallerton, DL7 8NT



Contact Details
Tel: **01422 415550**
Basement House, 10 Carlton St, Halifax HX1 2AL

Alternatively if a pharmacy is struggling to get through the could email our dispensing team

pharmacy@calderdalerecoverysteps.org.uk



Contact Details
Tel: **03000 266 666**
81 – 88 Whinney Hill, Durham, DH1 3BQ



Contact Details
Tel: **01204 483 090**
Le Mans Crescent, Bolton , BL1 1SX

From 01 of April 2026 **Better Days Bolton** operates under the Waythrough umbrella.

Waythrough is a large UK registered national charity that provides free, confidential support and services for mental health, drug and alcohol recovery, supported housing, and domestic abuse.

The organisation operates across England, running over 260 diverse local services and supporting around 125,000 people each year.

Service Provider Change – a quick reminder

With recent service provider changes, you may notice changes to prescribing practice based on different organisational policies and procedures. Waythrough aligns with national orange guideline policies for prescribing in opioid substitution treatment. Treatment choice is also formulated around shared decision making and what best suits a persons recovery plan.

Service updates



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 Seacroft Crescent, Leeds LS14 6PA

Local Update

Naloxone availability in pharmacies in Leeds- the map on Forward Leeds website.

You can now find the map with pharmacies providing naloxone services on Forward Leeds. Please scan the QR code to access the map.



Contact Details

Tel: **0191 917 1160**

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



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

Service updates



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: **01274 296023**
10 Currer St, Bradford BD1 5BA
info@newvisionbradford.org.uk

Local Update

Marketing resources New Vision Bradford

If you would like any marketing resources for the service, including posters or information leaflets for New Vision Bradford, please get in touch via the contact email: abi.fox@newvisionbradford.org.uk



Contact Details
Tel: **020 8800 6999**

590 Seven Sisters Rd, London N15 6HR



Contact Details
Tel: **0114 321 4652**

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

Local Update

Likewise Sheffield, The Corner and 1625 Outreach have launched the **Let's Talk About Ket** campaign.



A 6 week campaign to help people become more informed about ketamine, whether it's harm reduction advice, learning about ketamine's impact on the body or what support is available for ketamine.

As part of this campaign, we've released a series of resources:

Professional Guide



Primary Care Guide



Posters and leaflet



These resources aim to help both you and people who use your pharmacy become more informed about ketamine and develop a great understanding of the impact ketamine can have on the body, as well as where to get help.



Scan the QR code
to visit our website



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