

**NHS Grampian
Service Level Agreement**

Secondary Care Medicines Collection Hubs

SLA Reference	SLA Secondary Care Medicines Collection Hubs
Version	6
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Approved By	David Pfleger

Revision Chronology		
Version Number	Effective Date	Reason for Change
1	2020	New SLA
2	2021	Annual Update
3	April 2023	Annual Update
4	April 2024	Annual Update
5	April 2025	Annual Update
6	April 2026	Annual Update

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

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1. Introduction

- 1.1. 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.
- 1.2. A three months' 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.
- 1.3. 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

- 2.1. Covid-19 impacted the ability for patients to safely collect their dispensed specialist out-patient medications from a number of secondary care health services. A need was identified to have in place collection hubs for these medicines across Grampian from where patients or their representatives can collect these medicines. These medicines include cold chain and cytotoxic items.
- 2.2. The service continues to support the provision of regular medication e.g. self-administered chemotherapy or acute medication in response to a 'Near Me' consultation.
- 2.3. This document now defines the service level agreement between NHS Grampian and pharmacy contractors, which reduces the need for some patients to travel to secondary care premises to collect medications.

3. Service aim

- 3.1. This service aims to provide and support high quality pharmaceutical care to clients who would normally collect their medication from a secondary care service directly.

4. Service outline and standard

- 4.1. Patients needing to use the service will be identified by the secondary care service personnel. The secondary care service and patient will identify a participating pharmacy that is closest to the patient for them or their representatives to collect from. The medication will be sourced / produced and dispensed / supplied within the secondary care service and transferred to the chosen collection hub by NHS transport. The procedures leading up to the delivery of the dispensed medication to the community pharmacy hub are outlined in Appendix 1.
- 4.2. Once at the pharmacy the procedures outlined in Appendix 2 will be followed. The community pharmacy will check all dispensed medication packages patient details received against the delivery note (N.B. there is no need to open the packaging).

- 4.3. Any cold chain items will be stored in a pharmacy fridge, at the appropriate temperature and with a proactive audit program of fridge temperature control in place (e.g. daily log of temperature and variation).
- 4.4. Any damaged or missing items will be reported to ARI Pharmacy Service Desk on 01224 553227.
- 4.5. The pharmacy will contact the patient (number provided on the delivery sheet) and notify the patient that their medication is at the pharmacy. If patient doesn't answer, try again later, to a maximum of 3 attempts.
- 4.6. The pharmacy will confirm with the patient that they or a representative will pick up the medication.
- 4.7. When the patient or their representative collects from the pharmacy a name and address check will take place.
- 4.8. If the service has requested that patient counselling on the medication should be undertaken, full training will be provided for pharmacy staff to complete and an addendum SLA provided.
- 4.9. The delivery note will be marked to confirm that the patient's medication has been collected.
- 4.10. If after 7 days patient hasn't uplifted prescription, community pharmacy to contact clinic team with patient details
- 4.11. Clinic team will contact patient and advice will be given back to Community Pharmacy
- 4.12. If after 14 days the patient still hasn't collected the prescription – return drugs to ARI Distribution in the next drug box to be uplifted by Hospital Transport. Contact ARI distribution for advice on return of fridge items.
- 4.13. Completed delivery note scanned and returned to ARI Distribution via email: gram.pharmacyservicedesk@nhs.scot
- 4.14. Records of all the patient supplies received and collected must be kept including dates and staff signatures should be kept for 2 years.

5. Training requirement

- 5.1. All staff members involved in the delivery of pharmaceutical services should have undertaken the core module SLA training.
- 5.2. Contractors are responsible for ensuring that their pharmacy staff are suitably trained in their roles and responsibilities in the provision of this service and are competent to deliver them.
- 5.3. The contractor must have Standard Operating Procedures relating to dispensed medication collection and these should form the basis of training for staff.

6. Monitoring & evaluation

An opportunity for quarterly review will be provided to contractors to allow a formal basis of service review should it be desirable.

Annual review will also occur as part of financial and service commitment and governance.

7. Ownership and liability for stock

- 7.1. All dispensed medication under this SLA remains the property of NHS Grampian until it is collected by the patient for whom it was dispensed.
- 7.2. Community pharmacies acting under this SLA will not be liable for stock damage or loss unless as a result of criminal acts undertaken by staff employed by the pharmacy.
- 7.3. Community pharmacies are expected to store and safeguard stock in a professional manner in line with GPhC professional standards.

8. Claims and payment

- 8.1. The payment structure is detailed in Appendix 3.
- 8.2. To ensure accurate monthly claims, contractors are required to maintain records of the service being provided by full and accurate completion of the Pharmacy Claim Workbook Secondary Care Hub tab.
- 8.3. 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.
- 8.4. 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.

Month of April	2026
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Patient CHI / Postcode	Patient initials	Collection Only (tick if applies)

Appendix 1 – Transfer of dispensed prescription medication to community pharmacy collection hubs

Procedure:

1. Clinic prescriptions for patients resident in Aberdeen City, Aberdeenshire and Moray seen via 'Near Me' are to be dispensed as normal at appropriate hospital dispensary sites; ARI, RACH or DGH.
2. Prior to arrival at the hospital dispensaries, the prescriptions will be annotated by clinic staff/pharmacy team with details of the clinic, confirm patients address and mobile contact number, which Collection Hub the prescription has to be delivered to and the approximate date of uplift by patient/representative. Prescriptions received in the dispensaries before 1pm will be delivered to Collection Hubs the next day. Those received after 1pm will be delivered the day after next e.g. if reaches hospital dispensary after 1pm Monday, this will be received by Collection Hub on Wednesday. It is expected that clinic staff provide patients with realistic expectation of when prescription will be ready at the pharmacy and advise that pharmacy will contact patient directly when medication is ready for collection.
3. An additional handwritten/typed label should be attached to the sealed dispensing bag clearly detailing the patient's full address, contact number and estimated uplift date by patient.
4. Dispensary and Aseptic Services staff should collate dispensed prescriptions and transfer to the appropriate 'Hub' shelf ready for delivery. The cut off time for next day delivery is 4pm Monday to Friday for transfer into the appropriate delivery box by Pharmacy Admin staff.
5. Pharmacy Admin staff will complete the delivery note paperwork listing the patient's name, address etc. and place inside the box along with the drugs. Pharmacy Admin staff will e-mail this list to the appropriate community pharmacy before 5pm
6. Pharmacy Admin staff will lock the box prior to uplift, also completing a Medicines Uplift & Delivery Record for handover to the Hospital Transport Driver detailing the number and type of containers involved.
7. Hospital transport to sign for and uplift locked drug box and refrigerated boxes for delivery to Community Collection Hubs leaving the completed pink copy of the form with Pharmacy staff.
8. Upon delivery the driver should ensure the delivery is signed for by staff at the named Collection Hub, paperwork must be returned and empty blue drug box and refrigerated carriers awaiting uplift are collected and returned to Pharmacy ARI. There are two boxes for each Collection Hub, therefore the driver should only be picking up empty boxes, they shouldn't wait for them to be emptied.

Appendix 2: Procedure for receipt and collection of secondary care dispensed medicines by community pharmacy collection hubs**Procedure:**

On delivery to the Community Pharmacy Collection Hub the blue drug box/ refrigerated carriers will have a delivery note that will require to be signed by the Pharmacy staff and returned to the driver. The delivery note will detail the number of blue drug boxes, number of refrigerated carriers and any other parcels for delivery unable to fit in the drug box.

1. The pharmacy staff will remove the prescriptions from the box and refrigerated carriers and check against the delivery notes enclosed within the drug box. If there are any discrepancies or damage to the medicines these must be notified to the ARI Pharmacy Service Desk (telephone: 01224 553227) immediately.
2. Refrigerated items must be stored in the refrigerator until uplift.
3. Once the drug box and refrigerated carriers have been emptied these should be returned to NHS Grampian Hospital Transport upon next delivery.
4. The clinic will have notified the patient at the time of the video call / appointment when their prescription should be delivered to the Collection Hub so that the patient or their representative can arrange collection.
5. It is important that the community pharmacy call the patient on the number provided by them to confirm that their medication is ready for collection. This avoids wasted journeys, anxious patients and allows the pharmacy to confirm that the patient has someone to collect their medication from the pharmacy on their behalf. Should there be an issue with contact details for the patient, the pharmacy should send an email to gram.dispensary@nhs.scot – the dispensary team at ARI can locate the prescription and update this.
6. On arrival at the designated pharmacy collection hub the pharmacy staff will confirm with the patient or their representative the patient's name and address before handing over the sealed prescription bags.
7. The pharmacy staff will sign and date the delivery form confirming uplift. Once all prescriptions have been collected the Delivery form should be scanned and emailed to Distribution Area (email: gram.pharmacyservicedesk@nhs.scot)
8. If a prescription has not been uplifted in 7 working days the pharmacist should advise the clinic pharmacists.
9. If still not uplifted within 14 days then the pharmacist should return the prescriptions and completed delivery form in the next Pharmacy blue box to Distribution area, Pharmacy ARI.

Appendix 3: Schedule of Fees

The following fees will apply:

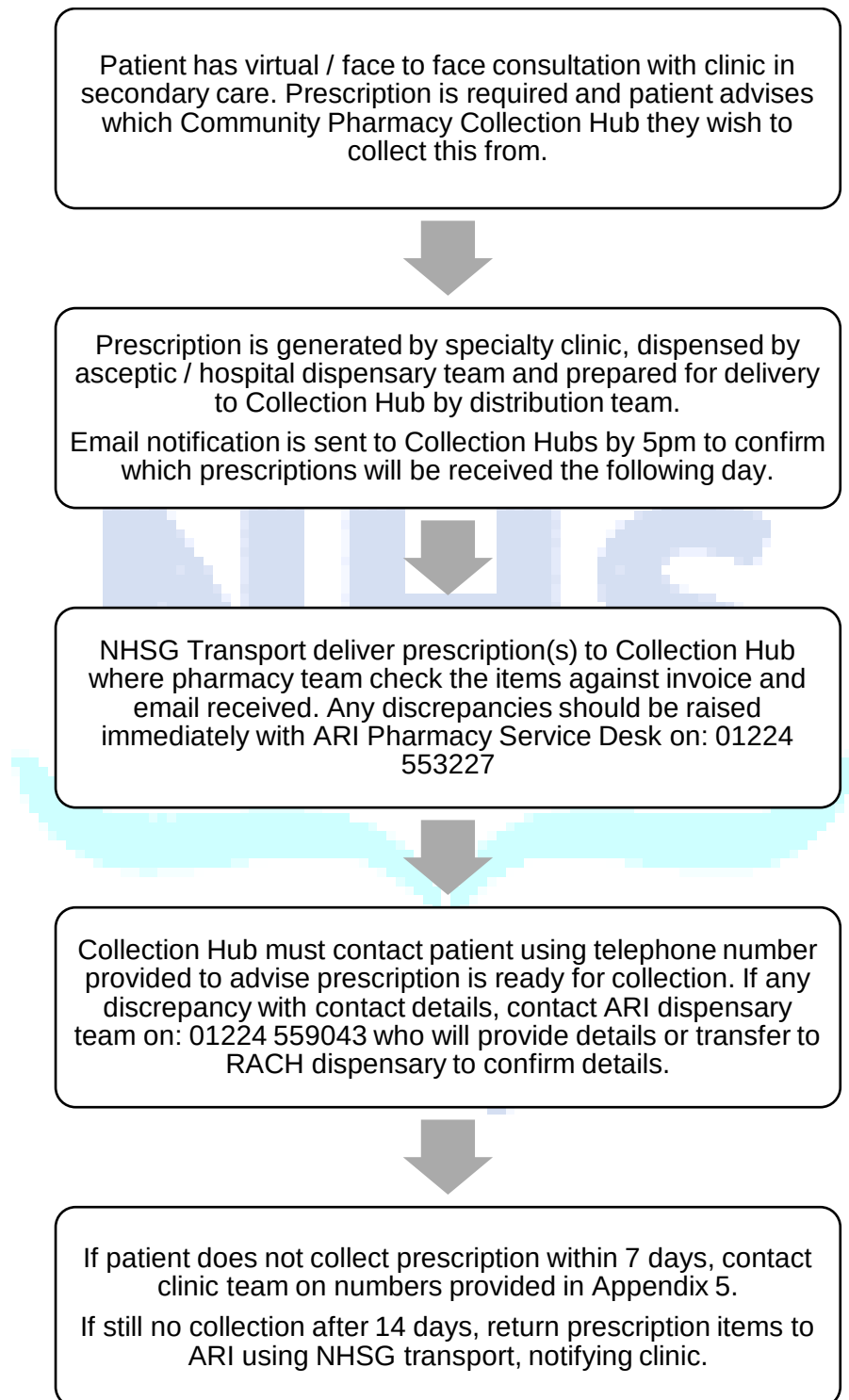
For each patient's medicine delivered to the community pharmacy collection hub the pharmacy will receive a fee of £10.40 for receipt, storage and facilitation of collection by the patient / their representative.

Capital costs:

Where additional refrigeration storage is deemed to be required to take part in this service NHS Grampian will pay, on receipt of invoice, for an approved pharmaceutical grade fridge of suitable volume and size. Any fridge purchased under this SLA must be pre-approved by the Community Pharmacy Development and Improvement Manager or Director of Pharmacy. Any fridge purchased under this SLA will remain the property of NHS Grampian and as such NHS Grampian will reimburse for any maintenance or repair costs associated with the fridge or replacement where necessary. Running costs for the fridge are for the contractor to pay and are deemed to be paid for through remuneration of the service.



Appendix 4: Community Pharmacy Flowchart Checklist



If patient contacts or presents in the pharmacy collection hub BEFORE a prescription or email notification is received from secondary care, the patient should be directed to the clinic telephone details in Appendix 5.

Appendix 5: Points of Contact for Collection Hub Pharmacies

Scenario	Information to collect	Point of contact
Patient looking for a prescription which hasn't arrived at the Collection Hub pharmacy yet	Patient name CHI / DOB Clinic attended Clinic appointment day/time	Clinic Team
Contact number for patient doesn't connect / no response	Patient name CHI / DoB Clinic attended	Clinic Team
Prescription bag marked "fridge item" has been delivered in blue drug box rather than sealed cool box	Patient name CHI / DoB Dispensary where medication was prepared. This stock must be quarantined.	Dispensary where medication was prepared: ARI / RACH

Secondary Care Clinic Contact Details

Clinic Specialty	Clinic Telephone Number Contact details for patients.	Clinic Pharmacist Email Address Not to be shared with patients.
Haematology	01224553810	alexander.greger@nhs.scot
Oncology	01224552540 01224552540	millie.galvin@nhs.scot Fiona.dillon@nhs.scot
Paediatrics		gram.dispensaryrach@nhs.scot
Renal	01224554407	brian.porteous@nhs.scot
Hepatology	01224554407	
Respiratory	01224554407	alison.copland@nhs.scot
Dermatology	01224554407	michelle.swanson@nhs.scot

ARI Contact Details

Contact	Telephone Number	Email Address
ARI dispensary	01224 559043	Gram.dispensary@nhs.scot
ARI distribution	01224 553227	Gram.pharmacy servicedesk@nhs.scot
Chemo dispensary	01224 553373	Gram.pharmacy prefill and oral@nhs.scot
RACH dispensary	01224 552964	Gram.dispensaryrach@nhs.scot
Clinical trials team		Gram.pharmacy trials@nhs.scot

Pharmaceutical Care Services Contact Details

Contact	Telephone Number	Email Address
Laura Karim	07772 578869	Laura.karim@nhs.scot
PCS Office	01224 556768	Gram.pharmaceuticalcareservices@nhs.scot

Appendix 6: Patient Feedback Questionnaire

Patient Feedback Questionnaire NHS Grampian

Collection Hub Pharmacy used today:

1. Which clinic has your prescription been sent from today?

- ☐ Dermatology ☐ Haematology ☐ Hepatology
☐ Oncology ☐ Paediatrics
☐ Other – please specify

2. How did your clinic consultation take place?

- ☐ Virtually (Near Me / Attend Anywhere) ☐ Face to Face appointment

3. If virtually, how easy did you find this system to use?

- ☐ Very easy ☐ Relatively easy ☐ Needed help to use

4. Were you advised at your consultation when your prescription would be ready for collection / delivery?

- ☐ Yes ☐ No

5. Has your prescription arrived in time to commence treatment?

- ☐ Yes ☐ No

6. How satisfied are you with this prescription collection hub service?

- ☐ Very satisfied ☐ Relatively satisfied ☐ Unsatisfied

7. Is there anything that could be improved upon to increase your satisfaction?

8. Any final comments about this service?

Please return to your community pharmacy collection hub on completion.