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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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| 1 | 2019 | New SLA |
| 2 | 2020 | Annual Update |
| 3 | 2021 | Annual Update |
| 4 | 2022 | Annual Update |
| 5 | 2023 | Annual Update |
| 6 | 2024 | Annual Update |
| 7 | 2025 | 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 2025 – 31st March 2026, however, remains valid and must be adhered to as per the agreement whilst under review.

# **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 Thursday, therefore the designated NHS Grampian public holidays are Thursday 25th December / 1st January and Friday 26th December / 2nd January. Saturday 27th December – Wednesday 31st December are normal working days and normal hours apply. Normal working hours will also resume on Saturday 3rd January 2026.
* 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 27th October 2025.**
* NHS Grampian will issue a spreadsheet to contractors with all the agreed opening details on Friday 31st October 2025. 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.

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# 7.0 Claims and Payment

NHS Grampian will pay for the following pharmaceutical provision for pharmacy contractors who open on 25th and / or 26th December and / or 1st January and / or 2nd January:

There will be a geographical requirement for pharmaceutical service provision as indicated in the table below, where pharmacies are open as per the number of available slots in the City, Shire and Moray. Where multiple slots are available for Shire, we will look to spread the area which is covered (e.g. a pharmacy in North of the Shire and a pharmacy open in South or Central of the Shire).

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Date** | **Timeslot** | **Payment** | **No. of slots City** | **No. of slots Shire** | **No. of slots Moray** | **Total Cost to Board** | **No. of Pharmacies Open** |
| 25th Dec | 10am – 12pm | £500 | 1 | 2 | 1 | £2,000 | 4 |
|  | 12pm – 2pm | £500 | 1 | 1 | 1 | £1,500 | 3 |
| 26th Dec | 10am – 12pm | £450 | 1 | 1 | 1 | £1,350 | 3 |
|  | 12pm – 2pm | £450 | 1 | 2 | 1 | £1,800 | 4 |
| 1st Jan | 10am – 12pm | £500 | 1 | 2 | 1 | £2,000 | 4 |
|  | 12pm – 2pm | £500 | 1 | 1 | 1 | £1,500 | 3 |
| 2nd Jan | 10am – 12pm | £450 | 1 | 1 | 1 | £1,350 | 3 |
|  | 12pm – 2pm | £450 | 1 | 2 | 1 | £1,800 | 4 |
| **TOTAL** |  |  |  |  |  | **£13,300** |  |

Applications will be granted on consultation with HSCP leads to ensure adequate pharmaceutical care service provision is in place, and review of any previous Activity Data Sheets from previous years will be considered during this time. As above, the board will assess the geographical locations of each contractor who expresses the want to open, the available number of slots are detailed in the table above. Confirmation of approved applications to open will be communicated in due course.

Payments will then be made in the January 2026 payments cycle, and it is required that pharmacies who open on any of the above dates submit the activity data sheet found in Appendix 2 below no later than 7th January 2026.

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.

**Appendix 1 PCCT Festive Public Holiday Form**

Dear Colleague,

Please indicate below your intended Festive Holiday opening hours for 2025/26. 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.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Thursday  25th Dec  2025 | Friday  26th Dec  2025 | Thursday  1st Jan  2026 | Friday  2nd Jan  2026 |
| Opening time |  |  |  |  |
| *Lunch closure (if applicable)* |  |  |  |  |
| *Reopen after lunch (if applicable)* |  |  |  |  |
| Closing time |  |  |  |  |
| Signed:  Print Name:  Date:  Pharmacy Name:  Contractor Code: | | |

# Appendix 2 Activity Data Sheet

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) |  |