

# Community Pharmacy Brief

A bulletin for community pharmacies that support clients of Turning Point Substance Use Services

## In this edition:

- Reporting reminder
- NEO360 Claims
- Update to NEO360
- Ketamine Harm Reduction Campaign
- CPE Updated CD's factsheet
- CPE Updated Instalment factsheet
- CPD sessions
- An open invitation to visit our teams
- A welcome to West Northamptonshire
- Have you joined our broadcast group?
- Contact details

## Reporting reminder

We have seen an increase in instances where pharmacies have not been notifying us when clients miss 3 consecutive doses of OST.

This is clinically significant and is outlined within the Service Level Agreement. We can conduct wellbeing checks and involve other healthcare professionals as appropriate when we have concerns about a client.

Please ensure these cases are reported promptly to us. You can email us at [ClinicAdminInbox@turning-point.co.uk](mailto:ClinicAdminInbox@turning-point.co.uk). Please also note our direct contact details below.

## NEO360 claims

Each month we validate claims submitted for Supervised Consumption (SC), the Needle and Syringe Programme (NSP) and Take-Home Naloxone (THN).

If we identify any discrepancies or require clarification, we will contact you to discuss. (Please ensure we have your most up to date contact details to help avoid any delays to payment).

For Supervised Consumption, please ensure that you are only inputting claims for clients that are supervised. Please do NOT input on NEO360 for any

clients on unsupervised collections (e.g. daily pickup, weekly pickup).

If you notice you have submitted a claim incorrectly (e.g. incorrect client details), please amend this as soon as possible or contact us so we can rectify this for you. This helps ensure claims are processed accurately and that you receive the correct payment without undue delay.

## Update to NEO360

We will shortly be introducing an update to how Supervised Consumption (SC) claims are submitted to support a reduction in input errors.

You will continue to use NEO360 with the same login details, however you will see a new calendar view where claims are recorded in real time. This will also allow Turning Point staff to view SC activity, reducing the need for follow up calls to confirm whether a client has collected their dose of opiate substitution treatment.

For clients who miss 3 consecutive days of Opiate Substitution Treatment, you will still need to notify us by phone or email (direct contact details below). This is necessary due to clinical implications and to support client safety.

**Please ensure that all claims for the month of July are submitted by August 5<sup>th</sup> at the latest, as we aim to go live with the update from August 7<sup>th</sup>.**

## **You will not be able to submit retrospective claims.**

We have arranged a number of online sessions to walk you through the changes and answer any questions you may have. Please register for the below sessions using the link below:

<https://www.eventbrite.co.uk/e/update-to-neo360-drop-in-session-tickets-1992815672321>

Drop in session 1: Fri 3<sup>rd</sup> July 11am-11:30am

Drop in session 2: Thu 9<sup>th</sup> July 1.30pm-2pm

Drop in session 3: Tues 14<sup>th</sup> July 1.30pm – 2pm

Drop in session 4: Wed 22<sup>nd</sup> July 4pm-4:30pm

## Ketamine Harm Reduction Campaign: Know your K

We have launched a campaign with information around the effects of Ketamine, signs of harm and practical steps that can be taken to stay safer. This campaign has been developed by both Turning Point and people with lived experience.

Please click the link below, or type into your internet browser for more information:

[Know Your K: Ketamine Awareness & Support | Turning Point](https://turning-point.co.uk/know-your-k) [turning-point.co.uk/know-your-k]

## CPE Dispensing factsheet: Dispensing prescriptions for controlled drugs

The CPE have updated the dispensing factsheet for dispensing controlled drugs. This covers the prescription requirements including the prescription validity, length of treatment, owing and additional checks to be carried out when the scripts are collected by either the patient or a representative.

For more information, please click the link below, or type into your internet browser:

[We're all community pharmacy](https://cpe.org.uk/wp-content/uploads/2025/10/Dispensing-CDs-factsheet-April-26.pdf) [cpe.org.uk/wp-content/uploads/2025/10/Dispensing-CDs-factsheet-April-26.pdf]

## CPE Dispensing factsheet: Dispensing instalment (FP10MDA) prescriptions

A factsheet has been developed by the Dispensing & supply team at the CPE to explain how controlled drug instalment prescriptions must be written and how the prescriptions should be endorsed for payment.

For more information, please click the link below, or type into your internet browser:

[We're all community pharmacy](https://cpe.org.uk/wp-content/uploads/2026/04/Instalment-dispensing-April-26.pdf) [cpe.org.uk/wp-content/uploads/2026/04/Instalment-dispensing-April-26.pdf]

## CPD sessions

Earlier this year many of you attended our first CPD session co-hosted with CP LLR which focused on the Needle Syringe Programme – a recording of the session is available here:

<https://www.youtube.com/watch?v=nnNI3uFfpcM>

We would like to hear what you would find helpful to learn more about next in relation to substance use.

Please use [this link](https://forms.cloud.microsoft/e/YLAvdTp94w) to share any ideas for future CPD topics [https://forms.cloud.microsoft/e/YLAvdTp94w]

## An open invitation to visit our teams

We have visited many of you over the years, thank you for taking time to accommodate us in your busy pharmacies (and for the many delicious cups of tea and biscuits!)

We have also supported several healthcare professionals including pharmacists to complete their independent prescribing courses by providing a DPP and supporting with the mandatory hours of observation in practice.

We would like to extend an invite and welcome you to come and visit us. As a team of approximately 200 staff across LLR, we are hosting sessions where you can meet our teams face-to-face and gain a clearer understanding of our processes and clinical interventions. Please register your interest by clicking [this link](https://forms.cloud.microsoft/e/MnNEXDqaMJ)

[https://forms.cloud.microsoft/e/MnNEXDqaMJ] and we will contact you to arrange a visit.

## INSPIRE welcomes all contractors in West Northampton



We're delighted to announce that Turning Point has expanded into West Northamptonshire from 1<sup>st</sup> April 2026, continuing our growth and commitment to delivering high quality drug and alcohol services across England.

Earlier this year, we also mobilised services in Northeast Lincolnshire. Together, these new contracts bring our portfolio to 18 drug and alcohol services across England, supporting thousands of individuals, families and communities.

For West Northamptonshire, the service brings together five specialist organisations under one name - Inspire, each contributing unique expertise:



- Lead provider with over 60 years of cross-sector experience, providing system governance, cohesion and clinical interventions.



Delivering evidence-based family support and interventions.



A lived experience recovery organisation and thriving recovery community.



Specialists in complex needs, including homelessness, criminal justice, substance use and mental health.



A lived experience recovery organisation providing consultation, peer support and an Individual Placement Support (IPS) employment service.

We look forward to working closely with contractors across West Northamptonshire and continuing to build strong partnerships that improve outcomes for local people affected by drug and alcohol use.

### Have you joined our Whatsapp Broadcast group?

We have launched a WhatsApp broadcast group for sharing information and service updates with pharmacies in the Leicester, Leicestershire and Rutland area. To join, please follow the link or scan the QR code:

<https://www.whatsapp.com/channel/0029VbByPm6LdQeY2hIWCY1j>



### Do you have our direct contact details?

Please note our direct dials below;

**Leicester City:** 0116 3732108

**Loughborough and Rutland:** 01509 279398

**Coalville:** 01530 446930

**Hinckley:** 01455 449767

**Main switchboard:** 0330 303 6000

Or for non-urgent queries please email:

[ClinicAdminInbox@turning-point.co.uk](mailto:ClinicAdminInbox@turning-point.co.uk)

**We also take referrals from professionals which can be done by simply filling in an online form:**

<https://www.turning-point.co.uk/get-support>

### Further Information

If you'd like to discuss any of the topics covered in this brief further, or for anything else, please do not hesitate to contact our pharmacists:

For contractors in Leicester City:

Vipul Aggarwal – [Vipul.Aggarwal@turning-point.co.uk](mailto:Vipul.Aggarwal@turning-point.co.uk)

For contractors in Leicestershire and Rutland:

Laaiah Omar – [Laaiah.Omar@turning-point.co.uk](mailto:Laaiah.Omar@turning-point.co.uk)