

NHS Highland Community Pharmacy

Palliative Care Network and Medication Stock Maintenance Service

Service Level Agreement April 2026

Nhs Highland Travel Health Service Specification– Service Level Agreement	
Version Number: 1.0	Page 1 of 13
Date Approved:	Lead Author: Macmillan Specialist Palliative & Community Care Pharmacist
	Approved by:

Version	1.0
Effective Date	1 st April 2026
SLA Status	Opt-in – All Community Pharmacies
Authors	Lucy Dixon, Macmillan Specialist Palliative & Community Care Pharmacist, NHS Highland
Approved By	NHS Highland Community Pharmacy Services / Community Pharmacy Highland

Version History

Version	Date	Review Date	Comments
1.0	April 2026	April 2029	Reviewed and Passed through CPHi

Contents

1. Preamble	3
2. Service Outline, Contracting and Notice	4
3. Service Availability and Standards	5
4. Premises, Governance and Audit Requirements	6
5. Training Requirements	7
6. Information Resources	8
7. Fees, New / Expired Stock, Claims and Payment	9
Appendix 1 – Contract Agreement Form	11
Appendix 2 – Stock lists	12
Appendix 3 – Community Pharmacy Palliative Care Network Annual Contact Record	13

Throughout this document there will be reference to the following:

The Community Pharmacy Contractor: the party agreeing to provide the service.

The Community Pharmacy Services Team: the party who set up the service and own it.

Nhs Highland Travel Health Service Specification– Service Level Agreement	
Version Number: 1.0	Page 2 of 13
Date Approved:	Lead Author: Macmillan Specialist Palliative & Community Care Pharmacist
	Approved by:

1. Preamble

This Agreement is between NHS Highland (the "Board") and the Community Pharmacy Contractor (the "Contractor") (each a "Party" and collectively the "Parties").

- **Personal Data:** The Contractor will be the sole Data Controller for personal data processed in providing services (e.g., patient details, medical history). Both the Board and Contractor will be independent Data Controllers for personal data processed for quality assurance, performance management, and contract management.
- **Intellectual Property:** Any intellectual property rights belonging to either Party prior to this Agreement remain with that Party. Any intellectual property created by either Party during the implementation or delivery of this agreement remains with that Party.
- **Amendments:** The Agreement can only be amended by a written document signed by authorised representatives of both Parties, except for changes to Appendices or fees agreed with Community Pharmacy Highland.
- **Liability:** Neither Party will be liable for indirect or consequential losses, including loss of business or profits. The Contractor's total liability to the Board will be limited to the total Fees paid or payable under this Agreement.
- **Fees:** Fees stated are exclusive of any applicable VAT. If VAT is applicable, VAT will be charged at the prevailing rate and will be payable by the Health Board upon receipt of a VAT invoice.

Nhs Highland Travel Health Service Specification– Service Level Agreement	
Version Number: 1.0	Page 3 of 13
Date Approved:	Lead Author: Macmillan Specialist Palliative & Community Care Pharmacist
	Approved by:

2. Service Outline, Contracting and Notice

- 2.1. This Service Level Agreement (SLA) sets out the terms under which NHS Highland (NHSH) contracts Community Pharmacy Contractors to deliver the Palliative Care Network and Medication Stock Maintenance Service across Highland and Argyll & Bute. It sets out service aims, operational standards, training requirements, monitoring, payment arrangements and stock holding expectations to ensure rapid access to essential palliative medicines and advice, particularly in urgent situations.
- 2.2. The Palliative Care Network service aims to provide support and specialist palliative care advice to patients and relevant healthcare professionals, tailored to individual needs. The service will also enable timely access to medicines, supporting patients to remain at home where desired and reducing delays in symptom management.
- 2.3. Contracting and Notice:
- Contractor signs this SLA (Appendix 1) and returns to the NHSH Community Pharmacy Services (CPS) Office via email to nhsh.cpsoffice@nhs.scot.
 - Either party may vary or withdraw from the service with **no less than 3 months' written notice**. Immediate suspension may occur if a regulatory breach is identified.

Nhs Highland Travel Health Service Specification– Service Level Agreement	
Version Number: 1.0	Page 4 of 13
Date Approved:	Lead Author: Macmillan Specialist Palliative & Community Care Pharmacist
	Approved by:

3. Service Availability and Standards

3.1. Service Availability:

- This service should be available throughout contracted opening hours.
- The Contractor must ensure that appropriate staffing arrangements are in place for the operation of this service. The Health and Care (Staffing) (Scotland) Act 2019 (“the Act”) places requirements on the Health Board stating that *“In planning and securing the provision of health care from another person under a contract agreement must have regard to: (a) The guiding principles for health and care staffing, and (b) The need for the person from whom the provision of health care is to be secured to have appropriate staffing arrangements in place”*
- Ensure locums/relief staff are trained or briefed to maintain continuity as far as possible.
- If the support or advisory service cannot be offered at any given time, staff should signpost to an alternative Palliative Care Network pharmacy (see Community Pharmacy Smartsheet at <https://app.smartsheet.com/b/publish?EQBCT=44f4ec788e1d46999136e516d8b06f08>)
- Where medication supply cannot be made, staff will liaise with other stock-holding pharmacies (Stockholding levels found on the Community Pharmacy Smartsheet at <https://app.smartsheet.com/b/publish?EQBCT=44f4ec788e1d46999136e516d8b06f08>) and/or healthcare professionals to assure rapid supply and appropriately signpost patients/carers.
- The responsibility to dispense prescriptions marked “Urgent” remains unaffected by this Agreement.

3.2. Professional Standards and Competence:

- Pharmacists, Pharmacy Technicians, and relevant team members must read this SLA, operate within legal and ethical frameworks, and be professionally competent to deliver the service.
- Contractor must provide a user-friendly, client-centred, safe, non-judgemental and confidential service.
- Contractor SOPs must cover urgent supply, standard and controlled drug (CD) handling, recording, expiry and disposal, cold chain (for fridge items), incident reporting, patient complaints and business continuity for out-of-hours requests.
- Participation in relevant audits and completion of an annual Contact Recording Form (see Section 4).

Nhs Highland Travel Health Service Specification– Service Level Agreement	
Version Number: 1.0	Page 5 of 13
Date Approved:	Lead Author: Macmillan Specialist Palliative & Community Care Pharmacist
	Approved by:

4. Premises, Governance and Audit Requirements

- 4.1. Consultation areas must comply with GPhC standards (private, enclosed clinical area, external to dispensary).
- 4.2. Controlled Drug (CD) storage and registers must meet legal requirements. Level 3–4 stockholders may apply for a one-off contribution towards CD cupboard upgrades (see Section 7).
- 4.3. Cold chain items must be maintained per Contractor SOPs.
- 4.4. Quarterly self-audit is required to ensure compliance with stock holding requirements– records to be kept for 12 months (see Appendix 2 for Stock List). Notify CPS office immediately via email with any supply issues: nhsh.cpsoffice@nhs.scot.
- 4.5. Submit completed Contact Recording Form (Appendix 3) in September for August activity and participate in additional relevant audits (with sufficient written notice).

Nhs Highland Travel Health Service Specification– Service Level Agreement	
Version Number: 1.0	Page 6 of 13
Date Approved:	Lead Author: Macmillan Specialist Palliative & Community Care Pharmacist
	Approved by:

5. Training Requirements

Every pharmacy team involved in the Palliative Care Network will need to ensure that knowledge and skills are kept up to date. Consequently, the following are suggested for inclusion in their CPD:

- NHSH pre-recorded palliative care pharmacy training
- Pharmacists: weblinks, e-learning modules and videos: <https://learn.nes.nhs.scot/70131/pharmacy-cpd-resources/therapeutics-and-patient-factors/pharmacy-palliative-care-resources>
- Pharmacy Technicians: <https://learn.nes.nhs.scot/477>
- Introductory learning resource: <https://learn.nes.nhs.scot/3098/palliative-and-end-of-life-care-enriching-and-improving-experience/informed-about-palliative-and-end-of-life-care-print-version>

Nhs Highland Travel Health Service Specification– Service Level Agreement	
Version Number: 1.0	Page 7 of 13
Date Approved:	Lead Author: Macmillan Specialist Palliative & Community Care Pharmacist
	Approved by:

6. Information Resources

Free electronic access is available to all pharmacies for:

- Scottish Palliative Care Guidelines
- Palliative Care Formulary (via Medicines Complete)
- Drug Administration via Enteral Feeding Tubes (via Medicines Complete)
- Drug Compatibility Checker (via Medicines Complete)

Nhs Highland Travel Health Service Specification– Service Level Agreement	
Version Number: 1.0	Page 8 of 13
Date Approved:	Lead Author: Macmillan Specialist Palliative & Community Care Pharmacist
	Approved by:

7. Fees, New / Expired Stock, Claims and Payment

- 7.1. Any changes to remuneration will be agreed between the Board and Community Pharmacy Highland.
- 7.2. Each community pharmacy in NHSH will receive an annual payment (payable in April), based on their agreed Network Service level (as detailed below, see Appendix 2) to ensure that palliative care services and medicines are consistently available. The Board will automatically pay this fee to Contractors signed up to this service in April/May (or the month after an updated contract is signed),

Network Service Level	Annual Reimbursement (exclusive of any applicable VAT)
1	£180
2	£240
3	£265
4	£295

- 7.3. When becoming a new stockholder and/or when replacing unused medication which has passed the expiration date, Contractors should reorder stock and submit a claim via email to nhsh.cpsoffice@nhs.scot detailing the costs (excluding VAT) with supporting copy invoices.
- 7.4. Level 3–4 stockholders may seek approval of a one-off contribution of £100 towards CD cupboard upgrades by applying via nhsh.cpsoffice@nhs.scot detailing the nature of the intended upgrade and costs (excluding VAT). Once approved a claim should be submitted via email to nhsh.cpsoffice@nhs.scot with supporting copy invoices.

8. Abbreviations

CD Controlled Drug

CPS Community Pharmacy Services

NHSH National Health Service Highland

SLA Service Level Agreement

SOP Standard Operating Procedure

VAT Value Added Tax

Nhs Highland Travel Health Service Specification– Service Level Agreement	
Version Number: 1.0	Page 10 of 13
Date Approved:	Lead Author: Macmillan Specialist Palliative & Community Care Pharmacist
	Approved by:

Appendix 1 – Contract Agreement Form

Service Level Agreement - Community Pharmacy Palliative Care Services –

From 1st April 2026

Both NHS Highland and the Signing Pharmacy Contractor reserves the right to cancel this SLA and withdraw this service following an agreed period of notice.

I have read and understood the NHS Highland Palliative Care Network and Medication Stock Maintenance Service Specification and agree to provide the service in accordance with the terms set out:

Pharmacy Name:	Trading Name (if applicable):
Pharmacy Address:	Head Office Address (if applicable):
Contractor Code:	Agreed Network Service Level (tick): Level 1 ☐ Level 3 ☐ Level 2 ☐ Level 4 ☐
Signed by Authorised Signatory:	Name and Designation (Block Capitals):
Date:	

And

Health Board: NHS Highland	Health Board Address: Assynt House, Beechwood Park, Inverness, IV2 3BW
Signed by Authorised Signatory:	Name and Designation (Block Capitals): FIONA MACFARLANE, ASSOCIATE DIRECTOR OF PHARMACY - COMMUNITY PHARMACY
Date:	

This agreement may only be amended or varied by a document in writing signed by a duly authorised person on behalf of each Party.

Please return by 31st March 2026 via e-mail (using Contractor generic mailbox) to:
nhsh.cpsoffice@nhs.scot

Nhs Highland Travel Health Service Specification– Service Level Agreement	
Version Number: 1.0	Page 11 of 13
Date Approved:	Lead Author: Macmillan Specialist Palliative & Community Care Pharmacist
	Approved by:

Appendix 2 – Palliative Care Network Service Level Stock lists - Can be printed for quick reference of stockholding and expiry dates

Level 1				
Drug / Form	Strength	Pack Size	Min. Pack Qty	Expiry Date
Hyoscine Butylbromide Injection	20mg/1ml	10 x 1ml	1	
Levomepromazine Injection	25mg/1ml	10 x 1 ml	1	
Midazolam Injection	10mg/2ml	10 x 2 ml	2	
Morphine sulphate Injection	10 mg/1ml	10 x 1 ml	2	
Sodium Chloride Injection	0.9%	20 x 10ml	2	
Water for Injection	-	20 x 10ml	2	
Level 2 (In addition to Level 1 Stock)				
Drug / Form	Strength	Pack Size	Min. Pack Qty	Expiry Date
Cyclizine Injection	50mg/1ml	10 x 1ml	1	
Dexamethasone Injection	3.3mg/1ml	10 x 1ml	1	
Diamorphine Injection	10mg	5 x 10mg	1	
Haloperidol Injection	5mg/1ml	10 x 1ml	1	
Lorazepam Tablets (scored and dispersible i.e. Genus, Lexon, PVL, Mylan or TEVA)	1mg	28	1	
Metoclopramide Injection	10mg/2ml	10 x 2ml	1	
Morphine Sulfate Injection	30mg/1ml	10 x 1ml	1	
Oxycodone Injection	10mg/1ml	5 x 1ml	2	
Oxycodone Injection	20mg/2ml	5 x 2ml	2	
Oxycodone Oral Liquid	5mg/5ml	1 x 250ml	1	
Olanzapine Oro-Dispersible Tablets	5mg	28	1	
Level 3 (In addition to Level 1 & 2 Stock)				
Drug / Form	Strength	Pack Size	Min. Pack Qty	Expiry Date
Alfentanil Injection	5mg/1ml	10 x 1ml	1	
Fentanyl (Abstral) Sublingual Tablets	100mcg	1 x 10	1	
Midazolam Buccal Solution	10mg/2ml	1 x 4	1	
Paracetamol Suppositories	500mg	10	1	
Octreotide Injection (Multi-use Vial - NOT Pre-filled Syringes) - FRIDGE ITEM	1mg/5ml	1 x 5ml	1	
Parecoxib Injection (Powder and Solvent)	40mg	5 x vials	1	
Tranexamic Acid Injection	500mg/5ml	5 x 5ml	1	
Level 4 (In addition to Level 1, 2 & 3 Stock)				
Drug / Form	Strength	Pack Size	Min Pack Qty	Expiry Date
Ketamine Injection	200mg/20ml	1 x 10ml	5	
Methadone Injection	10mg/1ml	10 x 1ml	1	
Phenobarbital Injection	200mg/1ml	10 x 1ml	1	

Nhs Highland Travel Health Service Specification– Service Level Agreement	
Version Number: 1.0	Page 12 of 13
Date Approved:	Lead Author: Macmillan Specialist Palliative & Community Care Pharmacist
	Approved by:

Appendix 3 –Community Pharmacy Palliative Care Network Annual Contact Record - For August Activity

Page ____ of ____ (Copy form as necessary)	Contractor Code		Address	
	Name of Pharmacy			

* Please specify

Day / Date / Time e.g. Mon 21/08/26 4.45pm	Medication Name, Form, Strength & Quantity or N/A	Priority 1. Very Urgent (5–30min) 2. Urgent (30min-2 hrs) 3. Same day* 4. Within 24 hours 5. Other*	Who initiated request 1. Patient 2. Carer 3. Health care professional * 4. Other *	Activity 1. Supply 2. Referral 3. Advice * 4. Other *	Time taken 1. 0–10min 2. 10–30min 3. 30min– 1hr 4. 1-2hrs 5. Other *

This form should be submitted by 7th September [via email to nhsh.cpsoffice@nhs.scot](mailto:nhsh.cpsoffice@nhs.scot)

Nhs Highland Travel Health Service Specification– Service Level Agreement	
Version Number: 1.0	Page 13 of 13
Date Approved:	Lead Author: Macmillan Specialist Palliative & Community Care Pharmacist
	Approved by: