

# **WEST LOTHIAN HEALTH & SOCIAL CARE PARTNERSHIP**

## **Dispensing and Supply of Incontinence Urology Products**

**2022**

This is a continuation of the current agreement.  
Date issued: July 2022

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## **APPENDICIES:**

Appendix 1 - Contract Agreement

## 1. PREFACE

1.1. This **Service Level Agreement** details the agreed level of services to be provided between **NHS Lothian** and **Community Pharmacy Contractors** within the West Lothian Health and Social Care Partnership in achieving the:

- Supply of Urology Products in the community of West Lothian

1.2. This is a continuation of the current agreement between the two parties, which has been in place since September 1998. At this time no changes are being made to the agreement apart from the financial aspect.

## 2. INTRODUCTION

2.1. This document records agreement between **NHS Lothian** and **Community Pharmacy Contractors** within West Lothian. It records the terms of collaboration between the two parties to achieve success in the:

- Supply of Urology Products to service users within West Lothian

## 3. BACKGROUND

3.1. The Continence Care Service of West Lothian Health & Social Care Partnership manages the Incontinence Supply Scheme for West Lothian. This service was set up in September 1998, to manage the provision of urinary appliances (such as catheters, leg bags, night bags, and sheaths). The responsibility for prescribing was passed from GP to District Nursing (non GP10 prescribing). The **Community Equipment Store** was asked to manage the Incontinence Urology Service with **Community Pharmacy Contractors** continuing to dispense the item.

3.2. **Community Pharmacy Contractors** submitted a Situation, Background, Assessment, Recommendation document (S-BAR) in May 2018 raising their concern around the lack of a service level agreement for the Lothian Incontinence Supply Scheme.

3.3 The previous SLA was agreed in 2019 for a duration of 3 years. Both parties are happy to continue with the arrangement with a small number of changes as describe below.

## 4. DURATION OF SERVICE LEVEL AGREEMENT

4.1. The Service Level Agreement will commence on 29th August 2022 and will continue until 25<sup>th</sup> August 2025 unless renewed, extended, or terminated in accordance with the appropriate provisions of the Service Level Agreement.

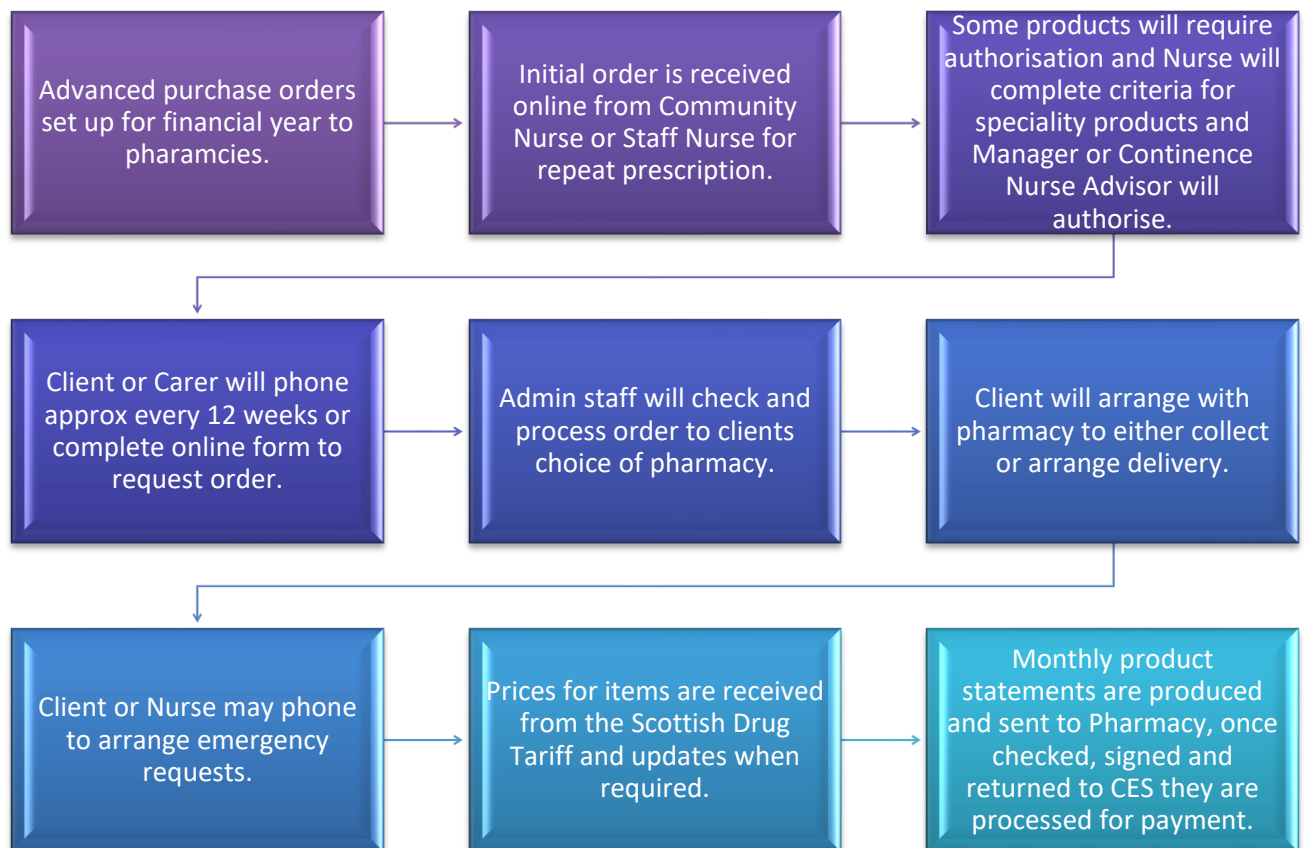
## 5. SCOPE

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

5.2. This document applies solely to the supply of items requested by the **Community Equipment Store (CES)** in regards to Urology items.

## 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 West Lothian's Computer System, Elms2, at the **Community Equipment Store** and then sent to a network of local Pharmacists to supply the product. The table set out below shows illustration of the service of delivery.



6.2. It has been proven as a very effective scheme and this will remain the way of supply for urology products for the period of this Service Level Agreement.

## 7. BUDGETARY AND INFORMATION SYSTEMS

7.1. The **Community Equipment Store** is required to maintain copies of all referrals 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** 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.

7.3. Payment terms will be in accordance with the existing arrangements within the **Community Equipment Store** and **Community Pharmacy Contractors**. Monthly statements will be produced for product costs and sent to the pharmacists to be checked, at this time there will also be a dispensing fee of £5 (five pounds) added to each order. This will then be paid through the normal invoice procedure.

7.4. A time constraint for claiming payment will commence with the new agreement. Time constraint will now be 3 months following the claim period except when ownership of your business has changed, in this case the time constraint is 2 months.

## 8. QUANTITATIVE AND QUALITATIVE TARGETS

8.1. The **Community Equipment Store** will ensure that all clients are given opportunities to comment on the quality of service. The nature and frequency of this quality review will be agreed with NHS Lothian, 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** of any changes in legislation or policy which may have a bearing on this agreement.

9.2. **NHS Lothian** 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** 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 Layna Houston, Programme Manager, West Lothian HSCP and the **Community Equipment Store** any communication should be through these channels.

## **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.

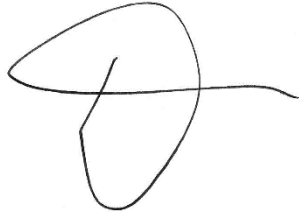
## **12. VARIATIONS AND TERMINATION**

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, consisting of a large, stylized loop on the left and a horizontal line extending to the right.

Community Pharmacy Lothian

And

**NAME: Layna Houston**

A handwritten signature in black ink, featuring a series of overlapping loops and a long, sweeping tail.

West Lothian HSCP  
29/08/2022

Appendix 1



**Contract Agreement  
Pharmaceutical services  
Additional services**

**Dispensing and Supply of  
Incontinence Urology Products**

WEST LOTHIAN HSCP Representative	Signature	Name (block capitals)
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CONTRACTOR Representative	Signature	Name (block capitals)
Trading name of pharmacy		
Contractor Code		
Date		

Return by email to:

[Layna.houston@nhslothian.scot.nhs.uk](mailto:Layna.houston@nhslothian.scot.nhs.uk)

Or return by post:

**Layna Houston  
Programme Manager  
West Lothian Health and Social Care Partnership  
1st Floor South  
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West Lothian  
EH54 6FF**