

Service Level Agreements for Directed Enhanced Services (DESS), National Enhanced Services (NESs), and Local Enhanced Services (LESs) for 1 April 2015 – 31 March 2017

The agreement for the services included in this Abstract will be made on a 2 year basis starting from 1 April 2015. The Abstract applies to the renewal of pre-existing (2005/06 and subsequent new or amended) Service Level Agreements (SLAs), and the previous Abstracts dated 1 April 2006, 1 April 2007, 1 April 2008, 1 April 2011 and 1 April 2013 between-

SOUTH & MID OPERATIONAL UNIT (PREVIOUSLY SOUTH EAST HIGHLAND CHP) – THE PCO

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– THE PRACTICE

For the 2 years from 1 April 2015 to 31 March 2017 it notes, in an abridged format, the renewal of the Service Level Agreements (SLAs) for the below “Basket” of Enhanced Services-

- **Alcohol Misuse**
- **Anticoagulation Monitoring**
- **First Response (where agreed)**
- **IUCD/Implanon**
- **Minor Injury**
- **Minor Surgery**
- **Multiple Sclerosis**
- **Near Patient Testing**
- **Substance Misuse (where agreed)**
- **Sexual Health (where agreed)**

The service specification for the above will remain identical to the SLAs for 2005/06, and subsequent new or amended SLAs, and the Abstracts dated 1 April 2006, 1 April 2007, 1 April 2008, 1 April 2011 and 1 April 2013 **subject to the amendments detailed below.**

Regular, monitoring review will be carried out by the Unit, on a quarterly basis, which will consider the count of clinical activity, using a single read code per service.

If any terms of commissioning of any service require to be changed, either party will give 6 months notice.

Any new Enhanced Services which are introduced from 1 April 2015 will be subject to separate agreements and budget arrangements.

Amendments

1. **Depression** is to be removed from the Basket as from 1 April 2015.

2. Minor Surgery -, skin tags can no longer be logged as activity that can be included within the Basket.

In place of 1. and 2. above Practices will implement Scottish Patient Safety Programme (SPSP) Bundles of Care for Warfarin and Near Patient Testing.

Warfarin bundles information is available via the QoF intranet site which can be accessed at: <http://intranet.nhsh.scot.nhs.uk/Projects/QOF/Pages/Default.aspx?RootFolder=%2fProjects%2fQOF%2fProject%20Management%20Documentation%2fScottish%20Patient%20Safety%20Programme%20%2d%20Primary%20Care&FolderCTID=0x0120006FDE9A48E3D8D4448B34228036D6C1F5&View=%7bA0185E35%2d463A%2d4D07%2d87A6%2d82AA79BC3622%7d>

The Warfarin Care Bundle measures are detailed below, and further guidance is as attached on how to use the data collection tools which are also on the above link.

Warfarin Care Bundle

1. Warfarin dose is prescribed according to local guidance? *Is there evidence that the last advice re warfarin dosing given to patient followed current local guidance or uses computer assisted decision making e.g Dawn or INR star software?*
2. INR test is planned according to local guidance. *Is there evidence that the last advice re frequency of blood testing given to patient followed current local Guidance or uses computer assisted decision making e.g Dawn or INR star software?*
3. Patient complying with dosage instructions. *Has patient been taking the advised dose since last blood test?*
4. INR is taken according to previous recommendation. *INR is taken within 7 days of planned repeat INR?*
5. Patient receives regular education. *Patient education recorded every 6 months.*
6. Have all measures been met?

Practices will familiarise themselves by reading the SPSP Primary Care Warfarin bundle website which explains the purpose of the warfarin bundle work, and provides the documents to support it. This is available at:

http://www.healthcareimprovementscotland.org/our_work/patient_safety/spsp_primary_care_resources/warfarin_care_bundle.aspx

This work involves:

1. Practices completing the warfarin bundle for 5 patients every 2 weeks from the beginning of April 2015. The data collection sheet is provided in or can be downloaded from the SPSP link on the intranet QoF page. (link above).
2. Practices will enter the results of the warfarin bundle data collection sheets into the data collection website on a monthly basis.
3. Practices will review the results of the bundle and take appropriate action to ensure safer care for patients.
4. Practices will provide the Operational Unit with outcome data from RAT (or other software where used) regarding number of tests done, and number of patients outwith the range, i.e. < 1.5 and > 5 as requested.

Further information will be available in due course on Bundles for Near Patient Testing however the principles will be similar to the Warfarin Care Bundle.

Signatures

This abstract constitutes the agreement between the practice, and the PCO in regards to the Basket of enhanced services commissioned from the practice, and as detailed above.

PRACTICE –

Signature on behalf of the Practice:

Signature	Name	Date

Signature on behalf of the PCO:

Signature	Name	Date