

Locally Commissioned Service Evaluation Tool

Rationale of Locally Commissioned Service Evaluation Tool

LPCs in Surrey and Sussex work positively with commissioners to support, represent and develop pharmacy teams. We lead the development of local professional and commercial environments of pharmacies to deliver sustainable services for their communities.

In order to be transparent we evaluate all requests for new services and/or contract variations using this service evaluation tool. The tool helps us test every proposal we receive for its potential and suitability.

How we will use this tool:

Every new, or recommissioned service specification received by the LPC for comment or consultation is assessed using this tool:

- A Summary is presented to LPC members for discussion and agreement
- If necessary the LPCs comments and /or recommendations for requested changes, if any, are sent to the local commissioner to consider
- All services and contracts are **RED, AMBER or GREEN** to help community pharmacy contractors make informed decisions about taking on a community service or contract. Part of this process includes recommending to contractors that they carefully consider this as part of their business operating model.

Response summary feedback from LPC

Service Name: This colour Changes RED, AMBER or GREEN dependent of overall rating

Feedback to be given in Section / Bullet points. What were the changes suggested / considered and the changes made?

LPC Response Date:

Commissioner response to LPC feedback

Commissioners will be given the opportunity to feedback on the LPC Evaluation Tool

Commissioners Response Date:

Point Considered	Action or Notes
LPC Consultation	
LPC consulted?	Yes/No * Delete as appropriate
Date Received by the LPC	
Remuneration of the Service	
Suggested Fees paid for the Service	£XX to be paid per service provided. LPC to consider on the points below to consider if the fee is appropriate
Does remuneration of the service include / cover set up costs, backfill, consumables, marketing for the service etc..?	To consider any equipment cost and stock holding for any consumables required for the service. If any of the stock is fridge line (including any consumables used in the service), mention any stock holding capacity issue (if any).
Is it clear about the VAT status of the Service or Supply?	Yes/No/NA
Does the payment structure use a system that is suitable for all contractors and are the payment terms acceptable?	Platform used to claim for service: Pharmoutcomes / Sonar / NEO / Paper Claims Are the claims made sit with current status of payment? Does this match what exists locally at present?
Where equipment is required who provides, calibrates this? If contractor, does remuneration sufficiently cover the cost of this?	Equipment Provided / needs investment / offered on Loan basis Calibration cost for the equipment if any? (consider if the cost is built in the service fees)
Is there a backfill for the training?	Backfill provided: YES/NO
Who can Provide the service?	Pharmacist or Pharmacy Support Staff
Overall remuneration of the Service	RED / AMBER / GREEN Colour Any other comments to considered
Length of Commissioning of the Service	
Sustainable?	Yes / No / Length of Contract 1/2/3 years
Pilot Service?	Yes /No. If yes than consider the evaluation aspect of the service. Include the time frame of the pilot. Is it clear how this pilot will be evaluated? And who will evaluate it. Will pharmacy be remunerated for taking part in the evaluation?
Minimum hours of pharmacy opening that the service is provided?	Weekend / all hours of pharmacy opening / % of pharmacy opening as specified by the service specification.

Does the service have any minimum performance criteria? Is there any predicted volume for the service?	Yes / No Any minimum requirement they need to deliver per month / annum? If you can't commit to this target, we recommend considering again. Consider if there is any maximum cap for the service. Any study / survey to support the service? Minimum expectation numbers.
Is there any other service provider for this service?	Consider GPs, H&W hubs, CICs (Community Interested Companies) and the third sector where the service is commissioned from .
Service Delivery	
Are the performance measures reasonable and achievable?	Yes/No/ NA
Is there any annual audit or criteria for audit participation for the service?	LPC supports minimum or no audit requirement for the service. If essential than the remuneration of fees should reflect any audit requirement activity required.
Are there any restricted criteria for the service?	Consider any inclusion and exclusion criteria mentioned in the service specifications. Consider any barriers to offer the service to all.
Is there any service level agreement termination clause?	Carefully consider any service termination clause and any minimum performance level for the service mentioned that can lead to termination of the service.
Where is the service provided?	Onsite (e.g. Consultation Room) / Offsite
Training required for the service	<ul style="list-style-type: none"> • Consider accessibility of the training required. • CPPE for non-pharmacist/technician staff. • Online training and amount of time taken? • Face to Face Training: Pre-work / how many days training/ annual training need to run the service • Due to Staff turnover green if online training • Backfill for the attendance of training or reflected within fees of the service.
Miscellaneous Information	
Any other Information to consider for the service	
Overall Rating for the Service	RED / AMBER / GREEN Colour
LPC meeting date signed off:	
Next Review Date:	

Disclaimer: This document is a tool to help LPCs and Community Pharmacy Contractors to evaluate the sustainability and profitability of a locally commissioned pharmacy service. All the participating pharmacies must read and understand the service specification for each service and use the evaluation tool to help them to make an informed decision about participating in a particular service, carefully considering their own business model and plans. This guidance has been produced by Community Pharmacy Surrey & Sussex after reviewing all the information available to us concerning pharmacy services. Every care has been taken in the completion of this Evaluation Tool – no responsibility can be accepted for any error or consequence of such an error.

For further information contact : Hinal Patel , Service Development and Support Pharmacist at hinalpatel@communitypharmacyss.co.uk