

NHS Lanarkshire

Service Level Agreement

SLA Reference	Community Pharmacy Administration of Buvidal™ Injection (Long Acting Injectable Buprenorphine)
Version	1.0
Effective Date	March 2026 – March 2027
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Approved By	Specialist Pharmacist, Substance Use Management, NHS Lanarkshire

Revision Chronology		
Version Number	Effective Date	Reason for Change
1.0		Initial document

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Introduction

This Service Level Agreement (SLA) acts as a contract between NHS Lanarkshire and the pharmacy contractor and commits the contractor to provide the services as defined by, and using documents provided in, this Service Level Agreement. Should there be any variations made to the contract, the pharmacy contractor will have the right to agree to any variations or withdraw from the contract.

Any intellectual property rights belonging to either Party before the Agreement remains with that Party

A three-month notice period must be provided if either party wishes to terminate this contract. Where a breach in terms of the SLA has occurred the 3 months' notice period may not apply.

This agreement is for the period 1st March 2026 – 31st March 2027, however, remains valid and must be adhered to as per the agreement whilst under review

1. Background to service

As the Scottish Governments Medication Assisted Treatment (MAT standards) have been introduced to address the increasing numbers of Drug Related Deaths, there is encouragement to provide all treatment options for patients, including Buvidal™ (Long Acting Injectable Buprenorphine) where clinically appropriate.

The patient uptake of Buvidal™ availability has been successful but this service is designed to initially pilot and if successful roll out Buvidal administration from community pharmacies.

The benefit will be the safe administration of Buvidal™ at a local community pharmacy for the patient. This will increase access and capacity as the locality addiction teams are reaching capacity in clinics.

The community pharmacy offers a safe confidential service from a health care professional with local accessibility in a safe non-judgemental/stigmatising setting which is also available at longer hours than the current clinics.

2. Service Aims

The service aim is for administration of Buvidal™ in community pharmacy and ensure the pathway, process and support for patients is consistent.

To provide holistic pharmaceutical care to patients receiving Buvidal™ and promote patient's recovery by:

- i. Providing close liaison with prescriber and treatment services

- ii. Administering as prescribed according to the assessed patient needs.
- iii. Ensuring each dose is administered in accordance with the appropriate Standard Operating Procedure
- iv. Providing general health advice including pharmaceutical public health services and signposting for access to further advice or assistance.
- v. Promoting patient safety and appropriate harm minimisation strategies.

To reduce the risk to local communities of:

- vi. Overuse or underuse of medication
- vii. Diversion of prescribed medication

3. Roles and Responsibilities

The Specialist Substance Misuse Service will:

Advise Pharmacy Contractors of any relevant updates/changes to service delivery

Facilitate & support access to training for pharmacy staff

Review and update service support materials, reflecting on national & local guidance

Provide practical advice during normal working hours Mon-Fri excluding public holidays)

Titrate the patients dose prior to transferring to a community setting for maintenance dose.

Process payment claims made via NEO by the 9th of the month

Action welfare check for patient if notified via NEO or telephone of a missed dose

The Pharmacy Contractor will:

Sign and return the SLA agreement prior to service implementation [**See Appendix 1**]

Will notify NHS Lanarkshire of any changes in circumstances whereby they can no longer deliver the service effectively or safely

Take full responsibility for ensuring staff involved in the provision of the service are aware of and operate within the service specification

Take full responsibility for ensuring staff involved in the provision of service are trained in the operation of the service as outlined in subsection 4

Remain accountable for delivery of their professional responsibilities and standards

Ensure the site has enough skilled and qualified staff to provide a safe and effective pharmacy service as detailed in the [GPhC Guidance for contractors: Guidance to ensure a safe and effective pharmacy team](#)

Ensure where appropriate, appropriate indemnity insurance is in place for premises/staff delivering service

Provide premises that protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services

Ensure an appointment system is available and where possible accommodate any changes.

Ensure staff hold and are competent to deliver x2 naloxone kits for use in an emergency situation as per [national specification](#)

The pharmacy contractor will identify a nominated person(s) responsible for delivering the service and where applicable ensure Standard Operating Procedures (SOPs) are in place to ensure service is delivered as stipulated in the SLA

The nominated person(s) responsible for delivering the service will:

Provide a user-friendly, non-judgemental, patient-centred and confidential service

Ensure the availability of trained and approved pharmacy staff for administration. Administration of Buvidal™ is only by registered pharmacists currently who have undergone training

Have availability of Buvidal™ stock at time of appointment with patient ordered through pharmacy wholesalers after receipt of valid prescription

Will monitor and feedback on patients adherence to prescribed treatment to the patients care worker or prescriber & notify them if a patient has failed to attend for 7 days, allowing them to contact the patient to check on their wellbeing and if necessary plan to review the patients prescription

- [NEO User Guides](#) can be found on the **Community Pharmacy webpage**.

Patient adherence to medication should be readily available to allow different staff e.g. reliefs, locums, can readily see previous advice and or administrations given.

Take into account the tolerances when administering:

- 7 day formulation: 2 days before or after the due date of administration (from day 5 to day 9)
- 28 day formulation is 7 days before or after the due date of administration (from day 21 to day 35)

Communicate by telephone and e-mail with prescribing addiction service and care worker

Ensure children and vulnerable adults are safeguarded & follow local processes if a concern is to be raised.

Consult the patient/carer or family member of the signs and symptoms of overdose; [Signs & Symptoms of an overdose](#)

Discuss opening hours as well as arrangements for closures, including public holidays. Pharmacy staff may discuss which hours which may be better to avoid however the service should not be restrictive to set hours within the day and should be available to patients at all times when medications can be supplied.

Keep a record of the patients contact number within the Patient Medication Record (PMR) in the case of an emergency pharmacy closure

Some patients may struggle to read and/or understand printed materials such as Patient Information Leaflets and key messages, these should be reinforced verbally.

Provide opportunistic interventions and/or referrals which may include but not limited to (Information for North and South services can be found on the [CP webpage](#));

- **Alcohol awareness**
- **Injecting Equipment Provision and Harm Reduction**
- **Blood Borne Virus prevention, testing and treatment**
- **Advice on polypharmacy of prescribed medications**
- **Smoking cessation where appropriate**
- **Healthy eating and exercise**
- **Sexual health advice and condom provision where appropriate**
- **Oral health (Please see [Methadone Treatment Dental Advice](#))**

Have a robust method for patient identification in place.

Advise patients to keep medicines out of reach of children and any medication dispensed into child proof containers should remain in these containers.

Be aware of the “Appropriate Date” of a prescription. Where a starting date is included on a prescription which is later than the signed date, this becomes the appropriate date of the prescription. This date may be longer than 28 days from the signed date. If required please refer to the [Medicines and Ethics and Practice RPS Guide](#).

Complete the Controlled Drugs register in accordance with legal requirements & report any incidents and/or CD concerns to the CD Governance team via the [CD incident Reporting Form](#)

Deliver Emergency Naloxone as per [National Specification](#) to patients suspected of opioid overdose. See Subsection 4 - Pharmacy Naloxone Service.

Signpost patients/carers/family members to NHS Lanarkshire Take Home Naloxone services and/or additional support/training.

Consult patients of the risk of Blood Borne Viruses when sharing needles e.g. Hep C and direct the patient to the nearest [IEP site if required](#). Patient can be referred to Harm Reduction Team for Blood Borne Virus testing

- Emphasising the importance of using sterile injecting equipment
- Encouraging use of a new set of injecting equipment for every injecting episode
- Discouraging sharing of paraphernalia with others, including sexual partners
- Rotating site of injection

4. Training requirements

The service provider should complete the following NES training prior to service delivery, **you do not have to repeat modules if already completed as part of another service delivery**:

- NES Turas Learn - [Substance use training](#)
- NES Turas Learn - [Trauma informed training](#)
- Pharmacy Naloxone Service; [Drug Related Deaths in Scotland](#)
- Pharmacy Naloxone Service; [Identifying an Overdose](#)
- Pharmacy Naloxone Service; [Naloxone and its administration](#)
- MAT Standards Webinar: [MAT Standards Recording](#)

Face to Face training will also be arranged by NHS Lanarkshire on Administration of Buvidal™ (supported by the manufacturer, Camurus who have a professional nurse training resource). Face to Face training will be held at the pharmacy contractor site delivering the service.

5. Claims and payment

During the pilot the service fees will be set out at

- One off Training fee per site £300 – this fee has been agreed as part of the pilot only
- One off Evaluation participation per site £200 - this fee has been agreed as part of the pilot only and will likely take the form of a survey 6 months into pilot.
- Buvidal Administration £45 per administration

Claims will be made through a monthly submission using the NEO 360 system, Buvidal™ module for administration of Buvidal™. Payment will be made in arrears on submission of the monthly claim. Any claims submitted after 9th of the subsequent month will be paid the following month.

Contractors are responsible for monitoring fees paid and have a 3-month window to raise any concerns regarding a missing payment from the month it should have been paid. Any claim queries raised after this time will be deemed as an historical claim and will only be considered by the Pharmacy Performance and Governance Group for payment.

Service liability of the contractor to NHS Lanarkshire will remain capped at the total service fee paid under the Community Pharmacy Administration of Buvidal™ Injection service agreement. Service liability does not extend to medicines obtained in error, this will remain the contractor's responsibility.

General business costs such as insurance, servicing finance, banking charges, business administration, payment tracking etc. are reflected in national arrangements for community pharmaceutical services and as such do not form part of local arrangements/ service level agreements.

6. Monitoring & evaluation

Both the Health Board and the pharmacy contractor will be independent Data Controllers for personal data processed for quality assurance, performance management, and contract management. It is a requirement of the service that appropriate records are kept and maintained by the pharmacy contractor, to enable verification of service provision and training undertaken by staff. These records may be used for information for internal and external audit and evaluation purposes.

NHS Lanarkshire regularly monitors service provision across all contractors. Data is submitted on an annual basis for service review & evaluation.

Where requested, participating pharmacies will be required to participate in service evaluation and audit. The Pharmacy Contractor will be given 28 days' notice.

Post-payment verification checks will be undertaken in line with the process established and agreed via National Services Scotland. Pharmacy Contractors participating in the service should support this exercise by providing information if requested.

7. Confidentiality

The [General Data Protection Regulation \(GDPR\) \(EU\) 2016/679](#) and [Data Protection Act 2018](#) came into force on 25 May 2018. All organisations that process personal data are required to comply with the requirements of this legislation. This means that personal information will be:

- Processed lawfully, fairly, and in a transparent manner.
- Collected for specified, explicit and legitimate purposes.
- Only collected so far as required for our lawful purposes.
- As accurate and up to date as possible.
- Retained for a reasonable period, in accordance with retention policies.
- Processed in a manner which ensures an appropriate level of security.

8. The Health and Care (Staffing) (Scotland) Act 2019

The Health and Care (Staffing) (Scotland) Act 2019 (“the 2019 Act”) places requirements on the Health Board stating that: “In planning and securing the provision of healthcare 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 levels in place.”

The Pharmacy Contractor will ensure that they adhere to the GPhC guidance, ensuring adequate level of skilled and qualified staff are available to deliver a safe and effective pharmacy service.

9. Contacts

Currently this contract is delivered by NHS Lanarkshire. **Any queries relating to individual patients should be raised with the patients prescriber.** Any queries relating to NEO/payments should be directed to

Substance Use Management – Specialist Pharmacist

Duncan.Hill@lanarkshire.scot.nhs.uk

NHS Lanarkshire

Service Level Agreement - Buvidal

By signing this agreement, the undersigned confirms that they have read, understood, and agreed to the terms and conditions set within the individual Service Level Agreement forth herein, and acknowledge that this agreement constitutes a legally binding contract between NHS Lanarkshire and the Pharmacy Contractor.

The individual signing below affirms that they are authorised to enter into this agreement on behalf of the Pharmacy Contractor, for the period of March 2026 – March 2027 and that such party shall be bound by the terms of the agreement, including any liability for any obligations arising under this agreement.

Should there be any variations made to the contract, the pharmacy contactor will have the right to agree to any variations or withdraw from the contract.

A three-month notice period must be provided if either party wishes to terminate this contract. Where a breach in terms of the SLA has occurred the 3 months' notice period may not apply.

Date:

Signature:

Name:

Position:

For and on behalf of (Company Name):

Contractor Code(s):

To be completed by NHS Lanarkshire

Date:

Signature:

Name:

Position: