

NHS Lanarkshire

Service Level Agreement

SLA Reference	Hepatitis C
Version	2
Effective Date	April 2026 – March 2028
Next Review date	Annual Financial Review
Approved By	NHS Lanarkshire

Revision Chronology		
Version Number	Effective Date	Reason for Change
2	April 2026	Effective date amended to align with all other Service Level Agreements

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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.

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.

1. Background to service

The [Sexual Health and Blood Borne Virus Framework](#) was first issued in 2011 and set out a plan to improve outcomes for sexual health and blood Borne viruses across various sectors of practice and reduce health inequalities by improving access to care. The revised 2015 Framework builds on this progress, focussing on five high level outcomes:

- Fewer newly acquired blood borne virus and sexually transmitted infections
- Fewer unintended pregnancies.
- A reduction in the health inequalities gap in sexual health and blood borne viruses. People affected by blood borne viruses lead longer, healthier lives, with a good quality of life.
- Sexual relationships are free from coercion and harm.
- A society where the attitudes of individuals, the public, professionals and the media in Scotland towards sexual health and blood borne viruses are positive, non-stigmatising and supportive.

Scottish Government has made a commitment to eliminate HCV, providing boards with elimination data targets to support & maintain eradication.

2. Service Aims

- Reduce health inequalities by improving access to Hep C treatment locally
- Reduce number of people living with Hep C by improving access to treatment

3. Roles and Responsibilities

The Specialist Service will:

Notify the Community Pharmacy of any new service users and agree a start date.

Will work with Community pharmacy teams to agree an appropriate start date, taking into account the advance payment process and relevant cut off dates.

Generate prescriptions on HBP's and send to pharmacy at least 7 days prior to service users start date. The majority of courses will be 8 weeks with the occasional requirement for 12 weeks and very rarely 24 weeks.

Prescriptions will be for full packs unless otherwise discussed between the specialist service and community pharmacy on an individual case needs. This may include a request for instalment and/or supervision dispensing.

Will communicate any changes regarding the patient's treatment directly to the Community Pharmacy.

Service fees will automatically be processed to the Community Pharmacy

Will hold a register of patients receiving care provided by pharmacy contractors through this specification

Will publish and maintain a list of contacts to enable community pharmacists to effectively and efficiently communicate with the clinical team managing the care of their patient and seek advice

The Pharmacy Contractor will:

Must sign and return the SLA agreement prior to service implementation

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 compliance with all aspects of the Service Level Agreement (this may require development & implementation of local Standard Operating Procedures)

Ensure staff involved in the provision of the service are aware of and operate within the service specification, including the procurement of stock outlined under subsection 4

Pharmacy Contractors will 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

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

Ensure that the service is available to patients for the full contracted opening hours of the premises unless there are exceptional circumstances

The Key Service Provider(s) will:

Maintain client confidentiality and privacy at all times

Upon notification from the service lead, a PMR for the patient should be created and document any relevant information / notes

Provide Pharmaceutical care to the patient as requested by the specialist service e.g. supervision if applicable.

Order stock as outlined in subsection 4 – Procurement of Stock

Month 1 stock should be ordered prior to user start date & receipt of a HBP or DAA Form (Appendix 1)

Ensure ongoing supply is available within 7 days of months 2 and 3 (if applicable)

The pharmacy contractor will maintain a dispensing record of supplies made to all registered patients for this service. A running stock balance for each patient should be maintained (Appendix 2).

If a patient fails to present to collect medications on or within a day of the next due date, the pharmacy contractor should contact the specialist service directly to via 01698753528. This is to allow the specialist service to undertake a welfare check on the patient and if possible recommence treatment. Notification to the specialist service also allows for stock to be repurposed if possible.

If there are outstanding doses due to missed pick up, continue supply to patient until stock used. If required, seek advice from specialist service (01698753528).

If left with stock due to failed treatment, contact the specialist team who will advise how to repurpose stock, ensuring no financial burden to the contractor

When all doses have been dispensed the script should be submitted to NSS for product reimbursement and associated dispensing fee.

The running balance (Appendix 2) for each patient should be emailed to the specialist team at the end of the patients treatment (Lan.lanarkshirebbvpharmacy@nhs.scot)

The Specialist service will post (via signed delivery) the patients prescription and if available, provide an information leaflet. The Community Pharmacy should provide patient with the enclosed leaflet and discuss any questions / queries the patient may have with their treatment plan.

4. Procurement of Stock

The specialist service will specify ordering process and order form during initial set up, contractors must purchase the Hep C medication as directed by the specialist team at list price from the manufacture formal UK supply route.

If problems in accessing the medicine via this supply route cannot be resolved through direct dialogue with the manufacturer, contact the Health Board. **Do not purchase from any other supply route without the approval of the Health Board.**

NHS Scotland has a pricing agreement in place with individual manufacturers that ensures the drug cost to NHS Scotland for this medicine is the same via community pharmacies as via hospital pharmacies. Health Boards receive retrospective rebates from the manufacturer. This pricing agreement is enabling patient access to this medicine via community pharmacies – without it, it would not be cost-effective to use community pharmacies to supply this medicine. Contractors **must** purchase from the supply route directed by the Board to ensure the NHS receives rebates as agreed with pharmaceutical companies.

Verification checks are undertaken to compare reimbursement data with manufacturers sales data. **Where a pharmacy has supplied a medicine from a source not specified or approved in the individual service pack for each medicine the Health Board retains the right to take further action as deemed appropriate, including but not restricted to, reclaiming the appropriate service fee and making a claim against the contractor for the loss of primary care rebate.** In cases involving potential fraud, a referral may be made to the General Pharmaceutical Council, NHS Counter Fraud Services or Police Scotland.

Contractors must maintain procurement records for supplies made under this agreement for 2 years following supply for the purpose of payment verification.

5. Training requirements

While not required for service delivery, there is an educational NES TURAS e-learning module available on Blood Borne Viruses; [Sexual Health & Blood Borne Viruses](#)

6. Claims and payment

To receive remuneration, the pharmacy contractor must deliver the service to the standards detailed within this SLA. A service fee will be paid for per patient.

This payment will include:

- Procurement of the medication via the approved route only (outlined under subsection 4 – Procurement of Stock)

- Delivery of a care as detailed in the Pharmaceutical Care Information Pack (sent to pharmacy contractor with notification of new patient). This will be paid once per patient regardless of treatment duration.
- Patient compliance support and reporting including provision of consume on premises – when instructed on HBP prescription.

In the event that NHS Lanarkshire cancels a patient's treatment, or a patient fails to complete their treatment programme, and withdraws from the service after their treatment has commenced, the contractor will be entitled to retain the full service fee.

The Specialist Clinical Service will automatically process service fees

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. For payment queries please contact

Lan.lanarkshirebbvpharmacy@nhs.scot

Any instances where a financial burden relating to these medications is identified by the pharmacy contractor they should contact Lan.lanarkshirebbvpharmacy@nhs.scot to escalate the situation.

7. Advance Payments

If required, financial support via the Advance Payment process is available to contractors for antivirals. This will be discussed with the specialist team & Community Pharmacy when agreeing a start date for the patient.

Any Advance Payment requests submitted by the 14th of the month will be paid at the end of the month. Requests submitted after the 15th will not be processed until the following months' pay schedule. For this reason, the specialist service will work with the dispensing site regarding agreeing a patient start date.

Any advance payments claw backs will be discussed during the initial patient set up, for 2-month courses this clawback would typically be 4 months after advanced payment issued. Submission dates of the HBP will not advance or delay the advance payment clawback.

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.

8. Monitoring & Evaluation

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.

9. 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.

10. 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 have taken into consideration provisions set out in the Health and Care (Staffing) (Scotland) Act 2019 so that the level of support available to operate the service is in line with the aims of the Act and that sufficient staff are available to safely and effectively provide the service.

11. Contacts

Currently this contract is delivered by NHS Lanarkshire. Queries should be directed to the Specialist Service via;

Email - Lan.lanarkshirebbvpharmacy@nhs.scot

Phone - 01698753528

12. . Appendix

Appendix 1 – DAA Template

NHS Lanarkshire

Community Pharmacy provision of Directly Acting Antivirals

Patient Treatment Notification

Patient Name:

Address:

Telephone/Mobile No:

CHI No:

Treatment Schedule

Drug	Dose	Treatment Start Date	Total Treatment Course (wks)	Supervised Y/N	Comment
				DAILY SUPERVISION OF MEDICATION CONSUMPTION (EXCEPT ON DAYS WHEN PHARMACY IS CLOSED)	
Glecaprevir/Pibrentasvir (Maviret) 100mg/40mg tablet	THREE tablets ONCE daily with food.				
<p>NB THE MEDICINE MUST BE PRESCRIBED ON THE CLINIC HBP PAD AND EACH PRESCRIPTION MUST BE FOR NO MORE THAN 4 WEEKS</p> <p>THE PRECISE DISPENSING ARRANGEMENTS AND THE UNIQUE NUMBER ON THE HBP PAD MUST BE COMMUNICATED TO THE PHARMACY AT LEAST 7 FULL WORKING DAYS IN ADVANCE OF THE SUPPLY BEING REQUIRED</p>					
DATE PRESCRIPTION WRITTEN	NAME OF PRESCRIBER	FIRST DAY OF TREATMENT COVERED BY THIS PRESCRIPTION	FINAL DAY OF TREATMENT COVERED BY THIS PRESCRIPTION	Unique 11 digit prescription number	

Community Pharmacy

Community Pharmacy

Community Pharmacy Contact Name*:

Community Pharmacy Telephone*:

Contractor code*:

Enquiry Contact details

Clinical enquiries: Kathleen Macarthur, Specialist Clinical Pharmacist, Monklands Hospital 01698 752001

Other enquiries: Eibhlin McKinlay, BBV Clinical Pharmacy Technician, Monklands Hospital 01698 753528

