

**NHS Grampian
Service Level Agreement**

Community Pharmacy Palliative Care Network

SLA Reference	SLA_Palliative Care Network
Version	10
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Approved By	David Pfleger

Revision Chronology		
Version Number	Effective Date	Reason for Change
2	April 2017	Annual update
3	April 2018	Annual update
4	April 2019	Annual update
5	April 2020	Annual update
6	April 2021	Annual update – changes to formatting and wording, removal of need to submit monthly date checking sheet, addition of appendix 1 (reference info), addition of appendix 2 (form to log out of hours contact details), hyperlinks to website added in for key documents
7	April 2023	Annual update
8	April 2024	Annual update
9	April 2025	Annual update
10	April 2026	Annual update

Summary of Changes from Previous Version	General minor changes relating to new period, to wording and grammatical alterations.
Supersedes	Version 9 – April 2025
Consultation Undertaken	Laura Karim Pharmaceutical Care Services Improvement & Development Manager Alistair Duncan Specialist Pharmacist for Palliative Care



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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 NHS Grampian Community Pharmacy Palliative Care Network was set up in 1999 after a formal needs assessment recognised the need for the prompt supply of palliative care drugs by community pharmacists, especially during out-of-hours periods.

3. Service aims

- 3.1 To ensure access at all times (during trading hours and out of hours) to a range of palliative care medicines which may be required by patients being cared for in a primary care setting from a network of named community pharmacies.
- 3.2 To provide information and advice to patients, carers and other healthcare professionals on matters relating to palliative care medicines (within the competency of the community pharmacy contractor).

4. Service outline and standard

- 4.1 The pharmacy contractor will ensure that the medicines listed in the 'Core palliative stock medicines for network' are kept in stock at all times and that any core stock medicines due to expire are replaced before the expiry date is reached.
- 4.2 A monthly check of expiry information for all palliative care medication listed in the 'Core palliative stock medicines for network' list should be undertaken and retained in the pharmacy for reference (and made available to NHS Grampian if requested).
- 4.3 If the pharmacy contractor is unable to supply any palliative care medication(s) requested or arrange a supply within the required timeframe (i.e. before the medication is required) they must ensure that the patient either receives a supply from another pharmacy contractor or is assessed by an appropriate prescriber who can provide a prescription for alternative medication(s) within a suitable timescale.
- 4.4 The pharmacy contractor will ensure the provision of support and advice, within their competency, to the patient, carer, or healthcare professional on matters

relating to medicines used in palliative care. If the advice/support sought is out-with the competency of the pharmacy contractor (s) he will refer the person seeking advice/support to an appropriate source to obtain the necessary support/advice e.g. GP, local McMillan team (for patient/carer) or Palliative Care specialist team at Roxburghe House (for healthcare professionals). See Appendix 1 for details of key contacts.

4.5 The pharmacy contractor must complete and return the Emergency Contact Number section of the SLA Sign up document returned to Primary Care Contracts. These numbers are for circulation to members of the Specialist Palliative Care team and other appropriate services (e.g. G-MED) to facilitate provision of the SLA out-with normal trading hours.

4.6 The pharmacy contractor will support the aims of the [Daffodil Standards](#) for Palliative and End of Life Care by ensuring patients, carers and healthcare professionals have timely access to palliative care medicines, advice and support, and by working collaboratively with other services to deliver coordinated, person-centred care.

5. Training requirement

5.1 The pharmacy contractor is responsible for ensuring pharmacy staff involved in the provision of the palliative care SLA are suitably trained in their roles and responsibilities with regard to the provision of this service and are competent to deliver them.

5.2 Standard operating procedure(s) covering all aspects of service provision should be in place in the pharmacy and be used to ensure staff are competent and have a consistent approach to delivery of this service.

5.3 Pharmacists and key pharmacy staff working in a Palliative Care Network pharmacy should complete the NES E-Learning Module "Palliative Care" available in the Pharmacy CPD Resources section on TURAS. This should include regular locum or 'relief' pharmacists. A training module is also available specifically catered for Pharmacy Technicians titled ["Palliative Care for Pharmacy Technicians"](#) Other additional training materials are available on TURAS and resources are also detailed within the NHS Grampian Community Pharmacy website.

5.4 A representative for the Palliative Care Network pharmacy (pharmacist or key pharmacy staff) should attend any local training initiatives relating to palliative care (**a minimum of one per pharmacy**), identified as mandatory by NHS Grampian and complete any subsequent feedback forms.

6. Monitoring & evaluation

6.1 Pharmacy contractors should retain a copy of palliative care stock monthly date checking and make available to NHS Grampian, if requested, for audit purposes.

6.2 Pharmacy contractors should retain any claims for date expired core palliative care stock (made via the Pharmacy Claim Workbook) and make available to NHS Grampian, if requested, for audit purposes.

6.3 Pharmacy contractors should maintain evidence of completion of the NES distance learning package 'Pharmacist in Palliative Care' and submit to NHS Grampian, if requested, for audit purposes.

7. Claims and payment

7.1 An annual fee of £633.36 will be paid in two equal instalments of £316.68. The first payment will be made in May (or completion of SLA agreement) and second payment will be made following proof of attendance to at least one palliative training event arranged or approved by or on behalf of PMD held during the year (Dates TBC).

7.2 Claims for replacement of expired core stock medicines can be made via the Pharmacy Claim Workbook. Submission of photographic evidence of date expired stock and an invoice detailing the cost of replacement stock should be sent to gram.pcctpharmacy@nhs.scot alongside the pharmacy claim workbook to validate the claim. Claims should be submitted before the 7th of the month for the previous month in order to receive payment. Failure to submit evidence alongside claim may cause delays in payments being processed.

7.3 Claims for date expired medication older than 3 months will be deemed as an historical claim and will not be paid.

7.4 An additional £260 call out fee will be paid if a member of the palliative care network of pharmacies is 'called out' by a member of the healthcare team to provide urgent palliative care medicines out-with normal contracted working hours. To receive payment contractors must send notification to gram.pcctpharmacy@nhs.scot within 28 days of the call out taking place.

7.5 A one off payment to each community pharmacy signed up of 10% of £468.61 (total cost of medication stock holding) = £46.86 payment to every contractor for 2026/27.

8. References

[Scottish Palliative Care Guidelines - Home](#)

Appendix 1 - Key contact details for further support

For palliative care pharmacies

[Scottish Palliative Care Guidelines - Home](#)

Roxburghe House 24 hour advice line - 01224 557057

Alistair Duncan (Specialist Pharmacist - Palliative Care) - alistair.duncan@nhs.scot

For patients

[NHS Inform – Palliative Care Home](#)

