



November 2022

New Newsletter

A new newsletter will now be sent to all Hertfordshire Pharmacies. The newsletter will be sent every 3 months (November, February, May and August).

Within this news letter SPECTRUM including the Clinical Admin Team, who are responsible for the production of our batch prescriptions you receive every 2 weeks, will inform of any upcoming changes and events you need to aware off.

Within this issue we will be explaining the services that SPECTRUM offer and introducing you to the teams associated with these services.

In this Issue

- **Who we are and what we do!**
- **How SPECTRUM works**
- **Meet the Team**
- **Help Us Help You**
- **Needle Exchange**
- **A Quick Word**
- **You Asked, We Answered.**
- **Up Coming Events**
- **What we have learnt and what we done about it.....**
- **In the Next Issue**

Contact us

CGL SPECTRUM. St Martins House, The Common, Hatfield AL10 0UR.

T 0800 652 3169

A Very Brief History and Over View of CGL, Spectrum and Prescription Management

Change Grow Live has grown from a tiny volunteer-led Sussex-based organisation, to a nationwide charity that helps tens of thousands of people each day.

A pattern and a plan

We got our start back in 1977, when a group of magistrates in Sussex noticed a pattern. They saw people going to prison, being released with no home to go to, re-offending and being sent back to prison, over and over again.

So they decided to do something about it.

Recognising that homelessness was the basis for the pattern, they pooled their resources and bought a house. From there, they started offering accommodation and support to people leaving prison. They called their charity the Sussex Association For The Rehabilitation of Offenders, or Saro for short.

Seeing the whole person

In those early days, volunteers did all the work. They saw their approach had a big impact, so they opened more houses across Sussex to support people leaving prison.

They also noticed that drugs and alcohol played a role in the cycle of homelessness and offending. So they started to look for ways to provide support with those issues too. It might sound obvious, but taking a holistic approach that looked at everything going on in someone's life was pioneering.

It proved to be just what people needed. To keep up with the demand for our services in the 1990s, we merged with other local organisations, including a domestic violence charity and a residential rehabilitation unit, and hired our first paid members of staff.

We also started a ground-breaking project: Get It While You Can. One of our members of staff - who started out using our services - had a great idea to put peer support workers in police custody rooms. The thinking was that right after someone's arrested is the ideal time to get support. We also thought speaking to someone who'd been through similar experiences would help them see that there was a path forward.

It was an innovative, effective idea. It wasn't the norm to make a connection between drugs and crime, use early intervention or peer support, but it worked.

Going nationwide

Get It While You Can was so successful that we wanted to roll it out nationwide and help as many people as possible. But the name 'Sussex Association For The Rehabilitation of Offenders' didn't feel right now we weren't just operating in Sussex. It was time for a change, so we chose a new name: Crime Reduction Initiatives.

As we started running projects across the country, we noticed another issue that was playing a role in the cycle of drug addiction and crime. People couldn't get access to treatments like methadone fast enough to help them tackle their addiction, and that made it harder for them to make the changes they wanted to see in their lives. We developed new ways to make access to treatment quicker and better, like in-house prescribing, day programmes and counselling services.

Becoming Change Grow Live

In 2012 we merged with Sova, another charity working to help people change their lives and fulfil their potential.

Around the same time, we also noticed another change in our service users. We saw that more and more of the people we were supporting hadn't committed a crime. Our name - Crime Reduction Initiative - was a barrier, because they felt like our services weren't for them.

So in 2016 we changed our name again, to Change Grow Live. We took the name from the phases of our recovery programme: foundations of change, foundations of growth, foundations of life. It showed how we worked and helped tackle the stigma around seeking help.

2017 was also a year of change and growth for us. A charity called Lifeline was in crisis, and the vital services it ran were at risk of closing. We stepped in and took over some of those services to keep them running for their service users.

The Future

Since we first started, one goal has driven everything we do: to make a difference in people's lives. That's still what drives us now. We know that what we do works, so we want as many people as possible to benefit. That's how we'll make our vision - to change society for the better - a reality.

Spectrum CGL started to deliver the first integrated Substance Misuse Service in the UK for Hertfordshire back in April 2012 and from April 2019 this included the provision for Young People. The Service delivery was Pharmacological and Psychosocial interventions for people who have substance misuse issues. Anyone can refer themselves **or** a professional can make a referral to SPECTRUM. Since then there have been a few changes to SPECTRUM

Specialist teams have now been integrated into the service which include a Family Safeguarding Team, Criminal Justice Intervention Team, Telecoms Team for **telephone engagement with clients**, Single Point of Contact Team for all enquiries via phone/e-mail/eFax and website referrals, Complex Homeless Team for clients with housing issues and the Hospital Liaison team that work within Hertfordshire's main hospitals,

In 2019 Spectrum introduced as part of a restructure and National change of delivery a central prescription team which meant the creation of repeat prescriptions for clients would now be managed Centrally by a dedicated team. This formed a 2 person team where all repeat prescriptions would be created, signed by a clinician and then posted out to you.

In September 2022 this again changed with the expanse of the centralised prescription team by having a dedicated clinical prescription administrator in all of SPECTRUM hubs (Stevenage (North), Hertford (East), Hatfield (South) and Watford (West)). This was implemented to promote a more reactive response to the prescribing needs of service users, team members and partner agencies in the delivery of Pharmacological interventions.

SPECTRUM's Prescription Process

The prescribing process can be very challenging especially when taking into account the client needs and culture.

With this in mind we are very aware that from time to time we deviate from our own prescribing process adapting to meet the needs of the service user. We fully acknowledge that this can some times impact on you who we rely on to dispense to our prescribed service users.

This is our standard prescribing process for service users

- A referral is received for an opiate type issue
- The Service User is contacted and triaged within 5 days
- If suitable, the service user will then receive a personalised assessment and a medical assessment by a SPECTRUM prescriber completing a drug screen. The prescriber, will discuss and agree a prescribing regime the service user will be started on. (Mostly Daily Supervised Consumption)
- A titration prescription is then created and signed by the prescriber.
- The Recovery Worker will contact a suitable pharmacy, open 7 days a week where possible, to confirm that you are able to dispense to the new service user and confirm you have stock and capacity for supervised consumption if required
- You, the Pharmacist, will be made aware of the service users name and they will present with the 4 Way Prescribing Agreement issued with the initial titration prescription.
- SPECTRUM will then review the service user's titration until a stable dose has been achieved.
- When stable, prescriptions will be batch printed which means a prescription will be generated every 2 weeks for signing and delivery to you.

SPECTRUM Prescription Process

- Some times due to a medical review we will need to make changes such as cancel/curtail prescriptions. You will be contacted and advised of these changes and replacement prescriptions will be issued.
- Any Curtailed and cancelled prescriptions will be amended on our system to reflect these changes.
- If a client fails to pick up for more than indicated length of time on the prescription we need you to notify us so the batch prescriptions can be stopped to support safe prescribing and prevent any more being issued. If SPECTRUM are made aware of any issues that result in the need to cease medication we will contact you.
- We batch each of our hubs every 2 weeks for 4 weeks/28 days in advance. This can be extended where Bank Holidays, Prescriber absence and currently, potential postal strikes. We do this to ensure prescriptions needed for dispensing have been delivered to the you in good time.

We often receive queries regarding the 28-day rule on validity of FP10 prescriptions, so I thought it would be helpful to send guidance and clarification.

The 28-day rule applies to all Schedule 2,3 & 4 controlled drug prescriptions (blue or green) and states that, Controlled Drug Prescriptions are valid for 28 days after the 'appropriate date'.

The 'appropriate date' is **either** the date shown on the prescription next to the signature box, **or** any other date indicated on the prescription by the prescriber as a date before which the medication should **not** be supplied – **whichever is later**.

Therefore, if the only date on the prescription is the signature date, as is often the case with a green prescription, the prescription is only valid for 28 days following that date. However, in the case of our FP10 MDAs the 'appropriate date' would be the date on the first instalment as shown in the body of the prescription, **as long as this is later than the signature date**.

SPECTRUM Management Team

Trudy Sealy County Services Manager

Trudy enjoys long walks with her dog, city breaks, exercising and is a big foodie (hence the exercising!!)



Raymond Jay Deputy Services Manger

Stevenage Hub/ FYP Team /SPOC and Telecoms Team.

Ray is a keen cyclist and absolutely loves cooking....



Pinder Chaggar Deputy Services Manger

Hatfield and Watford Hubs

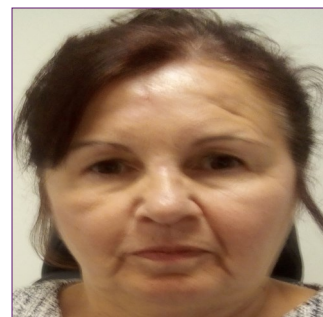
Pinder enjoys skateboarding and also loves cooking....



Heather Brooks Deputy Services Manger

Hertford Hub/CJIT Team /FST and PHE Complex Team.

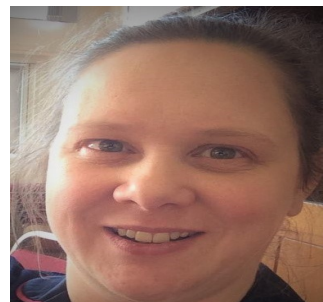
Heather loves holidays in Dorset



Sheryl Sanderson

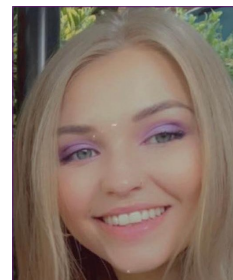
Cluster Lead Nurse

Before Nursing I was a Firework and Laser Technician, Florist and Wardrobe Mistress,

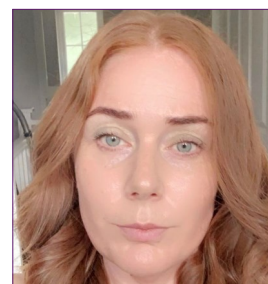


SPECTRUM Prescriptions Team

In the Hertford Hub we have Dominika Cisz as the clinical admin, Dom as she likes to be called.

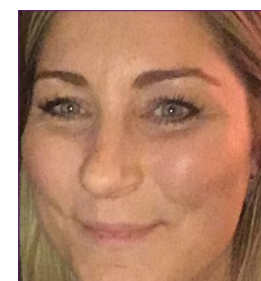


In the Stevenage Hub we have Leah Fabien, the newest member of the team.



In the Hatfield Hub it is Beverley Squirrell

'Beverly enjoys spending time outdoors, camping, gardening, and tending to her allotment



In the Watford Hub Nadalina Yovanovska is the Clinical Admin

Nadalina is currently studying to become a Doctor.



SPECTRUM Prescribers

Dr Gideon Felton — Consultant



Professor Fabrizio Schifano



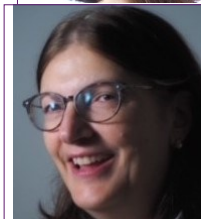
Dr Zahra Naderian



Azlinda Jolly
Pharmacist NMP



Anna Marie Felice
Nurse NMP



Hannah Kemp
Nurse NMP



Mwanaima Msabi
Nurse NMP



Contacts for Clinical Admin Team

Hertford:

Dominika Cisz.

Dominika.Cisz@cgl.org.uk

07901 124146

Stevenage:

Leah Fabien.

Leah.Fabien@cgl.org.uk

07778 069151

Hatfield:

Beverley Squirrell

Beverley.Squirrell@cgl.org.uk

07909 416589

Watford:

Nadalina Yovanovska.

Nadalina.Yovanovska@cgl.org.uk

07901 145833

SPECTRUM Community Team Leaders

Herford (East Cluster) Team Leader - Siobhan Cain: siobhan.cain@cgl.org.uk

Stevenage (North Cluster) Team Leader - Charnjit Chaggar: c.chaggarchahal@cgl.org.uk

**Hatfield (South Cluster) Team Leader - Rachael Vollenhoven :
rachael.vollenhoven@cgl.org.uk**

Watford (West Cluster) Team Leader - Dionne Black: dionne.black@cgl.org.uk

Family Safeguarding Team, Team Leader - Rosie Atherley rosie.atherley@cgl.org.uk

PHE Complex Team Leader - Liam Hendery: liam.hendery@cgl.org.uk

CJIT Team Leaders - Ashlea Woolfe: ashlea.woolfe@cgl.org.uk,

Becky Danslow: becky.danslow@cgl.org.uk and Deborah Jones: deborah.jones@cgl.org.uk

Family and Young Peoples Team Leader - Jennie Woodward jennie.woodwards@cgl.org.uk

SPOC and Telecoms Team Leader - Michelle Wood - Michelle.woods@cgl.org.uk

Harm Reduction Lead - Chris Bates - Chris.bates@cgl.org.uk

Help Us to Help You with “what if”

Not received batch prescriptions or a prescription that you are expecting ?

Please contact SPECTRUM as soon as you are aware or concerned. The clinical admin contact details are listed earlier within this newsletter. If you are not sure which admin to contact look at the PREFIX on the batch receipts that are sent with each batch posted.

HE=Herford HN=Stevenage HS=Hatfield HW=Watford.

Also the name of the clinical admin should also be on your batch receipt. They will investigate why, when, where, and get back to you. If they have gone missing replacements will be arranged and delivered in time for the first dispensing date.

If possible, please give clinical admin a direct contact number as sometimes it's difficult to get through on the Pharmacy shop number.

Needle Exchange

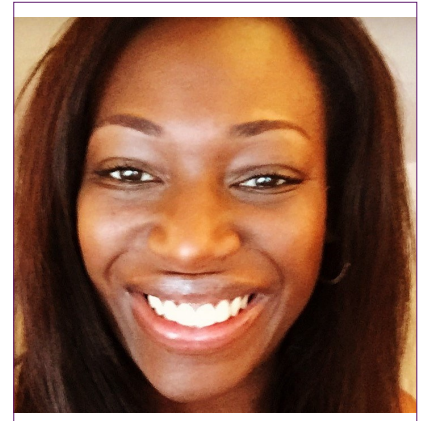
A reminder to all pharmacies providing NSP/ Naloxone (Needle Exchange), please ensure that you are carrying stock of five naloxone kits and that these kits are in date

If you have any queries about Needle Exchange or Naloxone please contact chris.bates@cgl.org.uk

A Quick Word !!!

Trudy Sealy Spectrum County Services Manager

Hello, I'm Trudy, the County Services Manager at CGL Spectrum. I have been in the Substance Misuse field since 2006. I enjoying long walks with the dog, city breaks, exercising and I'm a big foodie (hence the exercising!!)



Many of you will know me as I've been around in various roles within Spectrum since 2012. I love working in Hertfordshire and am always looking for new ways to collaborate. There has been a lot of change recently which has created opportunities but may also be slightly confusing so this Newsletter will help to update you on changes.

You Asked, We Answered

Within this section we will respond to questions raised by yourselves so everyone can see the response to your questions about the service. If you have any questions that are not client specific and about the service please e-mail robert.buckley@cgl.org.uk

Up Coming Events and Issues

Potential Postal Strikes

Due to the ongoing postal workers industrial action we may have run Prescription batch's either earlier than planned or further in advance than the normal 4 weeks, to avoid these postal disruptions and ensure timely delivery of the prescriptions. If an extended batch is going to be produced beyond the normal 4 weeks in advance, we will let you know by e-mail.

Ready for Christmas

Christmas is coming and we will be getting ready in advance. In November we will be looking at all service users that have a prescription start day of either Monday or Tuesday that can be changed. This will avoid Monday 26th, Tuesday 27th December and Monday 2nd January bank holiday prescription starts. If you are closing any other times, please let us know.

Week commencing 12th December 2022 extended batch's of prescriptions will be run to cover the Christmas period to the week ending 8th January 2023. This will avoid any issues with the postal system leading up to and over Christmas period.

Should you have any concerns about the date the prescriptions have been signed we can send you documentation showing that in this instance the start date of the prescription is the primary date which should be used for the purpose of dispensing. If you would like a copy of this please request via your nominated clinical admin and they will send it to you.

Next newsletter.

We hope that this edition has been useful. Remember, send any questions that you would like to be incorporated in the February 2023 Newsletter to Robert.buckley@cgl.org.uk

Many Thanks

What we have learnt and what we done about it.....

INC 3354 and INC 3464

There have been a couple in incidents where the Pharmacy has been requested by CGL to stop/curtail dispensing medication to a client. The Pharmacy has then continued to dispense to the client despite the request not to.

Please ensure that when a request is received to stop/curtail dispensing to a client that appropriate actions are taken to prevent any further dispensing of medication. If you are unsure about what is being requested, please contact clinicaladmin.herts@cgl.org.uk who will then get the required clarification of the request.

INC 7177

Client presented at Pharmacy intoxicated .

If a client presents at a pharmacy and appears to be intoxicated we would like to remind all pharmacy's on Spectrums dispensing regime that they should not dispense medication to the client.

Spectrum will breathalyse any client that appears to be intoxicated if they are collecting there prescription from the Service before the prescription is given to them.

In the Next Issue

- ***SPECTRUM News***
- ***Teams Update***
- ***Help Us Help You***
- ***Needle Exchange***
- ***A Quick Word***
- ***You Asked, We Answered.***
- ***Up Coming Events***
- ***What we have learnt and what we done about it.....***
- ***In the Next Issue***