

COMMUNITY PHARMACY LOCALLY NEGOTIATED SERVICES 2024 – 25

Service Level Agreement

Provision of Prescribed Medicines and Sharps Waste Disposal Service from Community Pharmacy

This agreement is between NHS Lothian and:

Pharmacy Name:

Contractor Code:

Developed by	Community Pharmacy Development Team Primary Care Contracts Team NHS Lothian Facilities
Version Number	3
Effective Date	1 st April 2024 – 31 st March 2025
Review Date	July 2024

Document Revision Control	
Version 1	Review of Service
Version 2	+ NHS Lothian rights to evident private waste collection + NHS Lothian audit frequency + Segregation chart

Contents	
Introduction	Page 1
Background to service	Page 1
Service Aims	Page 1
Service outlines & standards	Page 2
NHS Lothian Logistics Department role	Page 4
Additional Information	Page 5
Training Requirements	Page 5
Monitoring & evaluation	Page 6
Remuneration	Page 6
Contact Details	Page 6
Appendix 1 – Segregation Chart	Page 7
Useful resources	Page 8

1 **Introduction**

- 1.1 This Service Level Agreement (SLA) acts as a contract between NHS Lothian 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 Lothian for the period March 2024 – April 2025.
- 1.2 The service must be delivered in accordance with General Pharmaceutical Council (GPhC) Professional Standards and Guidance in Good Pharmacy Practice.
- 1.3 Contractors are advised to register 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.
- 1.4 Contractors have a Duty of Care for waste as laid out by the [Scottish Environment Protection Agency](#).

2 **Background to service**

Pharmacy Contractors are required to accept medicine waste and sharps waste (in appropriate bins) from patients being treated at home or in a homely setting for uplift and disposal by NHS Lothian. Contractors are expected to have separate waste collections in place for medicines and sharps waste generated in the course of their business (for example out of date medicine, waste generated by private vaccination clinics etc). NHS Lothian reserve the rights to request evidence of the contractors' private waste collection service. Contractors will have up to 28 days to provide evidence if requested.

Patients who are prescribed medication for which a sharps bin is required to allow safe disposal, should be offered a new bin sharps waste bin at the point of dispensing. Sharps bins will be available at either 2L Purple or 4L Blue size and contractors will request supplies from the facilities team when waste is uplifted.

3 **Service aims**

- 3.1 To provide patients with a robust route for safe disposal of prescribed medicines and sharps.
- 3.2 To establish a safe and robust community pharmacy disposal service for patients in NHS Lothian.
- 3.3 To ensure pharmacy staff understand and implement safe handling and storage of waste in their premises.
- 3.4 To ensure that healthcare professionals and patients in NHS Lothian requiring such a service are aware of and know how to access it.
- 3.5 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

4.1 Contractors will be required to:

4.1.1 Ensure that all waste collected within this SLA will meet the requirements of [NHS Lothian waste policy](#) and [SHTN3](#) and is within the categories stated in this agreement.

All waste bins (including sharps bins) should be

- No more than 2/3 full
- Marked with the contractor code and the letters LQ
- Sharps bins must have the fitted label completed identifying who assembled the box and when and who sealed the box.

Sharps bins that are returned by patients must include their CHI number on the label this is to ensure complete traceability. If CHI number is unknown, the contractor code & signature should be used.

4.1.2 Provide/complete all necessary waste transfer documentation at point of collection.

4.1.3 Ensure that all waste presented is Health & Safety compliant by following the information in 4.1.1 and/or segregation chart (Appendix 1)

4.1.4 Take action on any notified breaches. This may include during a waste pick up or results from audit.

4.1.5 Work with the Logistics department to ensure collection arrangements are as simple and efficient as possible.

4.1.6 Ensure safe and suitable access to waste storage area, and parking is available where possible for logistics staff and collection vehicle.

4.1.7 Where the contractor moves waste bins to one location for collection by NHS Lothian bins must be marked with the information outlined above by the original producer.

4.1.8 Ensure an adequate stock of appropriate sizes and colour of bins and lids by liaising with NHS Lothian Logistics staff at times of waste collection.

4.1.9 Ensure all medicine and sharps waste from patients is accepted when presented and disposed of safely and appropriately.

4.1.10 Ensure safe and appropriate storage and segregation (Appendix 1) of both empty and full prescribed medicines and sharps bins.

4.1.11 Maintain knowledge relevant to providing the service to patients and undertake further training if required.

4.1.12 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, including needle stick injury and access to Occupation Health if required, infection control guidance for handling, segregating and storing medicines and sharps bins.

- 4.1.13 Participate in any audit co-ordinated by NHS Lothian. Audits may be undertaken by NHS Lothian annually or three yearly, dependant on the weight of the contractors waste.
- 4.1.14 Notify NHS Lothian Primary Care Contract Organisation (PCCO) of any change in contracted opening hours or any other relevant changes that may affect 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.

4.2 NHS Lothian Logistics Department will be required to:

- 4.2.1 Collect from premises and then dispose of all clinical waste within the categories stated below.
- European Waste Catalogue Code 18-01-03 – Sharps box waste
 - European Waste Catalogue Code 18-01-08 – Cytotoxic/Cytostatic Waste
 - European Waste Catalogue Code 18-01-09 – Waste Medicines
- 4.2.2 Collect clinical waste within the categories above every 4 weeks from contractors.
- 4.2.3 Supply the service free to Community pharmacies.
- 4.2.4 Refuse to collect any waste that does not comply with [NHS Lothian Waste policy](#) and the [Dangerous Goods Legislation and Scottish Health Technical Note \(SHTN\) 3](#).
- 4.2.5 Refuse to collect any waste where the presentation of that waste presents a Health and safety risk to our staff. NHS Lothian staff collecting the waste will be the sole arbiters of waste that constitutes a Health & Safety risk.
- 4.2.6 Record as a failed uplift where:
- waste is not correctly presented and likely to be rejected by the National waste contractor.
 - parking or access is not available or suitable.
- 4.2.7 Record incidences of waste presentation breaches on our incident management system (Datix) and notify the relevant manager.
- 4.2.8 NHS Lothian reserve the right to withdraw the service for an agreed period of time if the number of waste presentation breaches recorded reaches three over a 12 month period or there is a single significant incident whereby there is immediate risk of injury to a member of staff.

Any breaches of waste presentation will be discussed with the contractor on each occasion and a record of correspondence/action plans kept for audit purposes.

Any decision to withdraw the service on grounds of safety would only be undertaken if resolution has not been possible following the above steps. Any such decision will be discussed between NHS Lothian Logistics Manager and the contractor. In such circumstances, the contractor will be responsible for the uplift of medication and sharps

waste at their own expense. Once any issues that gave rise to service withdrawal are resolved, the service will be re-instated by mutual agreement.

- 4.2.9 Provide a schedule of routine uplifts for prescribed medicines and sharps waste
- 4.2.10 Supply the Community Pharmacy with sufficient 2L Purple or 4L Blue replacement approved containers for patient use and 30L Purple or 22L Blue for Pharmacy use.

4.3 Both Parties agree that:

- 4.3.1 The service will be reviewed annually. Any alterations, revisions, or additions to this agreement, jointly agreed, will be recorded by way of a formal amendment of this SLA.
- 4.3.2 Either NHS Lothian or the contractor giving 12 weeks’ notice may terminate this SLA.
- 4.3.3 This agreement may be terminated with 12 weeks’ notice on either side if it can be established that either side is in default on substantive issues within the agreement and that such an issue cannot be remedied within an agreed period.

5 Additional Information

- 5.1 Please note that if contractors choose not to sign this SLA they will remain on a 12/13 week collection rota for medicines waste only. If a contractor decides not to renew this SLA at the time of review, they will revert to a 12/ 13-week collection for medicine waste only.

6 Training requirement

- 6.1 All staff members involved in the delivery of pharmaceutical services should have undertaken appropriate training.
- 6.2 NHS Lothian will provide guidance in waste and sharps management for community pharmacists and their support staff to support them in undertaking their duty of care. It is the responsibility of the contractor to ensure that staff involved in the delivery of the service have read and understood the guidance.
- 6.3 Contractors should ensure that all staff involved in the delivery of this service are aware of their company procedure on managing a needle stick injury, including access to Occupational Health if required. Contractors should ensure the initial below steps are followed:

1. Wash the affected area thoroughly with soap and lukewarm water- do not scrub the area
2. Gently encourage bleeding- wounds should not be sucked
3. Thoroughly irrigate exposed mucous membranes and eyes with water
4. Cover with a waterproof plaster e.g. elastoplast if not allergic

- 6.4 It is the responsibility of the contractor to ensure the service is provided to the required standard and to ensure all staff in the pharmacy have knowledge of and are trained in the operation of the service.

7 Monitoring & evaluation

- 7.1 Contractors Standard Operating Procedures should be available for all staff to access and should be reviewed every two years or sooner if there are any changes to practice.
- 7.2 Pharmacists, Pharmacy Technicians, and support staff involved in the provision of the service should undertake and retain evidence of relevant CPD/ training.
- 7.3 Provision of the service will be monitored and audited regularly by NHS Lothian as outlined in 4.1.13.

8 Claims and payment

- 8.1 Provision of all appropriate bins and disposal of all waste is undertaken and paid for by NHS Lothian.
- 8.2 A payment of £250 will be paid to contractors providing a signed contract agreement covering the financial year.
- 8.3 This provision will be reviewed annually.

9 Contact Details

Logistics Team

For enquires relating to replacement bins and waste collections

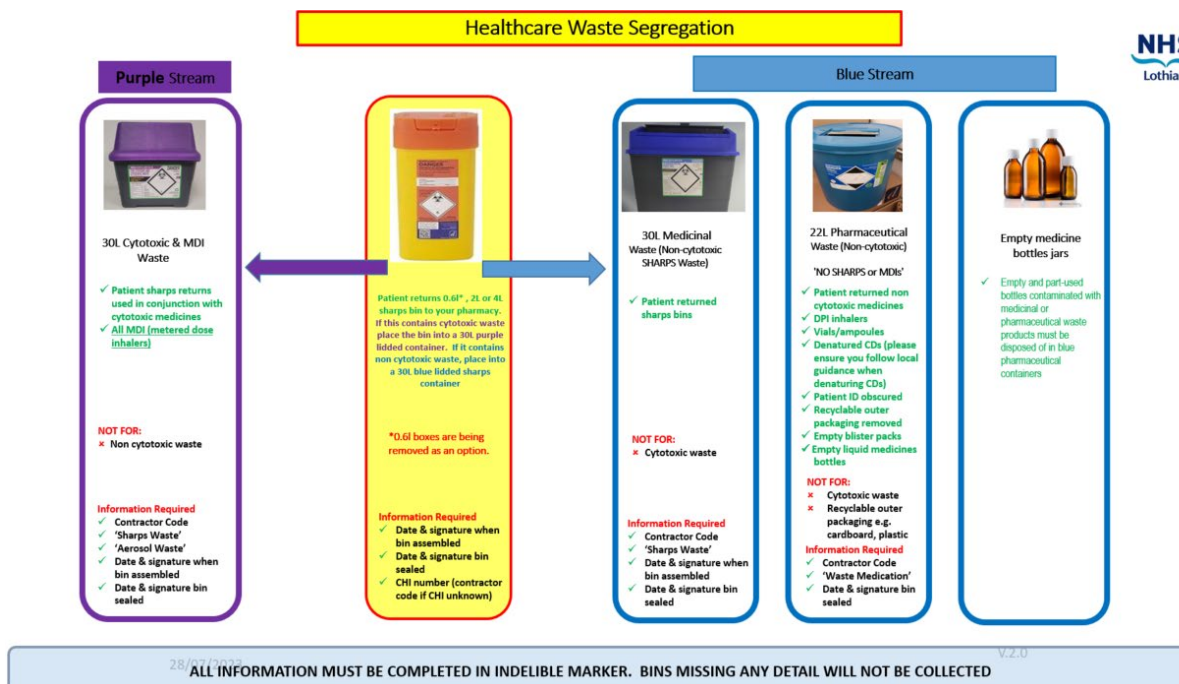
TransportClinicalWasteEnq@nhslothian.scot.nhs.uk

Primary Care Contracts Team

To update any changes to opening hours of your pharmacy

Communitypharmacy.contract@nhslothian.scot.nhs.uk

Appendix 1 - Segregation Chart



Other useful links:

Health Facilities Scotland

- Safe Management of Healthcare Waste.
- Scottish Health Technical Note 3 Part B – NHS Scotland Waste Management Guidance: Waste Management Policy Template.

<http://www.hfs.scot.nhs.uk/publications-/>

Scottish Environment Protection Agency

- **Information on the environment and human health protection**
- **Information on how Scotland's natural resources/services are used as sustainably as possible and contribute to sustainable economic growth.**

www.sepa.org.uk

Community Pharmacy Development

- Information on the NHS Lothian Prescribed Medicines and Sharps Disposal Service available at the Lothian pages of:

<https://www.communitypharmacy.scot.nhs.uk/>

Agreement concerning the International Carriage of Dangerous Goods by Road

<http://www.unece.org/trans/danger/publi/adr/adr2017/17contentse0.html>

Nation Scotland Service

<http://www.hfs.scot.nhs.uk/publications-/guidance-publications/?keywords=WASTE§ion=&category=&month=&year=&show=10>