NHS Grampian Service Level Agreement for the Provision of
Prescribed Medicines and Sharps Waste Disposal Service, from
Community Pharmacy 2016/2017

1. Introduction

This Service Level Agreement (SLA) acts as a contract between NHS Grampian and the contractor and commits the contractor to provide the services as defined by a Prescribed Medicines and Sharps Waste Disposal Service to patients in Grampian for the period to include 2015/16 financial year. It must be delivered in accordance with General Pharmaceutical Council (GPhC) Professional Standards and Guidance in Good Pharmacy Practice. Contractors must be registered for a paragraph 39 exemption to the Waste Management Licensing (Scotland) Regulations 2011 (as amended) – this process is free of charge and involves a simple on-line registration process. Contractors have a Duty of Care for waste as laid out by the Scottish Environment Protection Agency.

2. Background to service

Over several years, community pharmacy contractors have collected medicine and sharps waste produced by their pharmacy in appropriate bins for uplift and disposal by NHS Grampian. In the last few years the volume of medicine waste has increased and in particular pharmacy contractors are now required to accept waste from patients being treated at or in a homely setting.

3. Service Aims

- To Provide patients with a robust route for safe disposal of prescribed medicines and sharps
- To establish a safe and robust community pharmacy disposal service for patients in NHS Grampian.
- To ensure pharmacy staff understand and implement safe handling and storage of waste in their premises
- To ensure that healthcare professionals and patients in NHS Grampian requiring such a service are aware of and know how to access it.
- To work within the health & safety requirements and infection control guidance for handling segregating and storing used medicines and sharps bins.

4. Service outline and standard

Contractors will be required to

- Complete registration for a paragraph 39 exemption to the Waste Management Licensing (Scotland) Regulations 2011 (as amended) through SEPA. Evidence of this may be asked for at any time
- Attend and participate in waste management training provided by NHS Grampian
• Ensure an adequate stock of appropriate sizes and colour of bins and lids by liaising with NHS Grampian transport staff at times of waste collection and of delivery of empty bins for pharmacy use
• Ensure all clinical waste from patients is accepted when presented and disposed of safely and appropriately
• Ensure safe and appropriate storage and segregation of empty and full prescribed medicines and sharps bins
• Maintain knowledge relevant to providing the service to patients and undertake further training if required
• Ensure appropriate Standard Operating Procedures are in place to ensure all pharmacy staff understand their duty of care responsibilities and work within the health & safety requirements and infection control guidance for handling, segregating and storing medicines and sharps bins.
• Participate in any audit co-ordinated by NHS Grampian
• To notify NHS Grampian Pharmacy & Medicines Unit of any changes in contracted opening hours, regular pharmacist or any other relevant changes that may impact on the collection and delivery of waste materials.

Additional Information

In the unlikely event that a patient returns any black Injecting Equipment Provision (Needle Exchange) sharps containers, these should be accepted and disposed of in the same manner as other prescribed sharps even if the pharmacy does not participate in the Needle and Syringe exchange Service.

Responsibilities of NHS Grampian Transport Services

• To provide a schedule of routine uplifts for prescribed medicines and sharps waste.
• To uplift returned prescribed medicines and sharps presented in sealed and signed approved containers.
• To supply the community pharmacy with sufficient replacement approved containers for pharmacy and patient use.

5. Training Requirement

NHS Grampian will provide training in waste and sharps management for community pharmacists and their support staff to support them in undertaking their duty of care. A named member of staff for each contractor will take overall responsibility for ensuring the service is provided to the required standard and for ensuring all staff in the pharmacy have knowledge of and are trained in the operation of the service.

6. Monitoring and evaluation

• Contractors must provide evidence of their registration for a paragraph 39 exemption to the Waste Management Licensing (Scotland) Regulations 2011 (as amended) when requested to do so.
• Standard Operating Procedures should be available for all staff to access and should be reviewed every two years.
• Pharmacists, Pharmacy Technicians and support staff involved in the provision of the service should undertake and retain evidence of relevant CPD/ training.
Service Level Agreement
For the Provision of Prescribed Medicines and Sharps Services
From Community Pharmacy Draft Version 2 SLA, EK, Nov2015

- Provision of the service will be monitored and audited regularly by NHS Grampian.

7. Claims and Payment
Provision of all appropriate bins and disposal of all waste is undertaken and paid for by NHS Grampian. However, in recognition of the continued requirement for all contractors to provide this service, an annual payment of £200 will be paid each year in April/May to contractors providing a signed contract agreement. This provision will be reviewed each year.

8. References

Health Facilities Scotland http://www.hfs.scot.nhs.uk/publications- for

Scottish Environment Protection Agency. www.sepa.org.uk

Information on the NHS Grampian Prescribed Medicines and Sharps Disposal Service available at the Grampian pages of: www.communitypharmacy.scot.nhs.uk
9. **Contract agreement**

   Service Level Agreement Signing Sheet

   This document, signed at commencement of the service, will become part of the annual contractors review and sign-up process each April. NHS Grampian reserves the right to cancel this SLA and withdraw this service following an agreed period of notice.

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<th>Contractor representative</th>
<th>Signature</th>
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   **Agreement to Provide**
   **Prescribed Medicines and Sharps Waste Disposal Service,**
   **from Community Pharmacy**

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   Date

   Please sign this document and retain for your records and submit a copy to

   [Grampian.primarycarecontracts@nhs.net](mailto:Grampian.primarycarecontracts@nhs.net)

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   Woodend Hospital
   Queens Road
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