

**Service Level Agreements for
Directed Enhanced Services (DESS),
National Enhanced Services (NESs), and
Local Enhanced Services (LESS) for 2008/09**

PRACTICE –

This abstract applies to the renewal of pre-existing Service Level Agreements, for 2008/09, between-

**North Highland COMMUNITY HEALTH PARTNERSHIP – THE PCO
AND
.....MEDICAL PRACTICE – THE PRACTICE**

It notes the renewal of the Service Level Agreements (SLAs) for 2008/09, in an abridged format.

The terms and conditions, and associated service plans, will remain identical to the SLAs for 2005/06, 2006/7, 2007/8 subject to the following amendments. A list of the services currently provided by the practice are attached.

Amended Financial Details

Aspirational Payments

To minimise bureaucracy, and improve cash flow, “aspirational payments” will be made with reconciliations at the end of the financial year.

Annual retainers (where applicable) will be paid at the end of June 2008. Monthly, in arrears, 1/12 of 66.66% of the value of aspired activity for the year will be paid to Practices. The aspirational activity having been agreed between the PCO and the Practice, based on previous year’s activity (see attached) and any other relevant evidence. A process of reconciliation of actual Vs aspired activity will take place at the end of the financial year.

At the discretion of the Practice, aspirational payments can be reduced in year if it is felt that actual activity is falling significantly below the aspired level.

Regular, continuous, monitoring will be carried out, on a monthly basis, in order to ascertain the level of activity against all SLAs. If any of the terms of commissioning of any service require to be changed, then 3 months notice will be given.

Amended Clinical Details

Near Patient Testing

The list of drugs will remain the same as in previous years however please note, in addition, “Forced Claims” will be considered for additional drugs when supporting evidence can be given of Secondary Care requesting the service with clear protocols/guidelines in place, and indicating that a significant level of activity will be generated.

Multiple Sclerosis

The SLA is unchanged from last year, but Practices may like to note the Managed Clinical Network for Multiple Sclerosis has produced a set of Highland Guidelines.

IUCD Fitting

Please ensure that those carrying out this service are fitting the minimum of 12 per year.

Depression

The Depression SLA has been substantially revised. Please see attached. Please note that the rate per patient is now £80 per year. ESCRO will not be changed therefore please disregard the financial reports in ESCRO relating to Depression.

Minor Injuries

Please note that the rate per eligible Minor Injury is now £32. ESCRO will not be changed therefore please disregard the financial reports in ESCRO relating to Minor Injuries.

Diabetes

The Diabetes LES for 2008/9 is currently being reviewed.

Alcohol

The Alcohol NES for 2008/9 is currently being reviewed.

Directed Enhanced Service for 48 Hour Access

This has stopped and is now part of the QOF

Amended Reporting Details

Monthly activity figures must be submitted to the CHP throughout the year to facilitate monitoring by both parties. If a Practice falls more than 2 months in arrears with activity submissions, aspirational payments will be stopped pending satisfactory monitoring arrangements.

Signatures

This abstract constitutes the agreement between the practice and the North Highland CHP in regards to the enhanced services commissioned from the practice. The terms, conditions, and service plan being identical to the detailed SLAs, which were issued for 2005/06, 2006/7 and 2007/8, except as stated above (and in previous abstracts).

PRACTICE.....

Signature on behalf of the Practice:

Signature	Name	Date

Signature on behalf of the PCO:

Signature	Name	Date