

**SERVICE LEVEL AGREEMENT**

**XXX**

**Clinical Pharmacists In General Practice**

**1** **Date**

 22nd of September 2020

**2** **Parties**

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (‘Practice’) and

 WellSouth Primary Health Network (WellSouth)

 The Practice and WellSouth have entered into an Agreement for the provision of implementing a Clinical Pharmacy Service through the provision of a practice based Clinical Pharmacist in General Practice.

 \_\_\_\_\_ and WellSouth have committed to a Service Level Agreement under the existing Contracted Provider Agreement between our two entities.

**3** **Document sets out all the Terms of the Service Level Agreement**

 It is agreed as follows:

**3.1** **Definitons**

 **Service Level Agreement** signed between \_\_\_\_\_\_\_\_the Practice and WellSouth on or about the date of this Agreement.

 **Services** mean Clinical Pharmacist role.

**3.2** **Introduction**

 **3.2.1** **Purpose**

 The purpose of this document is to provide a plain English document detailing the respective responsibilities of the Practice and WellSouth in respect to this Agreement.

**3.2.2** **Background**

 The Clinical Pharmacist is an integrated member of the patient’s wider healthcare team and works collaboratively within the team providing medicines management support and advice at an individual and practice population level. Patient’s prescribed medication regimen is collaboratively reviewed against treatment goals with the prescriber, in the context of identifying, resolving, and preventing medication-related problems; and optimising the therapeutic benefits of prescribed medication.

A Clinical Pharmacist service is an advanced role working together with the multidisciplinary team, centred on case-based management of all current and potential medication treatment for individual patients. The Clinical Pharmacist supports integration of pharmacist services for the patient, working between community pharmacy, community-based services, general practice and secondary care. This also provides access to a higher level of pharmaceutical expertise for all members of the multidisciplinary team and improved health outcomes for patients.

The primary function of this role is to provide unbiased, evidence-based advice on pharmaceuticals to general practices and associated Age-Related Residential Care (ARRC) facilities with the purpose of encouraging and reinforcing positive changes in pharmaceutical utilisation.

The Clinical Pharmacists work in General Practice is based on the **“The Triple Aim”**

* Improved quality, safety and experience of care (individual)
* Improved health and equity for all populations (population)
* Best value for public health system resource (system)

***Kotahi te hoe, ka ū te waka ki uta
When we paddle in unison, we will reach the shore together***

In addition the work undertaken by the clinical pharmacist supports the WellSouth vision:

*Through an interdisciplinary team approach our focus is on building capacity of both health consumers & primary health care providers by working alongside these groups to enhance self-management, empowerment and health literacy.*

**3.2.3** **Terms of the Agreement**

 *Initial Term*

This Agreement is effective from **\_\_\_\_\_\_\_** and will expire on the termination date of \_\_\_\_\_\_\_ (Initial Term).

**3.3** **Key Contacts**

 For the purposes of monitoring the services, each entity will have a single key point of contact assigned. These key people are identified as:

|  |  |  |
| --- | --- | --- |
| **Entity** | **Key Point of Contact** | **Key Contact Details** |
| The Practice |  |  |
| WellSouth | Angela Renall | 021 943 491 |

**3.3.1** **Status of Personnel Provided by WellSouth**

 WellSouth acknowledges and agrees that the status of personnel performing the Service remain at all times employees of WellSouth.

 The Practice will have no responsibility in any way in respect of any remuneration, taxation instalments, worker’s compensation, superannuation, annual leave, sick leave, long service leave, public holidays, redundancy payments or any other similar benefits under any industrial agreement or employment law relating to the personnel or any other representatives of WellSouth.

**3.3.2** **Roles of the Clinical Pharmacist**

 In summary, each of the roles function is as follows:

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| ***Role: Clinical Pharmacist*** |
| The Clinical Pharmacist will work as an integral part of the primary care team to encourage and reinforce positive changes in medicines utilisation by: * Focusing on reducing inequities and working with priority populations;
* Supporting and advising on all matters relating to the medicines management of individual patients;
* Providing best practice information and education to patients and practice staff;
* Supporting best practice by undertaking clinically relevant prescriber audits; and
* Analysing medicines utilisation data for individual patients.

Key aspects of the role are: **Complex Medication Review** This is a face-to-face consultation with the patient reviewing all of the patient’s medication and its appropriateness according to the patient’s medical condition(s), symptoms and physiology. The pharmacist is responsible and accountable for defining and resolving recognised existing and potential medication problems. It is an on-going collaborative process requiring the pharmacist to work closely with the patient and the patient’s other health care providers. This role is integrated with the inter-professional health care team and will be working within the team environment and have continuing access to the Patient Management System, the prescriber and other health care providers. The pharmacist works collaboratively with the patient and the patient’s other health care providers and manages the optimisation of the patient’s medication regimen by recommending dose adjustments of existing medicines and stopping or starting treatments following a complex medication review. The consultation is recorded and the pharmacist’s recommendations become accessible by the patients other health care providers. **Safe and appropriate use of medicines** Help develop and deliver General Practitioner, Nurse Practitioner and other health care provider education on evidence-based medication and therapeutic processes. Including preparation of medicine information bulletins, presentations and the provision of individual focused education sessions such as peer review groups and continuing medical education sessions. Contribute to policies and guidelines within practices (for example Medical Practice accreditation requirements) **Medicines Information** The research of a specific clinical question on the existing or potential utilisation of medication to provide expert evidence-based opinion to improve therapeutic outcomes for patients. **Continuous quality improvement** Undertake clinically relevant audits within practices based on practice request or identified issues. Provide feedback as appropriate with the aim of improving the quality of prescribing.  |

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| ***Role: Clinical Pharmacist Prescriber***  |
| The Clinical Pharmacist Prescriber is an advanced pharmacy role to promote health, prevent disease, treat known diagnosis, assess and manage people’s health needs. It includes prescribing in a supportive environment in order to increase the capability and capacity of the practice team and overall aims to: * Improve healthcare access to the practice population,
* Support new models of care,
* Provide convenient healthcare service,
* Promote and develop interdisciplinary teamwork keeping the patient in the centre of care,
* Build on existing skills and knowledge within the centre,
* Take accountability for prescribing decisions based on diagnosed long-term and common conditions.

Key aspects of the role are:**Clinical Practice** 1. In-clinic clinical medication reviews for complicated (single disease) and complex (multiple comorbidity) patients at a minimum to the requirements of a Medicines Therapy Assessment. 2. Medicines reconciliation ensuring accurate medication records, resolving any discrepancies, discussing changes with patients to clarify misunderstandings, and follow up for monitoring, adverse effects and dose titration, ensuring these are communicated where necessary and ensuring patient understanding. 3. Medicines information resource (for GPs, NPs and PNs). Providing updates on the latest changes in medicines therapy with independent critical appraisal of the literature. 4. Helps with repeat prescribing requests, taking into account medicines appropriateness for medical conditions, monitoring requirements, laboratory values, updated advice and screening. 5. Clinical Audits: Individualised, medication related. 6. Communicating, and coordinating when necessary, medicine issues with community pharmacists, medical specialists and other health care providers. 7. Medicines-related treatment plans and resolving medication related problems. 8. Patient Counselling considering health literacy, confirming patient has understood instruction or information. 9. Patient assessment with respect to medication related adherence, symptom management and adverse effects. As part of assessment, consider beliefs and perceptions of treatment, medicine suitability, and if the patient is willing and able to comply with therapy and how all this affects adherence. **To provide high quality advanced practice** 1. Undertaking assessments, consider differential diagnoses, ordering, conducting and interpreting diagnostic and laboratory tests, prescribing therapies for the management of potential or actual health needs, including a follow up plan. 2. Reviewing patient medications and eliciting patient health concerns. 3. Evaluating the effectiveness of care and treatment provided. 4. Working collaboratively with the interdisciplinary healthcare team, recognising best care is patient-centred care. Uses all available data to measure and benchmark clinical performance and has plan to improve clinical performance. **Contributes to quality improvement activity** 1. Leading, where appropriate, activities for accreditation and quality improvement. 2. Participating in formal systems for quality assurance such as audit activities.  |

**3.3.3** **Responsibilities of WellSouth**

* To ensure our clinical staff members are New Zealand registered, have a current Annual Practising Certificate, Indemnity Insurance and are Police vetted with nil result that impacts on ability to do their job.
* To provide ongoing continuing professional development and clinical supervision of staff.
* WellSouth retain responsibility for staff conduct, performance management and development of staff but will seek regular feedback from the practice team.
* WellSouth staff will need to abide by the Practice Health and Safety policies whilst on site at the practice.
* WellSouth staff will be required to follow WellSouth policies and procedures even whilst at your practice – see Appendix 1.
* To approve/decline any leave request of a WellSouth staff member in consultation with the Practice nominated staff member.
* Our staff will be made aware of the Practice policies and procedures but will also be aware that WellSouth is the employer and therefore the employee will be required to follow WellSouths’ policies and procedures.

**3.3.4** **Responsibilities of Practice**

* Provide a comprehensive Health and Safety induction for any WellSouth staff working on your site, including the practice health emergency plan.
* Agree that the Clinical pharmacy role will support the practice to manage identified clinical risk but the ultimate responsibility for risk remains with the general practice.
* Have clinical space available when needed for the Clinical Pharmacist to have face to face consultations with patients.
* Provide access to computers and the PMS.
* Be willing and able to share learnings with the Clinical Pharmacist Team Leader.
* Partner with WellSouth programme staff who will assist with the implementation of the service.
* Ensure Clinical Pharmacist is included in practice communications such as email lists, and will be invited to any regular practice meetings such as team huddles and practice wide meetings.
* If any peer review sessions are held, consideration to inviting the Clinical Pharmacist to these if given.

**3.4.2** **Complaints**

If the Practice receives either an internal or external complaint about any of the services provided by the Clinical Pharmacist, then the following process should be undertaken:

1. The Practice will immediately, upon receipt of the complaint, provide verbal details of the nature and extent of the complaint to WellSouths’ nominated single point of contact.
2. WellSouth will discuss and mutually agree with the practice the best way to handle the complaint in line with company policy and agree on a plan of action.
3. Any performance improvement/management that may be required as a result of the complaint is the responsibility of WellSouth to action.

**3.4.3 Materials**

All forms, matrices, letters or electronic mediums or electronic messages containing the branding of either party, must have the authority of that party to distribute the form, matrices, letters or electronic mediums of electronic messages prior to distribution. Such authority must be agreed between the two parties.

**EXECUTION**

To confirm your acceptance, please fill in the agreement details below, have your authorised authority sign and date this agreement and return the agreement to WellSouth.

**Enrolment Details:**

|  |  |
| --- | --- |
| **Legal Entity Name:** |  |
| **Practice Name (if different to above):** |  |
| **Physical Address:** |  |
| **Postal Address:** |  |
| **Contact Person:** |  |
| **Contact Phone:** |  |
| **Email:** |  |
| **Practice Business Champions:** | **Name:** | **Title:** |
|  |  |
| **Practice Clinical Champion/s:** | **Name:** | **Title:** |
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 Signed by \_\_\_\_\_\_\_\_\_\_\_ in the presence of:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Authorised Person

Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Witness

Print name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Witness Name (BLOCK LETTERS

Title/Position

Signed by WellSouth Primary Health Network in the presence of:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Authorised Person: Andrew Swanson Dobbs

Title: Chief Executive Officer

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Witness

Print name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Witness Name (BLOCK LETTERS)

Title/Position

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_