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| **NHS Grampian**  **Service Level Agreement**  **Public Holiday Provision** |

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| **SLA Reference** | SLA Public Holiday Provision (Festive Period) |
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| **Author** | Steven Brodie |
| **Approved By** | HSCP Lead Pharmacists |

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| 1 | 2019 | New SLA |
| 2 | 2020 | Annual Update |
| 3 | 2021 | Annual Update |
| 4 | 2022 | Annual Update |
| 5 | 2023 | Annual Update |
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# 1.0 Introduction

This Service Level Agreement (SLA) acts as a contract between NHS Grampian and each pharmacy contractor to deliver services as detailed in Section 4.

This SLA applies to all pharmacy contractors and should be read in conjunction with the NHS Grampian Pharmaceutical Hours of Service Scheme, the NHS Grampian Process for Requests for Change of Hours or Closures by Pharmacy Contractors and the NHS Grampian Community Pharmacy Public Holiday Opening Agreement.

This agreement is for the period 1st April 2024 – 31st March 2025.

# **2.0 Background**

NHS Grampian requires assurance that there is adequate provision of pharmaceutical care during designated public holidays and additional festive holidays.

NHS Grampian will approve payment to contractors who provide public holiday pharmaceutical care provision for festive public holidays based on geographical demands.

# **3.0 Aims of Service**

This SLA has been prepared to:

* ensure there is a clear process to assure pharmaceutical care services are available in NHS Grampian during public holidays
* ensure payments will be made to H&SCP specified pharmacy contractors who have agreed to provide services during agreed festive public holiday dates
* enable collation and audit of pharmaceutical care services activity during public holidays

# 4.0 Service Outline and Standards

* All community pharmacy contractors agree to provide to NHS Grampian, for each of the undernoted public holidays, details of when they will/will not provide services from their community pharmacy. They will complete and return the form shown in Appendix 1 to Pharmacy Primary Care Contracts Team (PCCT) when requested.
* No pharmacy is permitted to be closed for 4 consecutive days.
* Christmas Day (December 25th) and New Year’s Day (January 1st) fall on a Wednesday, therefore the designated NHS Grampian public holidays are Wednesday 25th December / 1st January and Thursday 26th December / 2nd January. Friday 27th December – Tuesday 31st December are normal working days and normal hours apply. Normal working hours will also resume on Friday 3rd January 2025.
* Pharmacies who choose to open on 25th December or 1st January will be required to open for a 2 hour minimum service.
* NHS Grampian will allow flexibility for contractors to select which day they open over the festive weekends and public holidays, providing there is access to pharmaceutical care in all areas and on all days over the festive period.
* The information provided by contractors is binding and requests for changes will only be considered if received at least one month before the date of closure or in exceptional circumstances. Any change request for festive pharmaceutical care provision must be received by PCCT by **Monday 30th October 2024.**
* NHS Grampian will issue a spreadsheet to contractors with all the agreed opening details on Tuesday 31st October 2024. It is the contractor’s responsibility to check that all the details are correct and to contact PCCT immediately if there are any discrepancies. Failure by the contractor to open a pharmacy where it has been agreed to do so will result in sanctions being applied by the Board.

# 5.0 Training Requirements

Contractors providing this public holiday cover should ensure that staff working on these days can provide all core and locally negotiated services when they are open.

# 6.0 Monitoring and Evaluation

The NHS Grampian Health and Social Care Partnerships in conjunction with the Pharmacy Performance and Governance Group will monitor pharmacy contractors’ compliance with this service level agreement and will review the requirements of the service on an annual basis.

# 7.0 Claims and Payment

NHS Grampian will pay for the following pharmaceutical provision for pharmacy contractors who open on Christmas Day and / or New Year’s Day:

Aberdeen City x 3 sites, Aberdeenshire x 6 sites, Moray x 3 sites.

These sites will be paid £500 for a 2 hour period.

Payment will be awarded on consultation with HSCP leads to ensure adequate pharmaceutical care service provision is in place.

In the event of dispute or disagreement, all efforts should be made to resolve matters amicably between the contractor and NHS Grampian in conjunction with the Pharmacy Performance and Governance Group. In the event that matters cannot be satisfactorily resolved, final recourse will be given to the Director of Pharmacy, whose decision will be final.

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# Appendix 1 PCCT Festive Public Holiday Form

Dear Colleague,

Please indicate below your intended Festive Holiday opening hours for 2023/24. Please bear in mind your Terms of Service and Schedule of Hours commitments in doing this. Please note for any intended changes to agreed hours the notice period required by the Scheme of Hours applies.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Wednesday  25th Dec  2024 | Thursday  26th Dec  2024 | Wednesday  1st Jan  2025 | Thursday  2nd Jan  2025 |
| Opening time |  |  |  |  |
| *Lunch closure (if applicable)* |  |  |  |  |
| *Reopen after lunch (if applicable)* |  |  |  |  |
| Closing time |  |  |  |  |
| Signed:  Print Name:  Date: | | |

# Appendix 2 Festive Public Holiday Activity Data

Contractor Code:

Date Open:

|  |  |
| --- | --- |
| **Service** | **Number** |
| Emailed Prescriptions |  |
| Acute Prescriptions (not emailed) |  |
| Pharmacy First   * Consultations * Supplies * Referrals |  |
| Unscheduled Care   * Emergency supply (CPUS) |  |
| Public Health Services   * EHC * Bridging Contraception |  |
| Pharmacy First Plus |  |
| GMED Direct Referrals  (made by pharmacist) |  |