

NHS Grampian
Service Level Agreement

Community Pharmacy Clinical Space Rental

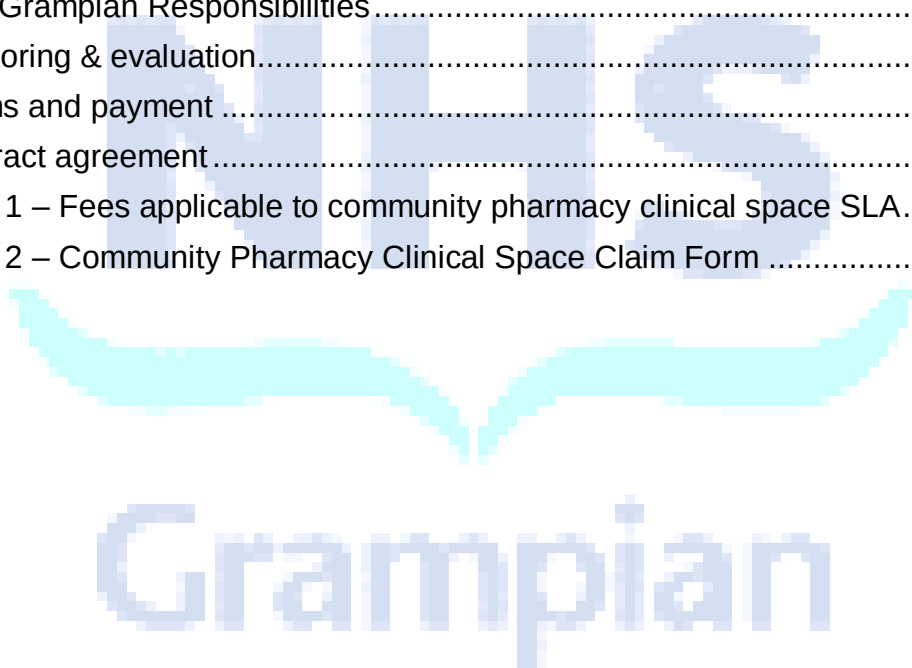
SLA Reference	SLA_Community Pharmacy Clinical Space Rental
Version	4
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Approved By	David Pfleger

Revision Chronology		
Version Number	Effective Date	Reason for Change
1	November 2022	New SLA
2	April 2024	Revised fee
3	April 2025	Annual Update
4	April 2026	Annual Update

Summary of Changes from Previous Version	General minor changes relating to new period, to wording and grammatical alterations.
Supersedes	Version 3 – April 2025
Consultation Undertaken	Laura Karim Pharmaceutical Care Services Improvement & Development Manager

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1 Introduction

This Service Level Agreement (SLA) acts as a contract between NHS Grampian, the Health and Social Care Partnership (HSCP) and the pharmacy contractor and commits all Parties to provide the services as defined by, and using documents provided in, this SLA.

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

This agreement is for the period 1st April 2026 – 31st March 2028, however, remains valid and must be adhered to as per the agreement whilst under review.

2 Background to service

Community pharmacies in Grampian have undergone significant premises improvements over the last few years, many installing additional consultation and treatment room spaces for clinical assessment and services. During the pandemic, pharmacies have continued to invest in space solutions for safe distancing while maintaining clinical services. Many of these improvement works have been funded through the NHS Grampian primary care improvement grant funding.

The return of patient facing clinical services in HSCP practices has highlighted a shortage of space for clinicians and practitioners to meet with patients face to face or even remotely via NHS attend anywhere. A local solution to this lack of clinical space is required to support local patient populations and ensure clinical services continue.

3 Service aims

This SLA aims to provide a space solution in a locality where the HSCP has maximised capacity options within their own practices area(s). There will be a standardised 3-way contract agreement between NHS Grampian, the HSCP and pharmacy contractor, ensuring consistent fixed fees and terms are applied to all pharmacy premises space solutions.

The creation of this SLA allows HSCPs to continue the commissioning of services which otherwise may not be delivered at optimal level, or indeed at all, without the additional space provided by local community pharmacies. It also provides an opportunity for HSCPs to provide more localised access to services through utilisation of community pharmacy premises.

4 Service outline and standard

- 4.1 Every community pharmacy offering this clinical spaces solution to their HSCP must be signed up to this SLA and return it to gram.pcctpharmacy@nhs.scot before commencing discussions.
- 4.2 The fees for this SLA are available in Appendix 1.
- 4.3 Possible uses for the clinical space are suggested below:
- 1-2-1 non clinical consulting space (e.g. talking therapy)
 - Group sessions (e.g. breast feeding / alcohol support)
 - Vaccination services
 - Clinical examination services
 - Other clinical treatment services (e.g. podiatry / audiology)

5 HSCP Responsibilities

The HSCP will refer to the NHS Grampian – NHS Staff Working in Third-Party Owner or Managed Building Standard Operating Procedure.

The HSCP will ensure any environmental or safety concerns are promptly reported to Pharmacy Contractor.

The HSCP will liaise with NHS Grampian as first point of contact to discuss space capacity issues and which services are looking to obtain a space solution.

The HSCP will discuss specific requirements with the pharmacy contractor regarding clinician or practitioner needs / frequency / availability of space solution.

The HSCP will ensure that clinicians / practitioners utilising the pharmacy clinical spaces SLA will have adequate indemnity to cover their service provision “off-site” from their usual location.

The HSCP agrees to provide 3 months’ notice of termination of requirement of space to pharmacy contractor if space solution requirement ceases.

6 Pharmacy Contractor Responsibilities

Community pharmacies providing facilities under the community pharmacy clinical spaces SLA must have at least two private, enclosed clinical areas, external to dispensary area.

Essential requirements for provision of this SLA are:

- Appropriate indemnity provision for the service / activity to be carried out at premises
- Communication equipment (telephone / PC or tablet / WiFi)
- Clinical wash hand basin
- Washable floors (not carpet)
- Clinical workbench sufficient to prepare medication / vaccines and layout ancillaries
- Resuscitation equipment (including adrenaline)
- Wipeable material chairs
- Wheelchair/disabled access
- Minimum floor area sufficient to lay patient down in the event of an adverse event
- Minimum of seating for two people in waiting area physically distanced from other patients and staff
- Clinical and sharps waste disposal
- Safe storage of sundries and documentation

Desirable requirements for provision of this SLA are:

- Vaccine refrigerator with thermometer
- Connection to local practice GPIT
- Disabled access toilet for patients / practitioners
- Rooms suitable for group meetings

The pharmacy contractor agrees to provide 3 months' notice if they wish to terminate this agreement with the HSCP / NHS Grampian.

7 NHS Grampian Responsibilities

NHS Grampian, via the Pharmacy and Medicines Directorate, will ensure that the pharmacy contractor and HSCP are supported to work together in this innovative clinical space solution SLA.

8 Monitoring & evaluation

A standard operating procedure(s) should be in place in the pharmacy to cover all aspects of this space solution service provision, specifically including how the space solutions bookings will operate.

The Parties agree that any grievance or complaint raised will be dealt with by the Board in terms of the applicable Board policy.

In the event of a dispute, the Parties agree to work together constructively to resolve matters speedily and amicably. In the event that a resolution cannot be reached within a period of seven (7) calendar days, the Parties agree to refer the dispute to the NHS Grampian Feedback Team for determination.

9 Claims and payment

Fees will be paid for the clinical spaces SLA to pharmacy contractors as defined by NHS Grampian. Please refer to Appendix 1 for confirmation of agreed fees.

Payment for service provision shall be processed on the 7th of each month on completion of Appendix 2 by the pharmacy contractor and return to gram.pcctpharmacy@nhs.scot

10 Contract agreement

Agreement to engage in the community pharmacy clinical space service		
HSCP Rep Name:	Signature:	Date:
NHS Grampian Rep Name:	Signature:	Date:
CP Rep Name:	Signature:	Date:
Trading name of pharmacy		
Contractor Code	Pharmacy Stamp / Pharmacy Address	

Please sign this document, retain for your records, and the community pharmacy should submit a copy by email to gram.pcctpharmacy@nhs.scot

Appendix 1 – Fees applicable to community pharmacy clinical space SLA

Item	Cost	Notes
Consultation Room (no bed or clinical equipment)	£33.28/hour	
Large Treatment Room (with bed / clinical equipment)	£43.68/hour	
Administrator / Receptionist function	£11/.44hour	
Clinical waiting area separate to the pharmacy's retail space	£11.44/hour	
Clean down of room after use (scheduling to be agreed with the HSCP e.g. on demand, between clients, at the end of the session)	£11.44/room	
Any specialist equipment hire from pharmacy	POA	Depend on item required
Pharmacist from community pharmacy to provide service	£55.12/hour	Using a pharmacist from the pharmacy will require locum cover to backfill.

Appendix 2 – Community Pharmacy Clinical Space Claim Form

Contractor Code	
Month of Claim	

Item	Cost / hour	Total Claimed
Consultation Room (no bed or clinical equipment)	£33.28/hour	
Large Treatment Room (with bed / clinical equipment)	£43.68/hour	
Administrator / Receptionist	£11/.44hour	
Clinical waiting area	£11.44/hour	
Clean down of room after use	£11.44/room	
Any specialist equipment hire from pharmacy	POA	
Pharmacist from community pharmacy to provide service	£55.12/hour	
Total value of claim		£

Signature from pharmacy	
Name of pharmacy representative	
Date Submitted	

Please ensure this claim form is completed fully and sent to gram.pcctpharmacy@nhs.scot with your monthly workbook by the 7th of the month.