

SERVICE LEVEL AGREEMENT

Financial Incentive Scheme for the
Referral of smokers into Southampton Healthy Living
smoking cessation services.

By Community Pharmacies

01 October 2017 to 30 September 2018

1. This agreement is between

The Commissioner: Southampton Healthy Living

Address: Amplevine House, Dukes Road, Southampton SO14 0ST

And the Provider:

(Referred to in this document as the Pharmacy)

Address:

Pharmacy F code:

2. Definitions

The Client as referred to in this document is the recipient of the Referral as detailed in this document.

Southampton Healthy Living is the name of the provider of specialist stop smoking services responsible for managing this contract.

3. Period

3.1. This agreement is valid for one year. It may be subject to renewal following review by Southampton Healthy Living, but renewal cannot be guaranteed.

4. Obligations

4.1. The Pharmacy will provide the service in accordance with the agreement

4.2. Southampton Healthy Living will manage the service in accordance with the agreement

4.3. This Service Level Agreement comprises General Service Terms and Conditions in respect of the provision of referral services and where *'the provider'* shall comply with the requirements of both in full in order to receive payment.

4.4. The Agreement details Southampton Healthy Living's requirements in the primary care (Community Pharmacy) setting.

4.5. There is no requirement for contractors to have a Standard Operating Procedure (SOP) in place for providing this service; however adherence to the SLA in full is accepted by all parties in signing this agreement

4.6. Southampton Healthy Living may continue this initiative into 01 October 2017/30 September 2018. If successful evaluation of outcomes and feedback from stakeholders will inform decisions on any repeat of this initiative (through formal feedback mechanism eg. questionnaires/meetings).

5. Scheme Aim and objectives

Reducing health inequalities through:-

- Improved access to the local NHS Stop Smoking Service for clients with long term conditions.
- Improved referral of pregnant smokers and their partners

- Helping service users access specialist stop smoking support.
- Reducing smoking related illnesses by helping people to give up smoking

This initiative supports the maintenance of the Healthy Living Pharmacy programme. Any pharmacies successfully referring reasonable number of clients to Southampton Healthy Living would be favourably considered for a smoking cessation Service Level Agreement, if they don't already have one.

6. Payments and administration

Southampton Healthy Living will pay the following:

Direct Referrals:

1. Southampton Healthy Living will pay a Southampton Community Pharmacist £5 for each direct referral of the contact details including telephone number of a smoker who is motivated to quit smoking imminently (within next 7 days).
2. Southampton Healthy Living will pay the Community Pharmacist £5 for a successful four week quit recorded within 56 days of receipt of referral by the pharmacy
3. Southampton Healthy Living will pay the Community Pharmacist £5 for a successful twelve week quit recorded within 112 days of receipt of referral by the pharmacy
4. Southampton Healthy Living will pay the Community Pharmacist an additional £5 for a successful referral of any pregnant smoker who records a successful four week quit recorded within 56 days of receipt of referral by the pharmacy.
5. A maximum of £15 can be claimed for each client directly referred to Southampton Healthy Living, but if they are pregnant this increases to £20.
6. Only one payment will be made per individual smoker to an individual pharmacy within a 6 month period

Admin and Invoices:

The pharmacy will submit the referral through Pharmoutcomes – Smoking Cessation Referral to Southampton Healthy Living.

The Invoice is generated via Pharmoutcomes on a quarterly basis within the first week of the quarter and submitted to Southampton Healthy Living

7. Service Schedule

- 7.1. The pharmacy staff should ascertain if the client is a smoker and motivated to quit smoking
- 7.2. Only smokers who are motivated to quit smoking should be referred to Southampton Healthy Living
- 7.3. Smokers who are not ready to quit can be offered 'very brief advice' on smoking cessation and information on Southampton Healthy Living
- 7.4. The pharmacy will submit the referral through Pharmoutcomes
- 7.5. Client consent must be obtained clearly and this recorded as indicated in Pharmoutcomes

7.6. The client should be informed that a Southampton Healthy Living adviser will contact them within 48 hours of receipt of a referral.

7.7. Southampton Healthy Living will attempt to call the client at the time period advised as most favourable for the client.

8. Standards

Pharmacies are responsible for ensuring that posters, leaflets and other promotional materials supplied by Southampton Healthy Living are displayed appropriately in publicly accessible areas in the pharmacies.

The pharmacies are responsible for ensuring they understand how Southampton Healthy Living supports clients.

Please contact Southampton Healthy Living on 0300 123 3791 for any support that you may require.

9. Clinical Governance and training

Short, online and free 'Very Brief Advice' training is provided by the National College for Smoking Cessation and Training (NCSCT) and it is recommended that pharmacists and staff complete this training to enhance referrals and increase likelihood of client engagement. <http://www.ncsct.co.uk/>

Southampton Healthy Living can provide training specifically to support this programme on request by the pharmacy.

10. Confidentiality

10.1 Both parties shall adhere to the requirements of the Data Protection Act 1988 and the Freedom of Information Act 2000.

10.2. Any approaches by the media for comments or interviews must be referred to Southampton Healthy Living Communications department

11. Indemnity

The Pharmacy shall maintain adequate insurance for public liability and personal indemnity against any claims which may arise out of the terms and conditions of this agreement.

12. Complaints Procedure

Any complaint made by a client in association with the services covered by this agreement will be dealt with in accordance with Southampton Healthy Living's Complaints Procedure and notified immediately to the designated Pharmacy representative/Southampton Healthy Living signatories for their attention.

13. Conciliation and Dispute Resolution

13.1 Disputes between the Provider and Commissioner should be resolved at the lowest possible level and referred to the nominated party detailed in this agreement.

13.2 If the matters cannot be resolved by the parties directly involved then the matter should be referred to the responsible director for each party.

13.3 Disputes should be determined as quickly as possible. In normal circumstances, both parties are committed to resolution within one month of the formal notification of a dispute to the officers as above.

14 Termination

Southampton Healthy Living reserves the right to amend or withdraw this service with one months' notice.

Should pharmacies wish to withdraw from providing this service, one month's notice must be given.

Signatures

This document constitutes the agreement between the provider and Southampton Healthy Living in regards to the Service Level Agreement (SLA) for referrals to the smoking cessation service.

The provider is required to sign and to agree to the terms as set out in this SLA for the referral of smokers for the period

Service level Agreement for Direct referral pharmacy pilot scheme

Signed for and on behalf of the Pharmacy

Pharmacy F Code

Signature

Printed name

Designation / Position Date

Signed for and on behalf of Southampton Healthy Living

Signature

Printed name

Designation Southampton Healthy Living

Date

Please return signed contract to:- Southampton Healthy Living at southamptonhealthyliving@scagroup.co.uk or post to SCA Group, Amplevine House, Dukes Road, SO14 0ST

Please return:- with the signed contract your **BACS** details on headed paper in order for prompt payment to be made to the pharmacy