

**NHS Grampian
Service Level Agreement**

MAR Provision For Care At Home Services

SLA Reference	SLA_MAR Provision For Care At Home Services
Version	8
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Revision Chronology		
Version Number	Effective Date	Reason for Change
1	April 2018	Refresh of document
2	April 2019	Annual update
3	April 2020	Annual update
4	April 2021	Annual update – changes to formatting and wording, hyperlinks to website added in for key documents, addition of appendix 1 (patient registration form)
5	April 2023	Annual update
6	April 2024	Annual update
7	April 2025	Annual update
8	April 2026	Annual update- payment verification changes

Summary of Changes from Previous Version	General minor changes to wording and grammatical alterations. Section 6- Monitoring & Evaluation. Additional information to be submitted to NHSG to aid payment verification. Patient CHI and full name now required for submission.
Supersedes	Version 7 – April 2025
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1. Introduction

This Service Level Agreement (SLA) acts as a contract between NHS Grampian and the pharmacy contractor and commits the contractor to provide the services as defined by, and using documents provided in, this SLA. Services will be provided within the legal and ethical framework of pharmacy as a whole.

A three month notice period must be provided if either 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

The National Institute of Clinical Excellence (NICE) defines Medicines Support as “Any support that enables a person to manage their medicines. This varies for different people depending on their specific needs”.

Community pharmacists are one group of professionals within the wider multi-disciplinary team who can have an input into supporting patients managing their medicines by the supply of Medication Administration Record (MAR) charts alongside dispensed medication. Within their Guidance Document 67, [“Managing Medicines for adults receiving social care in the community”](#) NICE makes several references to community pharmacy and how can input into this topic.

The three Health and Social Care Partnerships (HSCP's) within NHS Grampian (Aberdeen City, Aberdeenshire & Moray) have their own information on how medicines support is delivered within their areas. These documents are linked in the reference section and should be read in conjunction with this SLA to ensure a comprehensive understanding of the wider service available to patients.

3. Service aims

Pharmacy contractors to provide MAR chart(s) alongside dispensed medication to patients who have been identified as having prescribed medication administered by local authority commissioned care at home workers.

Care at home workers may use the Medication Administration Record (MAR) chart to support people in taking their medication and to document when medication has been administered to a patient. If an individual is self-administering their medication, a MAR chart is not required.

4. Service outline and standard

- 4.1 The pharmacy contractor will undertake the preparation of printed MAR charts in accordance with the prescribed medication for patients identified as requiring Level 3 support (Aberdeenshire and Moray) and Grade 3 or Grade 4 support (Aberdeen City). Medicines must be supplied in labelled manufacturers packaging or pharmacy supplied packaging and not in a compliance aid.
- 4.2 The pharmacy contractor must complete the Patient Registration form (Appendix 1) for each patient who is enrolled in the service.
- 4.3 The pharmacy contractor must maintain a list of all patients receiving this service which should include the patient's date of birth and the month and year of the patient starting the service. This can be recorded in the MAR tab of the Pharmacy Claim Workbook.
- 4.4 The pharmacy contractor will provide repeat and updated MAR charts which correspond to all currently prescribed medicines. This includes the provision of MAR for any short courses of medication and 'when required' medication when appropriate.
- 4.5 The pharmacy contractor must ensure all MAR charts are computer generated and that they conform to any local and [national standards](#).
- 4.6 The pharmacy contractor will ensure all patients requiring a MAR chart are highlighted via electronic Patient Medication Record (PMR).
- 4.7 The pharmacy contractor will be familiar with the terms and conditions of their HSCP's guidance on the Care at Home service in order to provide appropriate and timely advice to care workers on administration issues, if required.
- 4.8 The pharmacy contractor must ensure, where appropriate, that the care provider is advised and understands any special requirements when handling the medication and administering medicines to the patient e.g. take after food, cytotoxic handling. Written information should be provided if necessary.
- 4.9 The pharmacy contractor must record in Appendix 1 how when required medication will be managed for the patient.
- 4.10 The pharmacy contractor will supply a Patient Information Leaflet (PIL) with all medication at every issue to ensure all relevant information is available should the patient or care provider require it.
- 4.11 The pharmacy contractor must ensure all queries regarding patient's medication are escalated to the appropriate professional in a timely manner to ensure there is no delay in the supply of medication and MAR. All communication should be noted in the patients PMR.

- 4.12 The pharmacy contractor providing the service should ensure that standard operating procedures (SOP) are in place which covers all aspects of the service provision. These SOPs should be read, understood, and followed by all staff member involved in the delivery of this service.

5. Training requirement

- 5.1 All staff members involved in the delivery of pharmaceutical services on behalf of NHS Grampian should have undertaken all core training modules as detailed in the Community Pharmacy Core SLA training document. Contractors may allow staff to undertake relevant training using NHS Grampian modules found on Turas or internal pharmacy learning and development modules. To ensure compliance with Service Level Agreements a record of staff learning must be kept and may be requested upon NHS Grampian visits. Turas platform automatically stores individual's learning history and records renewal dates.
- 5.2 The pharmacy contractor is responsible for ensuring that all pharmacy staff are suitably trained in their roles and responsibilities with regard to the provision of this service and are competent to deliver them

6. Monitoring & evaluation

Claims submitted for this service via the Pharmacy Claim Workbook may be used by NHS Grampian for the purposes of SLA payment verification audit. The pharmacy contractor is required to provide patient details as specified in the claim workbook, including the Patient CHI, Date of Birth and full name. Failure to supply this information alongside the claim may result in the claim or rebate being withheld. While undertaking payment verification by NHS Grampian if a patient is found to be not eligible this may result in rebate of claims.

7. Claims and payment

- 7.1 The pharmacy contractor will be reimbursed £15 for each new MAR patient and £5 for each continuing MAR patient.
- 7.2 The Pharmacy Contractor must submit a completed claim to Primary Care Contracts Team (gram.pcctpharmacy@nhs.scot) before the 7th of the month for the previous month in order to receive payment.
- 7.3 Information provided in the monthly Pharmacy Claim Workbook should be retained in the pharmacy and be made available to NHS Grampian, if requested, for audit purposes. We recommend a retention period of 6 years for financial data.
- 7.4 Claims older than 3 months will be deemed as an historical claim and will only be considered by the Pharmacy Performance and Governance Group for payment if the claim form is submitted with information detailing the exceptional circumstances of why the claim was not submitted at its due date.

8. References

[Overview | Managing medicines for adults receiving social care in the community | Guidance | NICE](#)

Aberdeen City Health & Social Care Partnership Guidance - [Medication Support Service Guidance for Adult Services: Version 3 \(April 2017\)](#). (Document currently under review)

[Aberdeenshire Council & Aberdeenshire Community Health Partnership- Medicines Management Guideline for Care at Home: October 2013.](#)

Health & Social Care Moray- [Medication Management \(for all adult services\)](#) guidelines.



Appendix 1:

Patient Registration – MAR Provision

Patient Name	DOB / CHI
GP Practice <i>(name and phone number)</i>	
Care Provider <i>(name and phone number)</i>	
Times of Care Provider visits <i>(if known)</i>	
Who is ordering medication?	
Who is collecting/delivering medication?	
How is 'when required' medication to be managed (specifically who will order and what directions will be required)?	
Date service started (mm/yy)	
Any other information:	

This form should be retained in the pharmacy (in either paper or electronic form) and be supplied to NHS Grampian upon request.