

**NHS Grampian
Service Level Agreement**

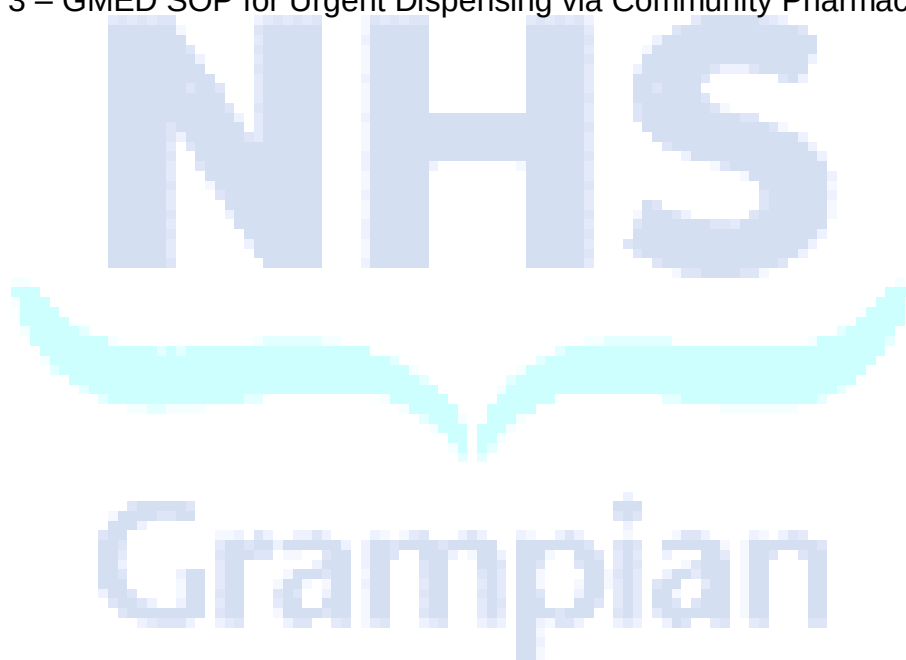
Community Pharmacy Urgent Dispensing Network

SLA Reference	SLA_Urgent Dispensing Network
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Approved By	David Pfleger

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

Contents

1. Introduction.....	3
2. Background to service	3
3. Service aim.....	3
4. Service outline and standard	3
5. Training requirement.....	4
6. Monitoring & evaluation	4
7. Claims and payment.....	5
Appendix 1 - Key contact details for further support.....	6
Appendix 2 – Urgent dispensing call out claim.....	7
Appendix 3 – GMED SOP for Urgent Dispensing via Community Pharmacies	8



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

NHS Grampian out of hours service providers and out-of-hours hubs aim to provide medication to patients in a timely manner, often utilising their own stock of medication supplies.

Where the medication is not available from stock, out-of-hours will usually provide a prescription to the patient or will email an urgent supply request, to the next available opening pharmacy convenient for the patient, for collection during normal pharmaceutical list trading hours.

In extremely rare circumstances, it may be clinically necessary for a patient to urgently receive a medication which is not held by the out of hours hubs and before normal pharmacy opening hours. In this instance, the out-of-hours service would attempt to contact a pharmacist out of hours, using the emergency contact details held by the service to a) explain the nature of the clinical urgency b) seek advice on the likelihood that the medication is held in stock and c) request the contact to make arrangements to open the pharmacy in the out-of-hours period in order to provide the clinically required medication to the patient at a mutually agreed time.

3. Service aim

To ensure, in exceptional circumstances, where a patient would experience clinical deterioration or significant loss of symptom control without immediate access to treatment, out with normal pharmacy trading hours, that medicines required urgently by patients being cared for in a primary care setting are made available from a network of named community pharmacies.

4. Service outline and standard

4.1 The pharmacy contractor will provide at least one emergency contact number for the purpose of the NHS Grampian out of hours service to contact the pharmacy in exceptional circumstances to dispense an urgent medicine for a patient, which cannot wait until the next trading day.

- 4.2 If a pharmacy contractor is unable to attend the pharmacy e.g. on annual leave or has consumed alcohol and cannot drive, GMED will contact the next nearest pharmacy signed up to the SLA. This SLA provides a mechanism for out of hours supply, not an obligation to be available.
- 4.3 If the pharmacy contractor attends the pharmacy and discovers they cannot supply any medication(s) requested or arrange a supply within the required timeframe (i.e. before the medication is required) they must contact the GMED team on 01224 558076 or gram.gmedurgent@nhs.scot with subject as “Urgent Supply SLA” to discuss and 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 may claim for call out if they are called out and attend the pharmacy despite being unable to fulfil the prescription request as long as they contact the GMED team and to discuss alternative availability or pharmacy supply.
- 4.5 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 requested. If the advice/support sought is out-with the competency of the pharmacy contractor(s) they 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.
- 4.6 The pharmacy contractor must complete and return Appendix 2, provide emergency contact telephone numbers for circulation to members of the NHS Grampian out of hours service (GMEDs) to facilitate provision of the SLA out with normal trading hours.

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.
- 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.
- 5.3 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.

6. Monitoring & evaluation

- 6.1 Pharmacy contractors should record any claims for this SLA in Appendix 3 and make available to NHS Grampian, if requested, for audit purposes.

7. Claims and payment

- 7.1 A £416 call out fee will be paid if a member of the network of pharmacies is 'called out' by a member of the healthcare team to provide urgent medicines out-with normal contracted working hours.
- 7.2 To receive payment for this service, contractors must complete and send Appendix 2 to gram.pcctpharmacy@nhs.scot within 28 days of the call out taking place.



Appendix 1 - Key contact details for further support

GMED

Gram.gmedurgent@nhs.scot

Prof-Prof line: 01224 556002

For palliative care medicines

[Scottish Palliative Care Guidelines - Home](#)

Roxburghe House 24 hour advice line - 01224 557057

For patients

[NHS Inform - Homepage](#)

[NHS Inform – Palliative Care Home](#)

[Cancer Support North Scotland - Home](#)



Appendix 2 – Urgent dispensing call out claim

Contractor Code	
Pharmacy Name	
Date of call out	
Time of call out	
Time spent in pharmacy	
Details of staff who attended pharmacy	Pharmacist: Support staff:
Patient DoB	
Details of medication dispensed	

Signed	
Position	
Date	

Please complete and return to gram.pcctpharmacy@nhs.scot

Appendix 3 – GMED SOP for Urgent Dispensing via Community Pharmacies

- GMED clinician consults with a patient out of hours and decides medication is required urgently and cannot wait until the next trading day.
- GMED clinician generates prescription for patient and under instructions annotates - URGENT
- Clinician refers to the list of Urgent Dispensing community pharmacies provided by PCCT and identifies nearest pharmacy to patient.
- (Under no circumstances are the personal emergency contact details for the pharmacy to be shared with the patient or their representative.)
- GMED team telephones emergency contact(s) for this pharmacy and request attendance at community pharmacy to dispense urgent prescription
 - Detail this is an urgent prescription which cannot wait until the next trading day due to clinical deterioration or significant loss of symptom control of the patient.
 - Verbalise the medication prescribed and confirm this will be sent via email to pharmacy email account.
- If pharmacy team oblige, prescription should be completed, marked URGENT and emailed to pharmacy.
- If pharmacy team cannot attend, GMED to contact next nearest pharmacy and proceed with above – mark prescription URGENT and email to pharmacy for dispensing (and so forth until all reasonable efforts have been made).
- If pharmacist attends pharmacy and discovers they do not have the item prescribed, they will contact the GMED team on 01224 558076 or gram.gmedurgent@nhs.scot with subject line “Urgent Dispensing SLA” to advise this and discuss what arrangements can be made – use another pharmacy or change item prescribed.
- Once prescription emailed to pharmacy, GMED must advise the patient / representative where this will be dispensed and when / where to collect.
- Please note a delivery service will not be available from the pharmacy under this service – the patient or representative or the GMED on call clinician in a GMED car must collect the medication from the pharmacy.
- Claims received by pharmacies for this urgent clinical call out will be recharged to GMED at a fee of £400 per call out.