

Surrey County Council
Woodhatch Place
11 Cockshot Hill
RH2 8AE

Substance use: Opioid Substitution Therapy (OST) payment changes: quick guide for Surrey pharmacy teams Every OST interaction is a harm reduction opportunity. Community pharmacies have regular contact with people receiving OST, which means pharmacy teams can help reduce overdose risk, reinforce safer use, encourage [naloxone](#) .

What has changed?

- Pharmacies can now claim **£50 per OST patient, per pharmacy, per financial year provided the harm reduction Naloxone question is asked.**
- This applies to both new starts and ongoing supervised and unsupervised OST patients within the same financial year, from 1 April to 31 March.
- Supervised payments remain in place: **£2.60** for supervised methadone and **£2.70** for supervised buprenorphine.

Why the [naloxone](#) question matters

To qualify for the £50 annual payment, the service user must be asked whether they are carrying naloxone.

Simple payment flow

1. Ask the question

“Are you carrying naloxone today?”

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2. Record the answer on PharmOutcomes

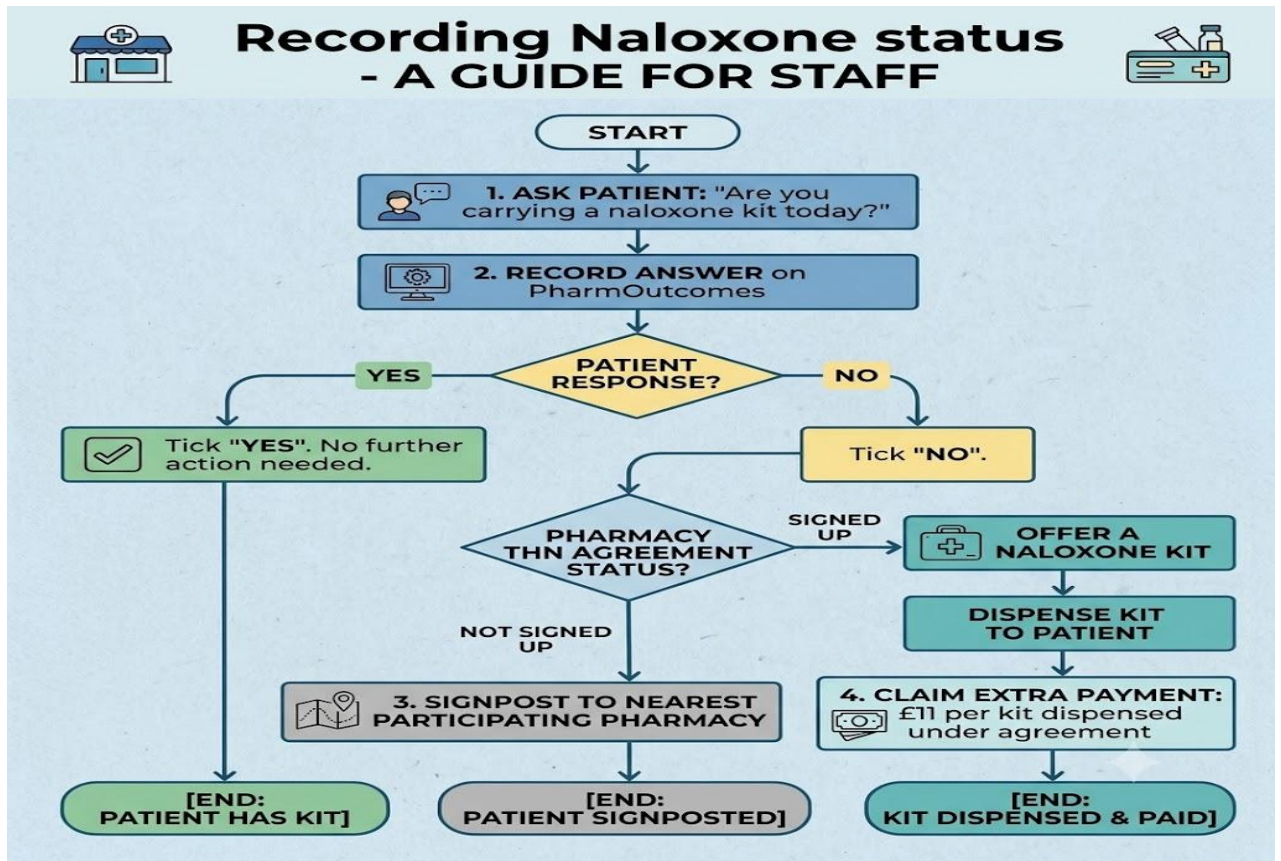
- **Yes** → tick **YES**; no further action needed.
- **No** → tick **NO** and move to the next step.

3. If the answer is no

Ask: **Is the pharmacy signed up to the Take Home Naloxone agreement?**

- **Yes** → offer a naloxone kit.
- **No** → signpost to the nearest participating pharmacy or drug and alcohol service.

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4. Extra payment

- If your pharmacy supplies a naloxone kit under the Take Home Naloxone agreement, there is an additional payment of **£11 per kit** dispensed which should be claimed separately.

Keep it simple

Ask. Record. Act.

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- Ask about naloxone.
- Record the answer accurately on PharmOutcomes.
- Act by supplying or signposting when needed.

Harm reduction reminder

The [naloxone](#) question is not just for payment. The service is a harm reduction service and links it to overdose prevention, risks from poly-drug or alcohol use, and loss of tolerance after missed doses.

Important reminders

- One £50 payment applies per person, per pharmacy, per financial year.
- Avoid duplicate claims.
- Enter activity using the correct dates on PharmOutcomes.
- A discussion about naloxone is especially important where there are missed doses, intoxication concerns, or overdose risk.

How do I claim and receive payment?

- Through PharmOutcomes
- Payments will be made once a quarter
- You will need to be signed up to deliver the service if you are not already signed up to deliver Supervised Consumption.