



This agreement is between the Commissioner ABL Health LTD known as
Smokefree County Durham

And

The Provider named in this document as The Pharmacy

Name & Address

Period - Date TBA

Obligations:

1. The pharmacy will provide the service in accordance with the specification
2. Smokefree County Durham will manage the service in accordance with the specification
3. There is no requirement for pharmacies (contractors) to have additional SOP's (Standard Operating Procedures) in place for providing the service. Adherence to the SLA in full must be accepted by those signing this agreement. Failure to provide a direct service in line with the service specification will be considered a breach of the SLA.

Service aim

Aims

1. To improve access to Smoking Cessation Services by maintaining a one-to-one service within community pharmacies. This will ensure easy, seamless, and swift access to an advisor.
2. To contribute to the Durham County locally set Smoking Cessation targets.
3. To reduce health and social inequalities.
4. To develop and sustain a high - quality Smoking Cessation Service in accordance with national standards and guidance

Payments

Payments will be made by results (PbR).

ABL Health Ltd will pay the pharmacists in accordance with the payment schedule outlined below. Payments will be made by BACS transfer at the end of each month and in arrears.

Invoices should be submitted to Smokefree County Durham via PharmOutcomes. Delay in submitting data and invoices may result in delay in payments.

	Payment
All clients setting a quit date (SQD)	£15.00
4-week validated quit	£60.00
4- week self-reported quit	£45.00
12-week validated quit	An additional £25.00
12-self reported quit	An additional £15.00

There will be a separate remuneration for practices to allow for staff training.

Payments for attending training:

All grades of pharmacy staff will be abl to keep their competencies up to date will be able to deliver smoking cessation as a part of this contract.

A payment of **£300.00** will be paid to the pharmacy for every member of staff who are undertaking training to deliver smoking cessation. It is expected for this payment the staff member will complete the following:

1. Successful completion of the NCSCT online Training and Assessment (total 5-6hrs)

2. 1 day's virtual training (8hrs) delivered by Smokefree County Durham followed by a period of shadowing and reverse shadowing (in pharmacy) with Specialist Practitioners from Smokefree County Durham
3. 0.5 days Update Training x 1 annually (4hrs)
4. A payment of **£100** will be paid to the pharmacy for each member of staff who attends Update training.
5. There will be other opportunities for trained advisors to attend specific topical training of 1 day's duration. Pharmacies will be paid **£100** for each trained advisor who attends.

1.0 Service outline:

There should be 2 staff who are trained in pharmacies. This will allow staff to support each other's clients in circumstances such as annual leave / sickness.

Where independent pharmacies have 1 staff, member trained, their clients should be Transferred to Smokefree County Durham for support during periods of staff annual leave or Sickness.

Although clients may not quit, to keep staff's confidence and competencies and in line with national guidance, staff should see no less than 20 clients per annum.

- 1.1 The room in the pharmacy for the provision of the service must provide a robust level of safety and privacy.
- 1.2 All staff delivering the service must have an up-to-date DBS which should be shared with Smokefree County Durham
- 1.3 The pharmacist has a duty to ensure that all staff involved in the delivery and operation of the service has the relevant knowledge and are appropriately trained. Advisors must be NCSCT certified and have attended training provided by Smokefree County Durham. All training will be provided **free** of charge by Smokefree County Durham. Pharmacies will be reimbursed for staff attending training as documented in the payment schedule.
- 1.4 The pharmacy is responsible to ensure appropriate records are maintained to allow effective and efficient service delivery and audit as necessary by Smokefree County Durham.
- 1.5 Attempts to contact clients at 4 and 12 weeks who have not attended their appointment regularly, must be recorded in those specific client records as evidence of work done, (all types of contact are acceptable).
- 1.6 The pharmacist has a duty that the staff involved in the provision of the service are aware of and act in accordance with ABL Health's protocols, NICE and the NCSCT.
- 1.7 Smokefree County Durham will supply the pharmacy with a carbon monoxide monitor and consumables free of charge. If the contract is relinquished by either party, the monitor needs to be returned to Smokefree County Durham. The pharmacy will be required to pay for a replacement monitor if they have been negligent in maintaining or lose the monitor.

1.8 Access to the service could include:

- a. Direct self-referral as a result of service promotion.
 - b. Referred by Smokefree County Durham. Referrals will be by telephone or secure NHS email
 - c. Result of a Brief Intervention delivered by pharmacy staff.
- 1.8 The pharmacy should attempt to contact all referrals within 2 working days to make an appointment. The client should be seen for their initial assessment within 5 working days from the first contact.

2.0 Specific client groups:

- 2.1 Pregnant women should be referred to Smokefree County Durham or the clients named Midwife for long-term support
- 2.2 Clients with SMI should be referred to Smokefree County Durham for intensive support
- 2.3 Young people from the age of 12 years and who are regular smokers can be supported by the pharmacist and issued with one-weeks supply of NRT at a time. This will be subject to either parental consent or where the young person has met Gillick competencies.
- 2.4 Clients who indicate an interest of vapes or prescribed medications to support their quit attempt should be referred to Smokefree County Durham.
- 2.5 Clients making multiple attempts to quit should be referred to Smokefree County Durham.

3.0 Service delivery:

Service delivery must comply with the service specification.

Intellectual property

Assets and all resources provided by ABL Health Ltd remain the intellectual property of the company. Any changes must not be made without obtaining written permission

Termination and notice period

If a contractor does not meet the quality standard or volume to maintain their competencies, it is a requirement that ABL Health Ltd will serve 1 months` notice. To terminate their agreement, pharmacists must give 1 months` notice to ABL Health Ltd. In these circumstances all smoking cessation equipment and resources must be returned to Smokefree County Durham specialist service.

Liability

Community pharmacists must have their own public liability insurance to cover any smoking cessation delivery in their premises. ABL Health Ltd will not have liability insurance to cover community pharmacists.

Commerciality

Both parties must ensure the contents of this agreement are treated as `Commercial in Confidence`