Waythrough

Newsletter for community pharmacies providing substance use services

October 2026



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Free flu jabs for people experiencing homelessness

People experiencing homelessness (PEH) have been officially added as a new clinical at-risk group for the national flu immunization programme starting from October 1, 2026.

A vaccination programme will support those experiencing rough sleeping and people staying in homeless hostels or night shelters, protecting a group at high risk of serious respiratory illness who are too often left behind.

A homeless person can have an NHS flu vaccination if they fall into one of the eligible groups for the Flu Vaccination Service. Pharmacy owners should also note the following:

- No fixed abode (NFA) can be entered in the IT system;
- If a homeless person is registered with a GP practice, notification would need to be sent to the GP practice, providing as much identifying information as the pharmacy can provide to allow the GP practice to match the information to the relevant person (some areas have specific homeless patient services to allow GP registration and some encourage registration at any GP practice); and
- **If a homeless person is not registered with a GP practice, the service can still be provided to the person.** Pharmacy staff could encourage the person to register with a practice and explain how to do this.

Not all local substance use services provide flu vaccinations to the people they support. Please continue to have conversations about the vaccination services available locally and encourage everyone who is eligible to access their free flu vaccination.

Scan the QR code to access more information is available on Community Pharmacy England website:



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Learning- supporting open communication with community pharmacy

Following a recent incident within Sheffield, we have taken the opportunity to reflect on the important role that communication between community pharmacies and our substance use services plays in keeping people safe and supporting positive treatment outcomes.

One of the key learning points is **the importance of pharmacy teams feeling confident and supported to share concerns with the service.** In line with our Service Level Agreements, we would **encourage pharmacies to continue reporting any concerns relating to a person's presentation, medication, safety or wellbeing**. These conversations are incredibly valuable and help us to build a fuller picture of how someone is managing their treatment.

Community pharmacy colleagues often see people more regularly than other members of the treatment team and are therefore uniquely placed to notice changes, ask questions and have supportive conversations. Remaining **professionally curious and communicating concerns early can create an opportunity for us to offer additional support, reduce risk and, importantly, help someone to continue moving positively through their recovery journey.**

Our learning has also reinforced the importance of how information shared by pharmacies is communicated back to people using our services. We want to reassure pharmacy colleagues **that concerns raised with our services will be treated sensitively and appropriately.** We will continue to support our teams to explain that information is shared by pharmacy colleagues in the interests of the individual's safety, wellbeing and quality of care, and as part of the collaborative relationship between the pharmacy, treatment service and the person themselves.

We are extremely grateful for the openness and professionalism of our community pharmacy colleagues. Please continue to speak to us when something does not feel right. Your observations, conversations and professional judgement are an important part of the care we provide together.

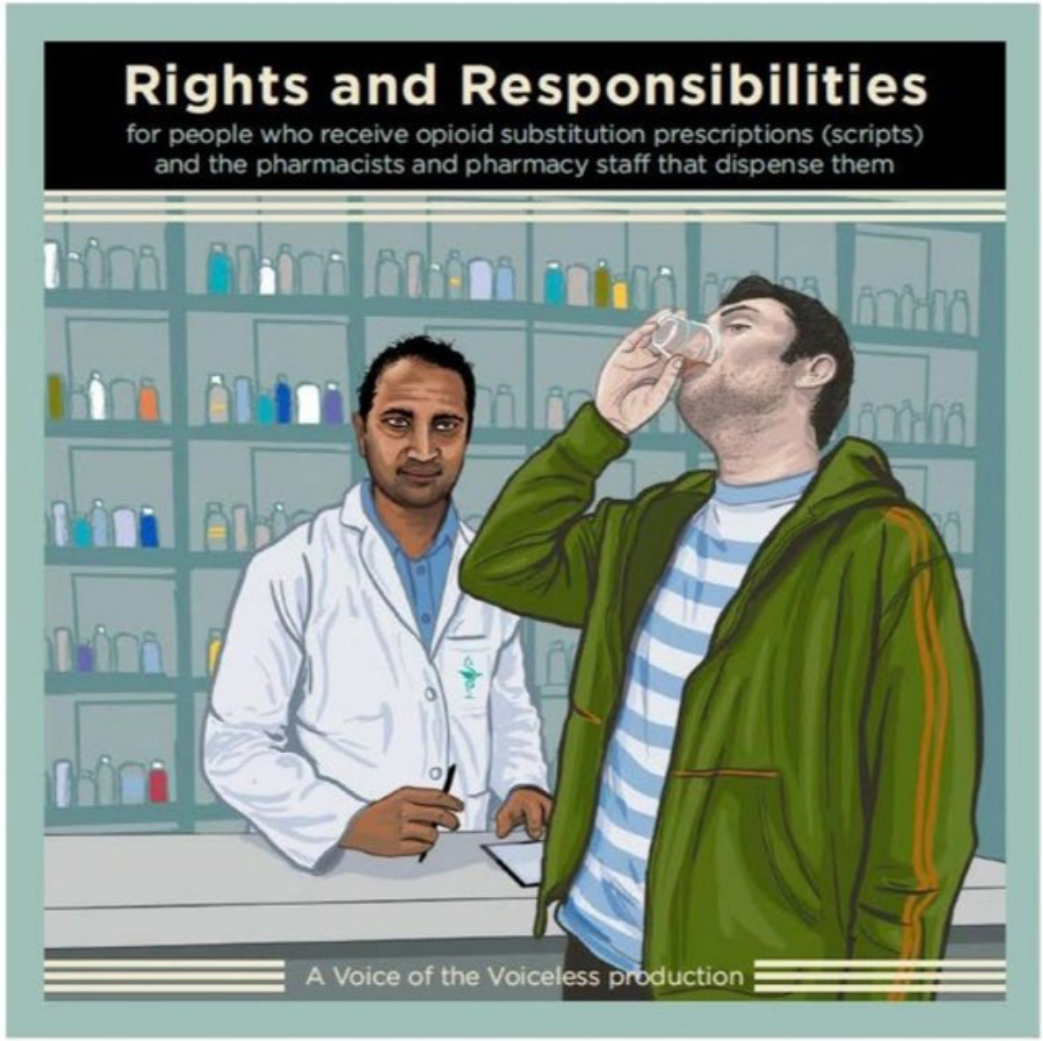
For contact details to your local substance use service please refer to Service updates

Newsletter for community pharmacies providing substance use services

Voice of the Voiceless - rights and responsibilities for people who receive opioid substitution prescriptions and the pharmacy colleagues who dispense them

The University of Bristol has shared a booklet capturing the experiences of people using community pharmacies for substance use services. The experiences shared offer an opportunity to pause, reflect and consider how **professional curiosity** can help us better understand the needs and experiences of the people we support.

This booklet can be downloaded free of charge - scan this QR code to access it





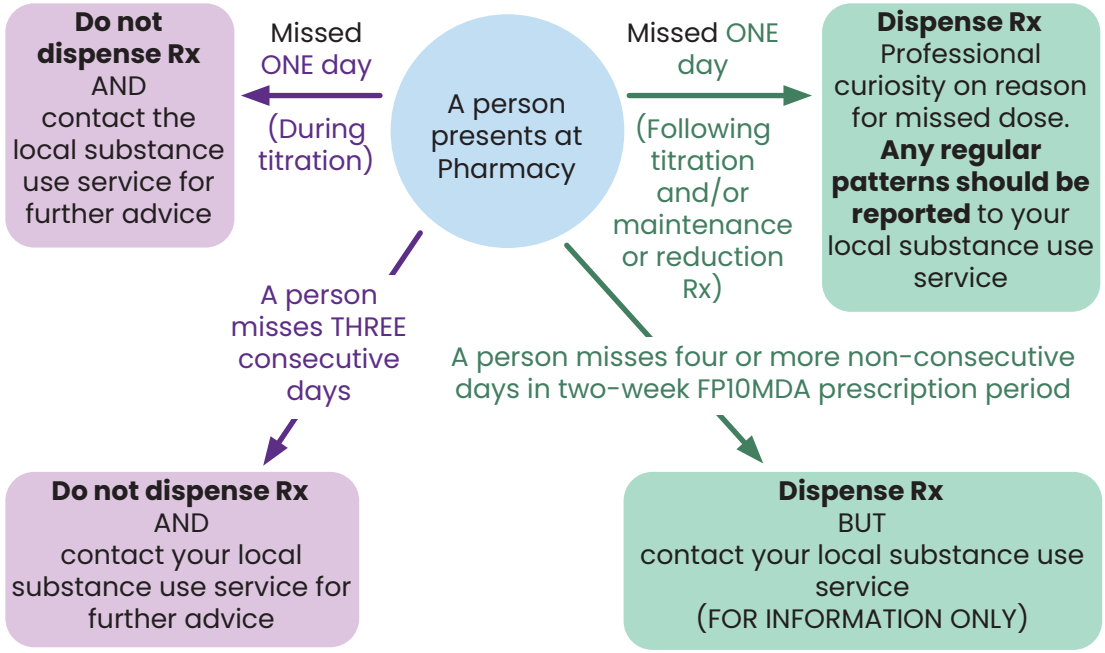
Good practice/ feedback

Thank you for your ongoing support in people recovery!

Thank you to all community pharmacies supporting our people and cooperating with our services to offer the best possible care. Please feel free to share examples how you support people affected by substance use. Please share by sending the email to:
barbara.zub@waythrough.org.uk

Did you know?

How do I respond if a person misses a dose of Opioid Substitution Treatment (OST)?



- If a person misses collection of the prescribed OST then the pharmacist must indicate on the prescription (Rx) "not dispensed" next to the relevant date and on PharmOutcomes (if relevant).
- If the person misses a pick-up they should return the next day as usual for their next dose.
- **Good practice is to report 2 missed consecutive doses which will support substance use service with maintaining safe and effective care for people accessing treatment.** (based on some local specific Service Level Agreements 2 consecutively missed doses must be reported to the substance use service).

What does the guidance say?

Guidance for community pharmacy: delivering substance misuse services, guidance states:
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[1] and on the prescription, and they should tell the prescriber as soon as possible.

In this situation, a person is now off prescription and will require contacting the service for a replacement prescription.

Rationale:

- The risk of death during methadone induction has been calculated at nearly seven-fold greater than the client's risk of death prior to entering methadone maintenance treatment and deaths usually occur during the first three to ten days of treatment[2].
- Therefore, extra caution should be exercised during the first two weeks of treatment and any OST doses missed (including buprenorphine) should be reported to the local substance use service.
- If a person misses a dose during the titration phase of treatment i.e. increase in dose during the induction onto an OST Rx, the local substance use service must be contacted before the next dose is given. Titration phases should not fall upon a weekend due to observation arrangements with the local substance use service.
- All emerging patterns of regular failures to attend the pharmacy should be reported to your local substance use service.

There are plenty of ways you can communicate with your local substance use service: phone call, email or relevant PharmOutcomes module.

[1] Community pharmacy: delivering substance misuse services, guidance published 24 January 2024

[2] Royal College of General Practitioners (RCGP). Guide to the Management of Substance Misuse in Primary Care (2005), pages 118-119.

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: McLintocks Building, Crookes Street, Barnsley S70 6BX

Local Update

Naloxone services from community pharmacy training for pharmacies providing NSP service.

All community pharmacies providing Needle and Syringe Programme (NSP) should complete Naloxone services from community pharmacies training. This can be found on our Waythrough website in for health professionals section. The raining takes approximately 1h to complete.



Service updates

NORTH YORKSHIRE HORIZONS

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

BETTER DAYS BOLTON

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

RECOVERY STEPS CALDERDALE

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**

New communication with Calderdale Recovery Steps module on PharmOutcomes

You will soon be able to report missed doses and any concerns you may have with regards to people we support via PharmOutcomes. As soon as the module is live, it will be communicated to your pharmacy with support of Community Pharmacy West Yorkshire (CPWY) alongside with supportive materials. Please look out for communication via CPWY and Waythrough.

County Durham drug and alcohol recovery services

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

Service updates

Contact Details
Tel: **0113210126 or alternatively 01138872477**
Armley Court 3 Armley Court Armley Road LS12 2LB

Tel: **07483592285 or alternatively 01138872477**
Kirkgate 74 Kirkgate, Leeds LS2 7DJ

Tel: **07483 124122 or alternatively 01138872477**
Irford House Seacroft Cresent, Leeds LS14 6PA

Local Update

Naloxone availability in pharmacies in Leeds- the poster information.

The poster with locations of pharmacies providing naloxone services in Leeds was distributed to your pharmacy via email. Please **print, display and signpost** using the poster. Displaying it in a visible area means that people can find information about naloxone without having to start a conversation or disclose anything about themselves.

If someone asks where they can access naloxone, please use the locations on the poster to signpost them to the appropriate service.
Naloxone locations - Forward Leeds
(scan QR code)

New communication with Forward Leeds module on PharmOutcomes

You will soon be able to report missed doses and any concerns you may have with regards to people we support via PharmOutcomes.

As soon as the module is live, it will be communicated to your pharmacy with support of Community Pharmacy West Yorkshire (CPWY) alongside with supportive materials. Please look out for communication via CPWY and Waythrough.

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

New communication with New Vision Bradford module on PharmOutcomes

You will soon be able to report missed doses and any concerns you may have with regards to people we support via PharmOutcomes. As soon as the module is live, it will be communicated to your pharmacy with support of Community Pharmacy West Yorkshire (CPWY) alongside with supportive materials. Please look out for communication via CPWY and Waythrough.

Contact Details
Tel: **0114 321 4652**
Portland House, 243 Shalesmoor, Moorfields, Sheffield S3 8UG

Local Update

2 & 3 missed Opioid Substitution Treatment doses should be reported to Likewise Sheffield. Please see the poster with necessary information, which will support your pharmacy in understanding why, what and how to report missed doses and any other concerns.

Likewise Sheffield would like to thank all community pharmacies that continue to report missed or late collections of opioid substitution treatment (OST) in line with the current Service Level Agreements (SLAs). **Your ongoing support in reporting these collections is essential to maintaining safe and effective care for people accessing treatment.** We would ask all pharmacies to continue reporting missed or late collections consistently.

Pharmacies where reporting is not currently taking place regularly will receive further correspondence from the service over the coming months.

Contact Details
Tel: **020 8800 6999**

590 Seven Sisters Rd, London N15 6HR

Waythrough

Scan the QR code to visit our website

You can read all past newsletters for community pharmacies by scanning this QR code



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