

Dear Contractor

Enclosed Continence Care Service contract agreement with Pharmacy Contractors. Please complete page 7 with your details and return signed to communitypharmacy.contract@nhs.scot and continence.care@nhslothian.scot.nhs.uk.

Also complete elms2 user access form and return to continence.care@nhslothian.scot.nhs.uk.

The Continence Care Service issues prescription orders raised by the clinical team on the [Elms2 system](#) with notification prompt to pharmacies NHS mailbox. Pharmacies are provided elms2 access to view these requests and for payment claim process. Supporting information and a training video how to use elms2 system can be found on NHS Lothian's intranet at [elms2 Training](#)

Once registration to elms2 is complete a start date will be informed.

[Login to elms2](#)

elms2 Support Contacts

For any patient order queries, email continence.care@nhslothian.scot.nhs.uk or telephone 0131 537 4572 - service is open Monday to Friday: 9am to 3pm (closed between 12.15 and 1pm)

For any elms2 technical queries, please contact elms2@edinburgh.gov.uk

Elms2 User Access Request

Note: Your email address can only be used once per user request.

Return request to continence.care@nhslothian.scot.nhs.uk from your **NHS mailbox**.

Pharmacy Contractor Number	
Pharmacy Contractor Name	
Your Full Name	
Your Work email address	
Your Contact telephone number	

Pharmacy Contractor Number	
Pharmacy Contractor Name	
Your Full Name	
Your Work email address	
Your Contact telephone number	

Pharmacy Contractor Number	
Pharmacy Contractor Name	
Your Full Name	
Your Work email address	
Your Contact telephone number	

Pharmacy Contractor Number	
Pharmacy Contractor Name	
Your Full Name	
Your Work email address	
Your Contact telephone number	



CONTINENCE CARE SERVICE

Pharmaceutical services

Additional services

Dispensing and Supply of Urology Products

Contract Agreement 2022

Date issued: August 2022.

INDEX

1. Preface
2. Introduction
3. Background
4. Duration of service level agreement
5. Scope
6. Service Specification
7. Budgetary and information systems
8. Quantitative and qualitative targets
9. Legislative changes affecting service provision
10. Service level agreement monitoring arrangements
11. Review
12. Variations and terminations

APPENDICIES:

Appendix 1 - Contract Agreement

Appendix 2 – Shortage Procedure

1. PREFACE

1.1. This **Service Level Agreement** details the agreed level of services to be provided between **NHS Lothian Contenance Care Service** and **Community Pharmacy Contractors** within Edinburgh, East Lothian and Midlothian Health and Social Care Partnerships in achieving the:

- Supply of urology products in the community of Edinburgh, East Lothian and Midlothian

1.2. This is a continuation of the current agreement between the two parties, which has been in place since September 1998.

2. INTRODUCTION

2.1. This document records agreement between **NHS Lothian Contenance Care Service** and **Community Pharmacy Contractors** within Edinburgh, East Lothian and Midlothian. It records the terms of collaboration between the two parties to achieve success in the:

- Supply of urology products to service users within Edinburgh, East Lothian and Midlothian

3. BACKGROUND

3.1. The Contenance Care Service of Edinburgh Health & Social Care Partnership manages the Edinburgh, East Lothian, and Midlothian Urology Supply Service. This service was set up in September 1998, to manage the provision of urinary products (such as catheters, leg bags, night bags, and sheaths). The responsibility for prescribing was passed from GP to District Nursing (non GP10 prescribing). **NHS Lothian Contenance Care Service** was asked to manage the Urology Supply Service with **Community Pharmacy Contractors** continuing to be the responsible item dispenser.

4. DURATION OF SERVICE LEVEL AGREEMENT

4.1. The Service Level Agreement will commence on 1st September 2022 and will continue until 31st December 2024 unless renewed, extended, or terminated in accordance with the appropriate provisions of the Service Level Agreement.

5. SCOPE

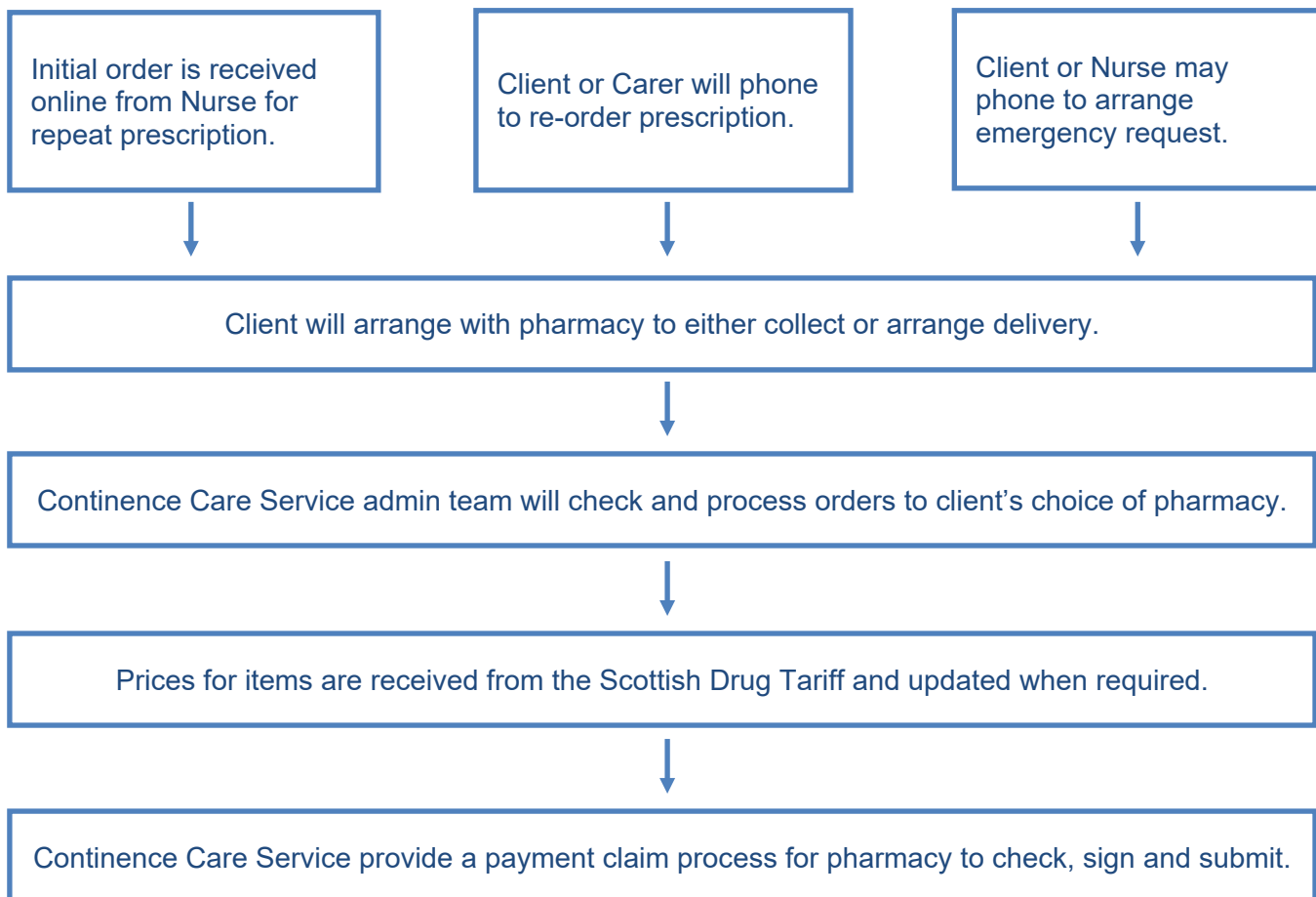
5.1. This document sets out the payment terms and conditions with regards to the supply of Urology products to the community of Edinburgh, East Lothian and Midlothian.

5.2. This document applies solely to the supply of items requested by **NHS Lothian Contenance Care Service** regarding urology products.

6. SERVICE SPECIFICATION

6.1. All orders are received online from District Nurses and other healthcare professionals to supply urology products (catheters, leg bags, night bags, sheaths and gels). These orders are processed on Contenance Care Service computer system and then sent to a network of local Pharmacists to supply the product.

6.2. The diagram below shows illustration of the service.



6.3. Reporting of shortages is explained in shortage procedure appendix 2.

7. BUDGETARY AND INFORMATION SYSTEMS

7.1. **NHS Lothian Continance Care Service** is required to maintain copies of all orders issued to **Community Pharmacy Contractors** as well as maintain computerised information about the clients in connection with requests for urology products. This information and other relevant customer related data will be collected independently by **NHS Lothian Continance Care Service** and **Community Pharmacy Contractors**, recorded and stored in such a way to ensure confidentiality and to meet the requirements of the Data Protection Act, Open Access and Access to Medical Records legislation.

7.2. Payment terms are in accordance with monthly claims process to include Scottish Drug Tariff product costs and a dispensing fee of £5 (five pounds) paid only when order is fully completed.

7.3. Only one payment of the dispensing fee occurs for shortage situations. The **Community Pharmacy Contractors** actions are covered in shortage procedure appendix 2.

7.4. Payments will be made monthly by Primary Service Division and in line with their deadline schedule.

7.5. The time constraint for claiming payment is 3 months following the monthly claim period except when ownership of the community pharmacy business has changed, in this case the time constraint is 2 months.

8. QUANTITATIVE AND QUALITATIVE TARGETS

8.1. **NHS Lothian Continance Care Service** will ensure that clients are given opportunities to comment on the quality of service. The nature and frequency of this quality review will be agreed with both parties, but will use, as a basic starting point, one consumer related survey on an annual basis.

9. LEGISLATIVE CHANGES AFFECTING SERVICE PROVISION

9.1. **Community Pharmacy Contractors** will advise **NHS Lothian Continence Care Service** of any changes in legislation or policy which may have a bearing on this agreement.

9.2. **NHS Lothian Continence Care Service** has a responsibility to ensure that it is aware of any legislative changes which affect its ability to maintain its service as agreed and to inform **Community Pharmacy Contractors** without delay.

9.3. **Community Pharmacy Contractors** must advise **NHS Lothian Continence Care Service** without delay if it is unable to continue to provide the services specified in this agreement.

10. SERVICE LEVEL AGREEMENT MONITORING ARRANGEMENTS

10.1 The agreement will be monitored by the Hospital & Hosted Service Manager, Edinburgh Health & Social Care Partnership or their delegate.

11. REVIEW

11.1. Both parties agree to review the terms and conditions of this agreement annually. Any alterations, revisions, or additions to this agreement, jointly agreed, will be recorded by way of a formal amendment of, or addendum to, this agreement.

11.2. This agreement will be reviewed 3 months prior to its expiry date to ensure that any changes that have previously been addressed are included in the renewed agreement.

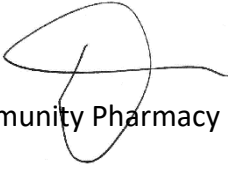
12. VARIATIONS AND TERMINATION

12.1. This agreement may be terminated by either party giving 6 months' notice.

12.2. This agreement may be terminated with 3 months' 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 of time.

The Performance and Service Level Agreement is agreed in its entirety between and **Community Pharmacy Contractors** (Appendix 1)

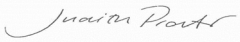
NAME: PHILIP GALT

A handwritten signature in black ink, appearing to be 'Philip Galt', written over a light grey rectangular background.

Community Pharmacy Lothian

And

NAME: JUDITH PROCTOR

A handwritten signature in black ink, appearing to be 'Judith Proctor', written over a light grey rectangular background.


Edinburgh Health & Social Care Partnership

Appendix 1

Contract Agreement
Pharmaceutical services
Additional services

Pharmaceutical services
Additional services

Dispensing and Supply of Urology Products
Contract Agreement 2022

Edinburgh HSCP Representative	Signature 	Name (block capitals) JUDITH PROCTOR CHIEF OFFICER
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CONTRACTOR Representative	Signature	Name (block capitals)
Trading name of pharmacy		
Contractor Code		
Date		

Return by email to:

continence.care@nhslothian.scot.nhs.uk

Or return by post:

**Continence Care Service
Admin Block
Astely Ainslie Hospital
133 Grange Loan
Edinburgh
EH9 2HL**

Appendix 2

Shortage Procedure

