



2020/2023 Service Level Agreement (SLA)

Additional Pharmaceutical Care Services

Pharmaceutical Care for Patients Prescribed Disulfiram

1.	Aim of Service:
	To provide quality holistic pharmaceutical care to patients receiving disulfiram and promote recovery by:
	<ul style="list-style-type: none"> • Providing close liaison with prescriber and treatment services. • Providing a disulfiram service as per Health Board (HB) guidance; in standard circumstances always using the breathalyser as the initial guide for supervision and contacting Alcohol and Drug Recovery Services (ADRS) promptly (within 24 hours) with any single missed dose, any single positive reading or missed instalments. • Dispensing disulfiram as prescribed while adhering to protocol, including during medicine shortages. • Ensuring each supervised self-administration dose is consumed in accordance with the appropriate store Standard Operating Procedure (SOP) • Monitoring the on going response to prescribed treatment. • Providing general health advice including pharmaceutical public health services and signposting for access to further advice or assistance. • Promoting patient safety and appropriate harm minimisation strategies.
2.	Details of Services Provided:
a)	<u>Responsibilities of Participating Contractor</u>
	Each contractor must:
	<ul style="list-style-type: none"> • Take full responsibility for ensuring compliance with all aspects of the Health Board Guidance and SLA.
	<ul style="list-style-type: none"> • Nominate a Key Pharmacist (usually the Responsible Pharmacist) and technician/dispenser who will have accountability for provision of the service on a day to day basis from that pharmacy. For pharmacies open over extended hours and particularly on a Sunday, the Contractor must also ensure that the Locum/Relief manager and technician/dispenser on duty at these times has a full understanding of the SLA to be competent to maintain continuity of service.
	<ul style="list-style-type: none"> • Ensure the Standard Operating Procedure (SOP) governing the supervision service fully covers the main principles of the provision specific to the service standards operating within the pharmacy and that all involved in providing the service are fully conversant with the content of the SOP.
	<ul style="list-style-type: none"> • Ensure that the Key Pharmacist and all pharmacy staff offer a user-friendly, non-judgemental, person-centred and confidential service.
	<ul style="list-style-type: none"> • Ensure that the services are operated from premises providing a level of confidentiality and privacy which is acceptable to the individual patient.
	<ul style="list-style-type: none"> • The store ability to provide the service should not be dependent on the totals of other supervised therapies e.g. OST, HIV supervision. If allocated a breathalyser and providing the service, stores are expected to have a reasonable capacity to supervise disulfiram patients.

		<ul style="list-style-type: none"> • Ensure the Key Pharmacist or technician/dispenser informs the relevant Alcohol and Drug Recovery Service promptly (with 24 hours) of any single missed dose, single positive breathalyser reading, missed instalment or other points of note, in line with HB guidance.
		<ul style="list-style-type: none"> • Ensure that the service is available to patients for the full contracted opening hours of the premises.
		<ul style="list-style-type: none"> • Ensure that all GPhC Standards are upheld during the provision of this service – in particular ensuring that children and vulnerable adults are safeguarded.
		<ul style="list-style-type: none"> • Make available a range of information, in accessible format, including details of local support services and voluntary agencies.
		<ul style="list-style-type: none"> • Keep and maintain appropriate records, including patient medication records to enable verification of service provision for payment verification purposed if required.
		<ul style="list-style-type: none"> • Participate in any local audit processes to the agreed levels.
		<ul style="list-style-type: none"> • An electronic copy of the SLA will be forwarded to the Participating Contractor each time the service is reviewed and agreed with Community Pharmacy GG&C (CP GG&C). The Participating Contractor (or nominated representative) will formally sign a copy of the SLA as a record of acceptance of the terms and conditions of the SLA for the provision of this additional service. The signed copy requires to be returned to CPDT at: Pharmacy Services, Clarkston Court, 56 Busby Road, Glasgow, G76 7AT by the date specified.
	b)	<u>Responsibilities of Key Pharmacist:</u>
		The Key Pharmacist must:
		<ul style="list-style-type: none"> • Maintain their competency to practice in this speciality by successfully completing all specified training requirements especially the mandatory element of this Agreement (Appendix 1).
		<ul style="list-style-type: none"> • Clinically check all prescriptions prior to each dispensing and accuracy check medication prior to each supply.
		<ul style="list-style-type: none"> • Develop and maintain a close working relationship with the prescriber and treatment services. This should include a process to allow information sharing where required.
		<ul style="list-style-type: none"> • Ensure a Treatment Agreement is signed by the patient and the pharmacist on first attendance at the pharmacy. It is recommended that a copy is provided to the patient. The patient should fully understand the terms of the agreement.

		<ul style="list-style-type: none"> • Inform the relevant Alcohol and Drug Recovery Service promptly (with 24 hours) of any single missed dose, single positive breathalyser reading, missed instalment or other points of note, in line with HB guidance.
		<ul style="list-style-type: none"> • Ensure that a Pharmaceutical Care Record (PCR) is created and maintained for each patient which will include monitoring the response to treatment, medicine information and advice provided.
		<ul style="list-style-type: none"> • Ensure that patient medication records are maintained.
		<ul style="list-style-type: none"> • Provide a verbal/written/electronic summary of progress as per local agreements and in response to patient/prescriber issues and concerns.
		<ul style="list-style-type: none"> • Provide information and advice (and signposting as appropriate) on any other relevant service/agency.
		<ul style="list-style-type: none"> • Develop and maintain CPD cycles for alcohol care and treatment.
		<ul style="list-style-type: none"> • Promptly report any medication incidents involving disulfiram, whether prescribing or dispensing, to Specialist Pharmacist for Alcohol and the prescribing ADRS team.
	c)	<u>Responsibilities of Glasgow Alcohol and Drug Recovery Service (ADRS):</u>
		Glasgow ADRS will:
		<ul style="list-style-type: none"> • Provide advice and support to participating contractors during normal working hours (08:45-16:45 Monday-Thursday and 08:45-16:00 Friday, excluding public holidays).
		<ul style="list-style-type: none"> • Advise the Lead Pharmacist, Community Care of any necessary changes to the Service.
3.		<u>Remuneration</u>
		<p>Contractors should claim for payment for any individual patient who attends on one or more occasions in a calendar month for supervised disulfiram or have instalment dispensing specified on their prescription.</p> <p>A locally agreed monthly fee will be paid per individual patient for each package of care. The fee for the duration of this SLA is £15.00 per patient per month. Payment will be made in arrears on submission of the monthly claim, once development is complete this will be via the NEO system. Pharmacies will have 6 months to claim payment.</p>
4.		<u>Scope of SLA</u>
		This SLA will be effective from 1 st July 2020 and will end on 31 st March 2023.

5.	Withdrawal from the SLA
	<p>The supervised disulfiram service is provided on a patient need basis. If no patients are currently attending the pharmacy, the breathalyser may be distributed elsewhere at short notice.</p> <p>If the pharmacy wishes to no longer provide the service, a notice period of at least one month would be required so patients attending for that service can be moved to other stores.</p>

Appendix 1

Key Pharmacist Training

All **Key Pharmacists** involved in the Service **must** complete the following training:

i)	Initially:	
	Mandatory:	
	- NHS GGC Community Pharmacy Supervised Disulfiram Guidance	Self-Directed Reading and support from the Alcohol Pharmacist
	Desirable:	
	- NES Distance Learning Pack "Substance Misuse, Alcohol" or equivalent	Self-Directed Reading
	- Local training initiatives and peer review sessions identified locally	
	- Stigma and discrimination training identified locally	
	- Suicide training	
ii)	Each Year:	
	Refresh knowledge of above	Self-Directed Reading

Support Materials

The support materials include:

1. NHS GGC Community Pharmacy Supervised Disulfiram Guidance
2. NHS Education Scotland, *Substance Misuse, Alcohol* Distance Learning pack (via Turas, due for release in 2020)
3. GPhC Principles and Standards of Service Provision (current edition)
4. RPS Medicines, Ethics and Practice (current edition)
5. BNF (current edition) and SPC (from manufacturer)
6. NES Child Protection Distance Learning Resource Pack (current edition)
7. Local Alcohol and Drug Recovery/Harm Reduction Services
8. Rights, Respect and Recovery, Scotland's strategy to improve health by preventing and reducing alcohol and drug use, harm and related deaths (2018) – The Scottish Government

Version	1. March 2019
Approving Committee:	GAS/CPDT
Date ratified:	
Reference Number:	
Name/Department of Originator/author:	Alcohol and Drug Recovery Service Community Pharmacy Development Team
Name/Title of responsible Committee/individual:	Carole Hunter/Alan Harrison
Date issued:	
Review date:	March 2022
Target audience:	NHSGG&C Community Pharmacy

Version	Date	Control Reason

SLA Acceptance:

Community Pharmacy Stamp or Address:

Contractor Code:

Please complete and return this form by to:

Community Pharmacy Development Team
Clarkston Court
56 Busby Road
Glasgow
G76 7AT

Fax to: 0141- 201 6044
E-mail to: gg-uhb.cpdevteam@nhs.net

Agreement to Provide:

Supply and pharmaceutical care as defined in the SLA and the Service Outline – Additional Pharmaceutical Services – Disulfiram between 1st July 2020 and 31st March 2023.

Contractor/Contractor Representative Name: (please print)

Signature:

Date:

Counter Fraud Declaration: I accept that the information provided on this form may be used to verify any claim associated with this service and may be shared with other bodies/agencies for the purposes of prevention and detection of crime. In signing this form, I consent to this use and acknowledge that if I provide false information then I may be liable to criminal prosecution, referral to my professional body and/or recovery proceedings.
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Please sign this document and retain for your own records. Please submit a copy as above.

This document should be signed at the commencement of the service. NHS GG&C reserves the right to cancel the supervision element of this SLA and withdraw this service following a 3 month period of notice. Contractors agreeing to provide the service may cease provision following a three month notice period.

Signed on behalf of NHS Greater Glasgow & Clyde:



**Contracts Manager
Community Pharmacy Development**

Date: