

**NHS HIGHLAND SLA WITH GREATER GLASGOW
AND CLYDE HEALTH BOARD**

1.0 SUMMARY

- 1.1 At the Community Services Committee meeting in May 2014, members requested that NHS Highland be asked to present information on the Service Level Agreements (SLA) with Greater Glasgow and Clyde NHS Board. The attached supporting paper provides an indicative profile of the range, type and value of SLA / Contracts Argyll and Bute Community Health Partnership (CHP) commissions and manages within the NHS and with other partner services.

2.0 RECOMMENDATIONS

- 2.1 It is recommended that the Community Services Committee note the range, type and value of SLA / Contracts that Argyll and Bute CHP commissions and manages within the NHS and with other partner services.

3.0 DETAIL

- 3.1 Service Level Agreements (SLAs) are required to ensure access to specialist health services for the residents of Argyll and Bute and to account for the expenditure incurred as a result.
- 3.2 The Acute Services SLA with NHS Greater Glasgow and Clyde details the level of unscheduled care activity (emergency) and scheduled care activity (planned inpatient, Day case and outpatient) for a variety of specialist secondary care services including medicine, surgery, paediatrics etc. The value of the Acute SLA in 2013/14 was £45,975,558.
- 3.3 The Service Input SLA's (Community and Non – Clinical Services) are SLAs for individual clinical or support services delivered by NHS Greater Glasgow and Clyde (GG&C) and are detailed in Appendix 1 of the attached paper.
- 3.4 In addition to purchasing services from GG&C, the CHP also purchases services from other providers, including other Scottish Health Boards and voluntary organisations. The CHP also commissions services jointly with Argyll and Bute Council.

4.0 CONCLUSION

- 4.1 The attached paper provides information on the range, type and value of SLA / Contracts Argyll and Bute CHP commissions and manages within the NHS and with other partner services.

5.0 IMPLICATIONS

- 5.1 Policy – None.
5.2 Financial – None.
5.3 Legal – None.
5.4 HR – None.
5.5 Equalities – None.
5.6 Risk – None.
5.7 Customer Service – None.

6.0 APPENDICES

- 6.1 Service Input and Outreach SLA's with NHS Greater Glasgow & Clyde

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Service Level Agreement Briefing Paper –Argyll and Bute CHP July 2014

1 Background

The purpose of this paper is to provide an indicative profile of the range, type and value of SLA/Contracts Argyll and Bute CHP commissions and manages within the NHS and with other partner service.

2 Introduction

Service Level Agreements (SLA's) are required to ensure access to specialist health services for the residents of Argyll and Bute and to account for the expenditure incurred as a result. These SLA's detail the service profile, operating standards, performance requirements activity levels and financial resource.

The vast majority of the services provided under an SLA are delivered by NHS Greater Glasgow and Clyde (GG&C). Agreements are also in place with other bodies including other NHS Boards, GP practices for hospital and specialist services and increasingly with other statutory and voluntary organisations.

3 NHS Greater Glasgow & Clyde – Acute SLA

3.1 Value and Activity

The Acute Services SLA with NHS GG&C details the level of unscheduled care activity (emergency) and scheduled care activity (planned inpatient, Day case and outpatient) for a variety of specialist secondary care services including medicine, surgery, paediatrics etc. The value of the Acute SLA in 2013/14 was £45,975,558.

The annual activity levels under the contract are summarised as follows:

- Outpatient (new & return) 45,000
- Inpatient (Emergency admissions) 5,200
- Inpatient & Day Case (Scheduled admissions) 11,000
- Patient transfers (hospital to hospital) 2,100

4 Service Input SLA's (Community and Non-Clinical Services):

These are SLAs for individual clinical or support services delivered by NHS GG&C and are detailed in Appendix 1.

5 Other Providers

In addition to purchasing services from GG&C, the CHP also purchases services from other providers, including other Scottish Health Boards and voluntary organisations. The CHP also commissions services jointly with Argyll & Bute Council.

The tables 2 & 3 below lists these SLA's

Table 2: SLA's – Other Health Boards

Provider (Service)	2012/13 Value £
Ayrshire & Arran	114,765

Provider (Service)	2012/13 Value £
Borders	1,817
WoS Cardiac Consortium - Golden Jubilee	783,490
Golden Jubilee - Drug Eluting Stents	70,950
Children's Hospice	12,159
Implantable CV Defibrillators - Golden Jubilee	90,025
Dumfries & Galloway	12,851
Fife	9,861
Forth Valley	36,261
Interventional Cardiology - Golden Jubilee	194,163
Grampian Acute Services	32,937
Grampian Telecardiology Outreach to Oban	3,000
Highland Renal Dialysis - Belford & Raigmore	101,889
Highland Acute Service	267,532
Highland New Craigs (Mental Health Inpatients)	100,740
Cardiac Resynchronisation Therapy - Golden Jubilee	101,880
Lanarkshire	52,721
Lothian Activity Excluded from SLA	62,632
Lothian	212,568
Neo-Natal Transport	49,912
WoS Reperfusion Service	84,744
Regional Services - Golden Jubilee	10,854
Tayside	63,373
Thoracic Services - Golden Jubilee	200,829
Western Isles HB	307
WoS Sexual Health Service - Forth Valley	4,137
TOTAL	2,676,397

Table 3: SLA's & Contracts – Other Providers

Provider (Service)	2012/13 Value £
Lomond & Argyll Advocacy Service *	91,464
Alzheimer Scotland - Action on Dementia	74,905
Argyll Voluntary Action (Guided Self-Help Workers)	46,735
Arthritis Care Scotland	11,546
Scottish Ambulance Service (Inter-Hospital Transfer, Cowal & Bute)	142,016
Business Contracts with GP practices in Islay, Lochgilphead, Campbeltown, Mull and Bute to provide Hospital, A&E and GP out of hours services	2,385,696
Diabetic Retinopathy Screening Programme – 9 optometrists	£38,123
TOTAL	2,790,485

* This figure is the CHP's contribution only. The total annual contract value is £174,682

5.1 Cost per Case

The CHP also pays for a variety of specialist services on a cost per case basis including named patient agreements with NHS Boards, care packages, child psychology etc

5.2 Other SLA's & Contracts

There are a variety of other SLA's / contracts:-

- Nine GP's to provide a Medical Incident Officer Service throughout Argyll & Bute, the value of these agreements in 2013/14 is expected to be £2,700 with additional

payments made in line with call out activity, training requirements and the purchase of equipment.

- Seven independent general dental practices across Argyll and Bute to provide clinical dental services for the emergency dental service, the value of the contracts in 2013/14 will be on an activity/call out basis.
- Buchanans to deliver an Orthotics service across Argyll and Bute CHP, the expected cost of this for 2013/14 is £51,480 with additional costs for supplies.
- Business to Business contracts with GP practices providing hospital, A&E and GP out of hours services in localities (5)

Work is also underway or planned to finalise/develop SLA's and Contracts with the following:-

- Cowal Hospice Trust for the provision of Palliative Care Services in Cowal Locality
- Two independent optometrists to provide Optical Coherence Topography Scans in the Campbeltown and Oban areas
- An independent optometrist to provide a hospital based optometry service in Lorn and Isles Hospital to support the Ophthalmology clinics
- Argyll and Bute Council for the provision of domestic and catering services in Mull and Iona Community Hospital
- Provision of Medical Forensic services for patients in police custody following the transfer of responsibility from Police Scotland to the NHS from April 2014

6 Services provided by Argyll & Bute CHP under SLAs to other commissioners

The table below lists these SLA's

Table 4: Services Purchased from CHP

Issue/Provider	2012/13 Value £
NHS Education for Scotland (Dental Outreach at Campbeltown Dental Centre)	207,188
Argyll & Bute Council (Choose Life)	83,000
Argyll & Bute Council (Speech and Language Therapy)	119,757
Campbeltown Dental practice	TBC
TOTAL	409,945

In addition to the above work is underway to develop SLA's & Contracts with the following:-

- An independent dental practice for the lease of Oban Dental Centre,
- An independent dental practice for the purchase of domestic services in Oban Dental Centre
- Argyll and Bute Council for the purchase of domestic, cleaning & catering services at Gortonvogie Residential Home on Islay

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16th July 2014

Appendix 1 - Service Input and Outreach SLA's with NHS Greater Glasgow & Clyde

SLA No.	SLA	CHP Operational Lead	Agreed Values 2012/13 £
5	Estates Services - Helensburgh & Lomond locality	Viv Hamilton	45,584
6	Hotel Services for Helensburgh & Lomond locality	Viv Hamilton	35,020
7	Laundry	Jim Dempsey	182,386
8	Telecommunications	James Brass	85,637
9	Transport	Jim Dempsey	128,509
10	TSSU & CSSD	Veronica Kennedy	47,300
13	Pharmacy Management	Fiona Thomson	162,132
18	Out-of-Hours for Helensburgh & Lochside	Viv Hamilton	665,514
19	IM&T	James Brass	70,729
24	Procurement	George Morrison	22,050
31	Public Health - Health Information Services	Elaine Garman	22,050
32a	CHD Managed Care Networks	Elaine Garman	13,300
32b	Stroke Managed Care Networks	Elaine Garman	16,600
35a	WDCHP - Children's Physiotherapy	Viv Hamilton	35,750
35b	WDCHP - Speech and Language Services	Viv Hamilton	114,320
35c	WDCHP - Hospital at Home	Viv Hamilton	50,180
35d	WDCHP - Paediatric Medical	Viv Hamilton	192,540
35e	WDCHP - Children's OT Service	Viv Hamilton	96,240
35f	WDCHP - Child and Adolescent MH Service	Viv Hamilton	14,925
35g	WDCHP - Childrens Services Manager	Viv Hamilton	14,280
35h	WDCHP - Childrens Services Admin	Viv Hamilton	18,820
37	Out of Hours Nursing Service WDCHP to Hel & Lom	Viv Hamilton	80,403
38	Physiotherapy Services from WDCHP to Hel & Lom	Viv Hamilton	161,100
40a	Community Mental Health Services Hel & Lomond	Viv Hamilton	584,620
40b	Psychology Services	Viv Hamilton	65,335
40c	WD CHP - MH Crisis Service, Hel & Lom	Viv Hamilton	110,280
40d	WD CHP - MH Primary Care Service, Hel & Lom	Viv Hamilton	24,945
42	Dementia CMHT services to the Hel & Lom	Viv Hamilton	182,580
45a	Sexual Health Services - Dunoon	Viv Hamilton & Christine Wills	54,020
45b	Sexual Health Services - Helensburgh	Viv Hamilton & Christine Wills	
58	Audiology Services in Cowal & Bute	Viv Hamilton	22,941
60	Orthoptic Services in Cowal & Bute	Viv Hamilton	7,943
72	CAMHS - Cowal & Bute	Viv Hamilton	21,900
80	Outreach Clinics (visiting GGC consultants)	Locality Managers	795,100
94	Public Health Screening	Elaine Garman	64,500
95	Laboratory Services	Stephen Whiston	1,022,092
96	Radiology Services	Veronica Kennedy	197,910
98	Heartstart	Elaine Garman	13,935
61	Cancer Services to West Dunbartonshire (A. Ferguson?)	Viv Hamilton	(19,320)
73	Community Paediatric Services to Inverclyde (C. Clark)	Viv Hamilton	(59,314)