Level 1 Service Agreement for the Delivery of Compliance Aid Provision Service from a Community Pharmacy under contract to NHS Grampian - 2015

1 Introduction
The Compliance Aid Provision Service, delivered through community pharmacy, aims to provide and support high quality pharmaceutical care to clients appropriately assessed as able to use a compliance aid to support the management of their medicines. This Level 1 service agreement applies to all pharmacy contractors in Grampian who have contracted to operate the service.

A Level 2 service will, in the future, provide additional services only where there has been a need identified by the Health Board.

The delivery of Compliance Aid Provision services is managed through the Primary Care Contracts Team (PCCT) with support from the Pharmacy and Medicines Directorate.

This contract between NHS Grampian and the contractor, commits the contractor to provide the services as defined in this Service Level Agreement (SLA). Services will be provided within the legal and ethical framework of pharmacy as a whole.

2 Background to Service
As part of the Model Schemes provision introduced by Scottish Government in 2004, it was identified that the provision of compliance aids could be an important and useful service that community pharmacists could deliver to patients. The service has been developed over time by NHS Grampian with a compliance needs assessment undertaken and then for those appropriate patients, a compliance aid would be filled to meet their medicines management requirements. The overall management of this service sits within the Health Board, although recently has been included as an item of service covered by the Monthly Payment Supplement paid to each pharmacy.

In recent years there has been a great deal of pressure on community pharmacists to provide the service even when it was not appropriate. A review of this service provision was undertaken and this document now defines the service level agreement between NHS Grampian and pharmacy contractors.

3 Service aims
- To accept referral for assessment of patient’s capacity to use a compliance aid
- To provide an assessment of a patient’s capacity to use a compliance aid
- To provide feedback to GP (and referrer if not GP) on the result of the assessment
- To provide medication in compliance aids where appropriate
- To liaise with other Healthcare Professionals relevant to the patient’s management of their medicines as necessary for the patient’s care.

4 Service outline and standard
Level 1 service outline
Referral
A referral form must be completed for every new patient to be assessed for their suitability to use a pharmacy filled compliance aid. Ideally this should be completed by the referrer, but where a telephone referral is done, the pharmacist should complete the form for audit purposes.

Assessment

. An Assessment Of Suitability To Use A Pharmacy Filled Compliance Aid form must then be completed for the referred patient. Once the assessment is completed the referral form must be annotated with the outcome of the assessment. State clearly the reasons for the resultant outcome. i.e. reasons for agreeing to or for refusing to provide a compliance aid as appropriate.

Where it is deemed not appropriate for the patient to have a pharmacy filled compliance aid, the referrer should be contacted with the reasons, and if appropriate, offered other possible pharmacy support which may help the patient manage their medicines e.g. medication chart, large print labels etc.

Where the outcome of the assessment is that the patient has the capacity to use a compliance aid, this information should also be provided to the referrer and arrangements should be put in place to provide the patient with their medication in a pharmacy filled compliance aid.

The assessor should confirm that the referrer has been contacted with the outcome of the assessment by completing the 'Referrer contacted' box on the assessment form.

Provision of Compliance Aid

Agree with the patient or carer the details of

- the day of the week that the aid will be supplied (where possible avoid Mondays where issues may arise over public holidays)
- whether the aid will be collected or delivered to the patients home and the process for this
- the process for reordering prescriptions to fill the aid
- the process for changing the contents of an aid due to cancellation or addition of a medicine (ideally this should be at the beginning of the next compliance aid filling cycle)
- the annual review process

Patients or carers should be provided with written information on these arrangements.

Record Keeping

Records of all the patient supplies should be kept including dates and reasons for changes to medication.

A copy of every assessment form, whether the patient receives a compliance aid or not, should be submitted to Primary Care Contract Team and the original kept by the pharmacy for their records (as either paper or electronic copy).
Claims

A claim form should be submitted every month, for payment at the rate agreed (appendix 1) for the total number of trays supplied for patients in the month being claimed.

Patient Review

Each patient should have an assessment review at least annually and/or at any times of significant changes to medication, treatment, patient capacity or circumstance that may affect the patient’s ability to use a compliance aid. This clause has the following caveats:

- For every current patient previously assessed and receiving a compliance aid, regardless of their original assessment date, a contractor must re-assess these patients within 12 months of signing up to provide the service described in this SLA. In addition, it is expected that any patient currently receiving a compliance aid and subsequently assessed as not suitable to use a compliance aid, should not be stopped without first discussing options for the patient concerned. This may mean that a patient assessed as not suitable to use a compliance aid, continues to get this service until alternative more appropriate support for them is in place.

5 Training requirement

Contractors are responsible for ensuring that their pharmacy staff are suitably trained in their roles and responsibilities in the provision of this service and are competent to deliver them.

The contractor must have Standard Operating Procedures and guidance documents or web links relating to all aspects of Compliance Aid Provision Service in place and these should form the basis of training for staff. These should detail:

- How to deal with a referral for a compliance aid
- The Compliance needs assessment process (pharmacist responsibility)
- How to set up the provision of a compliance aid for a patient
- How to safely fill a compliance aid
- What medicines can safely be included in a compliance aid
- Safe storage of filled compliance aids
- Safe storage of prescriptions for compliance aids
- Reordering processes for prescriptions for compliance aids
- Safely managing changes to a compliance aid
- Keeping records of compliance aid activity
- Safe domiciliary delivery of compliance aids to patients

6 Monitoring & evaluation

Contractors are required to assess patients for their suitability to use compliance aids and the assessment form acts as evidence that this has been undertaken for each patient referred for the service. To maintain patient confidentiality, but at the same time allow Primary Care Contracts Team to audit the process, each patient will be recorded under their CHI on the claim form.
The form should be submitted each month for payment accurately recording the patient’s CHI, the number and type of trays supplied e.g.

<table>
<thead>
<tr>
<th>Month of</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>PATIENT CHI</td>
<td>Start date</td>
</tr>
<tr>
<td>xxxxxxxxx</td>
<td>Aa/bb/cccc</td>
</tr>
</tbody>
</table>

The new claim form should, wherever possible, be completed electronically and emailed to Primary Care Contracts Team (PCCT) to help streamline the process of monitoring and claiming for services. Only where this is not possible, due to IT system constraints, will a paper copy be acceptable.

This information can then also be used to monitor the effectiveness and value for money of the service.

7 Claims, payment and verification

For each month, for all patients provided for by this service, please submit by 7th of the next month, copies of all assessments undertaken, regardless of outcome, and a completed claim form, using as many claim sheets as necessary and send to PCCT (preferably by email) as follows:

Primary Care Contracts Team
NHS Grampian
Westholme
Woodend Hospital
Queens Road
Aberdeen
grampian.primarycarecontracts@nhs.net

Claims will be paid via PSD within the normal monthly payments process.

Payment will be made for each tray used for patients receiving a compliance aid(s) and who have been assessed.

NHS Grampian reserves the right to verify the claims made, to ask for proof of current assessment and of supplier. Participating contractors must provide data when requested for audit or review of the service.
8 Contract agreement

This Service Level Agreement for the Delivery of Compliance Aid Provision Service from Community Pharmacy under contract to NHS Grampian, signed at commencement of the service, will become part of the annual contractors review and sign-up process each April and commits the contractor to deliver the service as defined.

NHS Grampian reserves the right to cancel this SLA and withdraw this service following an agreed period of notice. Contractors are required to provide a minimum of 3 months notice should they wish to withdraw from this service and cancel their SLA.

<table>
<thead>
<tr>
<th>Contractor representative</th>
<th>Signature</th>
<th>Name (block capitals)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trading name of pharmacy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contractor Code</td>
<td>Pharmacy Stamp</td>
<td></td>
</tr>
</tbody>
</table>

Date

Please sign this document and retain a copy for your records and submit a copy to Primary Care Contracts Team at

Primary Care Contracts Team
NHS Grampian
Westholme
Woodend Hospital
Queens Road
Aberdeen
grampian.primarycarecontracts@nhs.net
## Appendix 1 – Payment Structure 2015-2016

<table>
<thead>
<tr>
<th>Service</th>
<th>Claim</th>
<th>Payment</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance aid Provision</td>
<td>Pharmacies submit a claim form for the number of trays used for assessed patients (Copy of assessment submitted to NHS Grampian) at a set fee per Tray (Card + Blister) with a copy of the invoice relating to system cards used.</td>
<td>As per annually reviewed fee agreement with Primary Care Contracts Team.</td>
<td>• Submission of completed claim form no later than 7th of each calendar month detailing patient CHI number and type of the trays used for that patient in that month.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Currently:</td>
<td>• All patients claimed for have had an assessment completed and have been deemed appropriate to use a compliance aid within the 12 months prior to the claim</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cards equivalent to 32p per tray (Card + Blister) (MTS).</td>
<td>• Information requested by NHS Grampian for the purposes of monitoring or audit must be supplied in a timely manner.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cards equivalent to 23.98p per tray (Card + Blister) (VENALINK)</td>
<td></td>
</tr>
</tbody>
</table>

Submission of completed claim form no later than 7th of each calendar month detailing patient CHI number and type of the trays used for that patient in that month.

All patients claimed for have had an assessment completed and have been deemed appropriate to use a compliance aid within the 12 months prior to the claim.

Information requested by NHS Grampian for the purposes of monitoring or audit must be supplied in a timely manner.