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| **NHS Grampian**  **Service Level Agreement**  **Sunday Rota Service** |

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# Introduction

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

A three month notice period must be provided if either party wish to terminate this contract. Where a breach in terms of the SLA has occurred the 3 month notice period may not apply.

# Background to service

Rota services have historically been in place to help ensure that pharmaceutical needs of patients are being met. Part of the rota service is an agreement between pharmacies and NHS Grampian. This agreement details what dates and times each pharmacy included in the rota will be opened. Community Pharmacy contractors can only provide rota services if there is a demand for the service and if invited to do so by NHS Grampian.

# Service aims

The aim of this service is to give patients access to pharmaceutical services for agreed times when the pharmacy would normally be closed as per their NHS Grampian Scheme of Hours.

# Service outline and standard

* 1. Pharmacies can only participate in rota services if invited to do so by NHS Grampian.
  2. A written agreement of the details will take place between NHS Grampian and community pharmacy contractors.
  3. A copy of the agreement should be kept on the pharmacy premises for audit purposes.

* 1. The community pharmacy contractor should ensure that robust business continuity plans mean all required pharmaceutical services are delivered during all contracted hours and exceptional circumstances such as staff shortage, sickness etc.

# Training requirement

* 1. All staff members involved in the delivery of pharmaceutical services on behalf of NHS Grampian should have undertaken all core training modules as detailed in the Community Pharmacy Core SLA training document.
  2. The community pharmacy contractor must have in place an appropriate SOP detailing how staff should deliver the rota service and this should be used as the basis for staff training.
  3. The community pharmacy contractor is responsible for ensuring that all staff are suitably qualified/trained and competent to deliver this service.

# Monitoring & evaluation

* 1. NHSG will evaluate Sunday service activity through UCF data endorsed and submitted accurately by the pharmacy team.

# Claims and payment

* 1. Community Pharmacy contractors involved in the Sunday Rota Service will receive payment from NHS Grampian on a monthly basis.
  2. A completed claim form should be submitted to the PCCT before the 7th of the month for the previous month in order for the pharmacy to receive payment.
  3. Claims older than 3 months will be deemed historical claims and will only be considered for payment by the Pharmacy Performance and Governance Group if the claim form is submitted with information detailing the exceptional circumstances of why the claim was not submitted at its due date.
  4. Community Pharmacy contractors will receive £250 per hour on a pro-rata basis for Sunday opening agreed as part of the rota service written agreement.