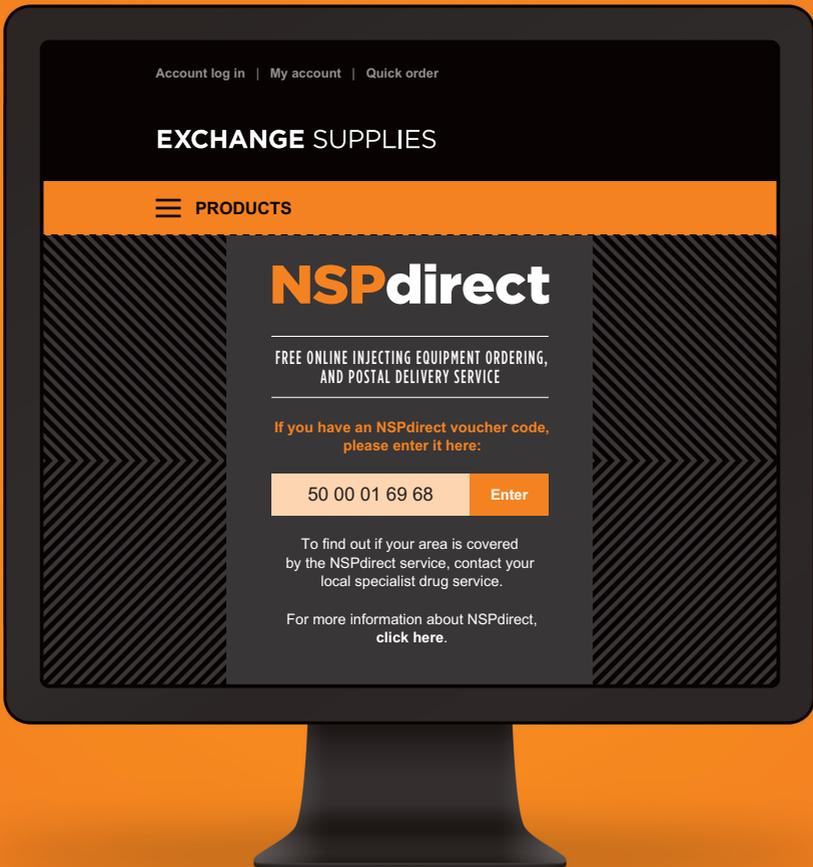


A practitioner's guide to

# NSPdirect

Needle exchange delivered by post



**EXCHANGE  
SUPPLIES**  
MAKING INJECTING SAFER

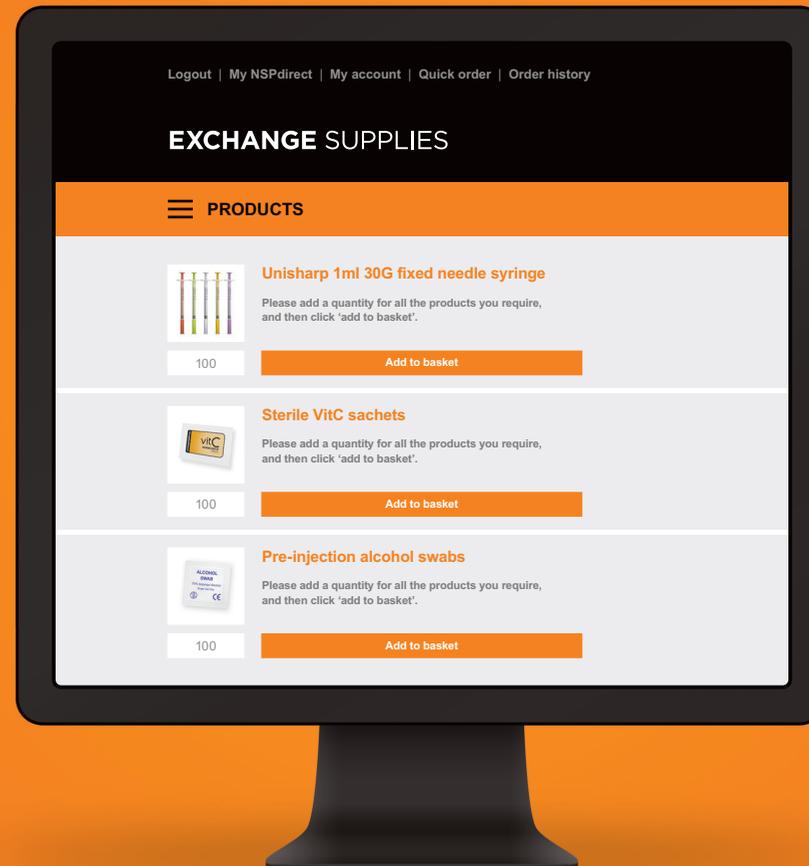
NSPdirect is the modern way for drug services to deliver an online, free at the point of delivery postal needle exchange service when getting equipment from pharmacies is problematic.

The service works by giving clients a non-guessable voucher code on a card that they can use to set up an account.



As the account is created, the system recognises the area that issued the code, and the client is taken to a bespoke page listing the products available in their area, and is able to order what they need.

Subsequent orders do not need the code: clients just use their email address and password to log in to their account, and get taken directly to the product listing page to place an order.



The service is fully controlled by the commissioning service who is able to set:

- Valid postcode areas for delivery (orders given by delivery addresses outside the areas set by the commissioner will not pass through checkout);
- The equipment and products that are shown to the client; and
- Maximum order value.

The service offers:

- Optional demographic data collection at registration;
- Detailed transaction reporting (transaction data is anonymised and supplied with demographic data);
- Monthly consolidated itemised invoicing (with client personal details redacted); and
- Real-time spend visibility.

We are also developing:

- A flexible subscription service that allows people to set up regular deliveries of consumables so they never run out; and
- The option to buy additional items not provided free by the scheme, and pay for them separately by card or PayPal.

# NSPdirect

To order free injecting equipment discreetly packed, and delivered by post, go to:

[exchangesupplies.org/nspdirect](https://exchangesupplies.org/nspdirect)

and register with this access code:

50 00 01 69 68

Service name

LOGO

- 1** Set up your Exchange Supplies NSPdirect account.
- 2** Get taken to the list of equipment you can order free.
- 3** Put **how many** of each you want in the quantity box for all the products you need.



#### Unisharp 1ml 30G fixed needle syringe

Please add a quantity for all the products you require, and then click 'add to basket'.

100

Add to basket



#### Sterile VitC sachets

Please add a quantity for all the products you require, and then click 'add to basket'.

100

Add to basket



#### Pre-injection alcohol swabs

Please add a quantity for all the products you require, and then click 'add to basket'.

100

Add to basket

- 4** Click one of the 'add to basket' buttons to add all of the products and **checkout**.

If you have any problems, send an email to [info@exchangesupplies.org](mailto:info@exchangesupplies.org) or call **01305 262244** and we'll get you sorted.

During the COVID-19 pandemic, please allow extra time for the postal service to deliver your package.

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