**NHS England & Improvement, South West**

 **B&NES, Gloucestershire, Swindon & Wiltshire Team**

 **(from – 1 April 2020)**

**Service Level Agreement for the provision of the**

**Enhanced Service in Community Pharmacy**

**Access to Medicines – Out of Hours (ROTA) 2020 - 2021**

**GLOUCESTERSHIRE**

**Service Description / Introduction**

This agreement sets out the framework for the provision of Pharmaceutical Services outside the normal opening hours during the out of hour’s period. The pharmacy will provide access to its services for an extended period of opening to ensure that people have prompt access to medicines during the out of hours period (whether for the whole or part of that period). This is an additional local service to the existing dispensing service provided within the essential services as defined in the community pharmacy contractual framework.

The implementation, administration, monitoring and review of this agreement is the responsibility of NHS England & Improvement, South West or any organisation that takes over this function.

**Service Aims**

To improve access for patients to medicines, when they are required, by ensuring prompt access and continuity of supply.

To support people, carers and clinicians by providing them with information and advice on medicines, and referral to other sources of assistance when appropriate.

**Financial Details**

In 2020–2021 each pharmacy contracted to provide this service will receive: -

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| --- | --- |
| Weekday evening (agreed times) | £20.50 (per hour) |
| Sunday (agreed times) | £143.50 (per hour) |
| Bank holiday (agreed times) | £153.75 (per hour) |
| Special Bank holiday (25th Dec, 26th Dec, 1st Jan, Easter Sunday) agreed times) | £215.25 (per hour Boxing Day and New Year’s Day or date in lieu.£236.00 (per hour Easter Sunday and Christmas Day or date in lieu) |

Pharmacies who are commissioned to provide this service will need to ensure that the appropriate payment is claimed and the activity monitoring information submitted using the relevant claim form see (Appendix A) for the current year 2020-2021. Claim forms received without the activity monitoring data will be returned to the pharmacy for completion. Reimbursement will only be made if the signed signature sheet (Appendix B) has been submitted to NHS England & Improvement and the activity form (Appendix A) submitted

**In the event that a contractor is unable to cover an agreed rota duty it is the responsibility of the contractor to ensure that the duty is covered by another pharmacy in the locality and NHS England & Improvement notified of the change in advance.**

**Contract Period**

This is a one-year Enhanced Service which will run from 1st April 2020 to 31st March 2021.

Should either party wish to cease providing/commissioning this service they will give three months notice in writing.

**Service outline**

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| **Criteria** | **Statement** | **How evidenced** |
| Service | * The pharmacy will supply medicines in response to the presentation of NHS prescriptions, in accordance with the existing SOP for dispensing NHS prescriptions.
* The pharmacy will provide advice on medicines, OTC sales and refer to other sources of assistance where appropriate.
* The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operates within local protocols.
* Community Pharmacy contractor providers of this service will comply with the General Pharmaceutical Council standards of conduct, ethics and performance at all times
 | Community pharmacies across England will be asked to complete the CPAF screening questionnaire/full CPAF questionnaire as part of the Community Pharmacy Assurance Framework. Evidence of service provision will be through the monthly claims by the community pharmacy and the submission of the specific activity data (Appendix A). |
| Training | The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.  |
| Record keeping | As part of the claim for payment the pharmacy will provide NHS England and Improvement with the following records, to ensure effective ongoing service delivery and audit:* See Appendix A

The pharmacy will maintain appropriate records to ensure effective ongoing service delivery and audit.NHS England & Improvement will provide the appropriate paperwork for the recording of service information for the purpose of audit and claiming the payment (Appendix A). |
| Quality indicators | The pharmacy will review the SOP for dispensing annually and provide evidence.The pharmacy co-operates with any NHS England & Improvement’s led assessment of service user experience.The pharmacy co operates with any audit, (up to one) of the service in addition to the two specified audits in the community pharmacy contractual framework.The pharmacy will submit the completed Appendix A within three months of the duty rota completed.  |