



Service Level Agreement

The Supply of Urology Appliances via Community Pharmacy

In Agreement with	Primary Care Contracts Team Community Pharmacy Development Team Urology
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1. BACKGROUND

The Incontinence Urology Service is available across Lothian, with the Continence Care Service in West Lothian Health & Social Care Partnership managing the West Lothian service and the Continence Care Service in Edinburgh Health & Social Care Partnership managing the service for Edinburgh, East Lothian and Midlothian. Historically, there were two separate Service Level Agreements in place to reflect the separate operational management arrangements. These are now combined into one pan Lothian Agreement.

This service was set up in September 1998, to manage the provision of urinary appliances (such as catheters, leg bags, night bags, and sheaths). The responsibility for prescribing was passed from GP to District Nursing (non GP10 prescribing).

2. SERVICE AIMS

This Service Level Agreement details the agreed level of services provided between **NHS Lothian** and **Community Pharmacy Contractors** within Lothian. It records the terms of collaboration between the two parties to improve access to urology appliances to service users within Lothian.

3. SERVICE DESCRIPTION

All orders are received online from District Nurses and other healthcare professionals to supply urology products (catheters, leg bags, night bags, sheaths and gels). These orders are processed by the Continence Care Service and then sent to a network of local Pharmacists to supply the product.

4. TERMINATION OF SERVICE LEVEL AGREEMENT

The Service Level Agreement will commence on 1st April 2025 and will continue until 31st March 2026 unless renewed, extended, or terminated in accordance with the appropriate provisions of the Service Level Agreement.

Both parties agree to review the terms and conditions of this agreement annually. Any alterations, revisions, or additions to this agreement, jointly agreed, will be recorded by way of a formal amendment of, or addendum to, this agreement.

This agreement may be terminated with 3 months-notice on either side if it can be established that either side is in default on substantive issues within the agreement and that such an issue cannot be remedied within an agreed period of time.

4.1 ROLES AND RESPONSIBILITIES OF THE CONTINENCE CARE SERVICE

- Host and manage ELMS2 database for the Urology Supply Service.
- The ELMS web platform securely managed by The Continence Care Service supported by their IT partner CGI.
- Update ELMS2 appliance pricing from the Scottish Drug Tariff (Part 3 and 5).
- Issue ELMS2 prescription orders to community pharmacies.
- Provide ELMS2 payment claim process for community pharmacies.
- Monthly accounting via Primary Service Division to pay community pharmacies for ELMS prescription orders redeemed.
- The Continence Care Service is the re-ordering point of contact for the patient.
- The Continence Care Service is the point of contact for Community pharmacies with any query related to ELMS2 prescription orders.
- Referring Nursing Teams will be the point of contact for the patient to request reassessment or discuss appliances they have been provided.

4.2 ROLES AND RESPONSIBILITIES OF THE CONTRACTOR

- Must sign the SLA agreement and return the contract agreement to loth.communitypharmacy.contract@nhs.scot
- Is responsible for ensuring that staff involved in the provision of the service are aware of and operate within the service specification.
- Ensure that they have procedures in place to identify and manage the risks involved in providing and managing prescribing pharmacy services as detailed in GPhC Guidance [In practice: Guidance for pharmacist prescribers \(pharmacyregulation.org\)](https://www.pharmacyregulation.org/in-practice-guidance-for-pharmacist-prescribers)
- Have procedures in place to ensure the whole pharmacy team provide safe & effective care and pharmacy services as detailed in the GPhC Guidance for contractors; [Guidance to ensure a safe and effective pharmacy team](#)
- Will notify the NHS Lothian Community Pharmacy Development Team of any changes in circumstances whereby they can no longer deliver the service.

4.3 ROLES AND RESPONSIBILITIES OF THE PHARMACY TEAM

- To access NHS mailbox daily for actioning any urology requests.
- If an appliance is unavailable, the service provider should follow Appendix 1 shortage process and notify the respective Continence Care Service.
- Label & dispense appliances.
- Patient is to collect or agree delivery options with pharmacy team if applicable.
- Each order request is known as a voucher to claim payment. The voucher can only be redeemed in one transaction i.e. the pharmacy team cannot go back later and dispense more items to the voucher.
- A voucher can either be fully dispensed, part dispensed or cancelled. The pharmacy team should notify the respective Continence Care Service (See Section 7 for contact details) when an item is out of stock and cancel the

voucher/order. This allows the Continence Care Service to promptly arrange a new order of an alternative appliance. Once the voucher is redeemed the order will be removed from the ELMS2 rider screen.

- A history of the vouchers redeemed can be found on the ELMS2 'Personal Budget Administration' screen available to the pharmacy team.
- If any voucher redemption errors are made by the pharmacy team these should be notified to the Continence Care Service for correction.

5. MONITORING/AUDITING SERVICE QUALITY

It is a requirement of the service that appropriate records are kept and maintained by the Community Pharmacist/Registered Technician delivering the service to enable verification of service provision and to provide information to NHS Lothian for internal and external audit and evaluation purposes should this be requested. NHS Lothian are required to provide the Community Pharmacies with 28 days' notice when undertaking an audit/evaluation.

NHS Lothian Continence Care Service will ensure that clients are given opportunities to comment on the quality of service. The nature and frequency of this quality review will be agreed with both parties.

The agreement will be monitored by the Primary Care Service Manager, Edinburgh Health & Social Care Partnership or their delegate and the Programme Manager, West Lothian HSCP; any communication should be through these channels.

6. REMUNERATION

NHS Lothian Continence Care Service is required to maintain copies of all orders issued to Community Pharmacy Contractors as well as maintain computerised information about the clients in connection with requests for urology appliances. This information and other relevant customer related data will be collected independently by the Continence Care Service and Community Pharmacy Contractors, recorded and stored in such a way to ensure confidentiality and to meet the requirements of the Data Protection Act, Open Access and Access to Medical Records legislation.

Payment terms are in accordance with monthly claims processed to include Scottish Drug Tariff appliance costs and a dispensing fee of £7 (seven pounds) paid only when orders are fully completed.

Payment terms will be in accordance with the existing arrangements within the Continence Care Service and Community Pharmacy Contractors.

The time constraint for claiming payment is 3 months following the monthly claim period except when ownership of the community pharmacy business has changed, in this case the time constraint is 2 months.

7. NHS Lothian Health Board Points of Contact

Continence Care Service for **West Lothian** Contact Details:

Email inco@westlothian.gov.uk or telephone 01506 280101.

Mailing Address: Continence Care Service
 Community Equipment Store
 St John's Hospital
 Howden Road West, Livingston
 West Lothian, EH54 6PP

Continence Care Service for **Edinburgh, East Lothian, Midlothian** Contact Details:

For patient order queries please email loth.continencecare@nhs.scot or telephone 0131 537 4572 (Monday-Friday 9am - 3pm, closes between 12.15 - 1pm)

For technical queries related to Edinburgh, East Lothian, Midlothian ELMS2 including login reset please contact elm2@edinburgh.gov.uk

Mailing Address: Continence Care Service
 Administration Building, Astley Ainslie Hospital
 133 Grange Loan, Edinburgh, EH9 2HL

Appendix 1

Shortage Process

