

DATED: October 2024

HENRY

and

**Pharmacies in the London Boroughs of Hackney
and City of London Corporation**

**SERVICE LEVEL AGREEMENT
FOR THE PROVISION OF
HEALTHY START VITAMINS
'HEALTHY START CITY & HACKNEY'**

HENRY

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SERVICE SPECIFICATION & AGREEMENT

HEALTHY START CITY & HACKNEY

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1. Introduction and Summary

- 1.1. This service has hitherto been commissioned and led by the Public Health Team at the London Borough of Hackney and City of London Corporation
- 1.2. With effect from 2 April 2018 HENRY became responsible for managing this service as part of the contract for the provision of a Childhood Obesity Service, 0-5 Healthy Eating and Obesity Service commissioned by the London Boroughs of City and Hackney.
- 1.3. HENRY wishes to continue agreements with City & Hackney Pharmacists who are currently providing vitamins as part of the 'Healthy Start in City and Hackney' universal vitamin scheme previously commissioned and managed by the Public Health Team.
- 1.4. HENRY's authorised officer is: Stewart Marsden, Director of Services and Quality, HENRY
- 1.5. Under 'Healthy Start City & Hackney' Healthy Start vitamins are made available to all pregnant women, new mothers, up to a child's 1st birthday, and children up to age four residing in City & Hackney or registered with a GP in City & Hackney – for the purposes of this agreement this population is referred to as 'universal'.
- 1.6. The 'national' Healthy Start digital scheme is limited to pregnant women, new mothers and children up to age four who are in receipt of specific benefits or meet other criteria – for the purposes of this agreement this population is referred to as 'eligible'.
- 1.7. Due to high levels of Vitamin D deficiency in Hackney and City of London, Healthy Start vitamins shall be provided free to all universal women who are pregnant or have a child up to one year old, and to all children from birth until their fourth birthday.
- 1.8. HENRY will work with the Public Health department and any local steering groups, providing regular updates and reports using PharmOutcomes to monitor take-up.
- 1.9. HENRY reserves the right, with approval from the commissioners of the London Borough of Hackney and City of London Corporation, to limit the provision of free vitamins to families eligible for Healthy Start vitamins by provision of a minimum of one month's notice.

2. Service Aims and Outcomes

- 2.1.1. The service 'Healthy Start in City & Hackney' aims to reach all universal families residing in the London Borough of Hackney and City of London Corporation or registered with a GP in City & Hackney, to dispense Healthy Start vitamin drops to children aged from birth to their fourth birthday and Healthy Start vitamin tablets to women who are pregnant or have a child aged under one year.
- 2.1.2. To reduce the high levels of vitamin D deficiency in this population in City & Hackney.
- 2.1.3. To increase the take-up of folic acid during pregnancy to reduce the chances of spinal cord defects in babies
- 2.1.4. The service will increase the number of women and children residing in the London Boroughs of City and Hackney, or registered with a GP in City & Hackney, who take Healthy Start vitamins.
- 2.1.5. More women will be taking Folic acid and vitamins C & D thus reducing the chances of babies having spina bifida, of maintaining healthy body tissue and of helping the absorption of calcium to support babies' bone development.
- 2.1.6. More babies and young children will be taking vitamins A, C & D, to support growth, vision and healthy skin, maintain healthy body tissue and support the development of strong bones and teeth.

3. Service Specific Requirements

- 3.1. Marketing of the Healthy Start Service
 - 3.1.1. HENRY will advertise and promote the 'Healthy Start City & Hackney' scheme to professionals and to the public.
 - 3.1.2. HENRY will advise people to register and collect vitamins from their local participating pharmacy or their local children's centre.
 - 3.1.3. Healthy Start is part of the NICE antenatal care guidelines and is therefore routinely discussed with parents by midwives and Health Visitors and promoted at children's centres and by other Council services.
 - 3.1.4. Pharmacies shall routinely promote the service to women who are pregnant, to new mothers and to parents with children under four years of age in City & Hackney under the following guidance
- 3.2. The service will be provided free to pregnant women, new mums and children under 4 years who meet the criteria stated in 2.1.1 of this specification.

4. Service Delivery and Support

- 4.1. Scheme information
 - 4.1.1. HENRY will provide participating pharmacies with the following:
 - 4.1.1.1. A copy of this agreement
 - 4.1.1.2. Promotional information
 - 4.1.1.3. Electronic registration forms

- 4.1.1.4. Information for parents
- 4.1.1.5. Information for pharmacists
- 4.1.1.6. Declaration in PharmOutcomes

- 4.1.2. A range of information on Healthy Start vitamins and the digital card scheme is available for parents and health professionals at www.healthystart.nhs.uk
- 4.1.3. The commitments in delivering this service within your pharmacy as agreed in the expression of interest per below:
- 4.1.4. Pharmacy must be in an area of high deprivation or open at least one day at the weekend
- 4.1.5. Pharmacy must operate a high standard of practice to ensure less than 5% wastage
- 4.1.6. Pharmacy will maintain the proper distribution of all received goods and report any incorrect deliveries directly to HENRY
- 4.1.7. Pharmacy will accept the vitamins to dispose safely and properly from patients minimising environmental impacts
- 4.1.8. Pharmacy must meet quarterly ordering deadlines & will record all uptake on Pharmoutcomes by end of the working day
- 4.1.9. Pharmacy must check orders received, record stock dates & report short dated stock within 24 hours
- 4.1.10. Pharmacy will maintain and keep record of good stock management practices
- 4.1.11. Pharmacy will distribute a minimum of 160 vitamins per year (min 40 per quarter)

5. Commencement and Duration

- 5.1 HENRY has entered into a contract with the London Boroughs of City and Hackney (see 1.2) and will be managing the promotion and distribution of vitamins under 'Healthy Start City & Hackney'
- 5.2 Transfer of the service from Public Health took effect from 2 April 2018
- 5.3 This agreement will extend starting from 1 October 2024 to 31 September 2025.
- 5.4 Either party may voluntarily terminate this agreement by giving the other party three months' written notice at any time after the commencement date.
- 5.5 HENRY may terminate the agreement with immediate effect if a serious breach of obligations occurs, e.g. failure to ensure parents complete registration, in breach of GDPR and selling of the Healthy Start Vitamins provided by NHS Supply Chain.
- 5.5 This agreement will be reviewed and aligned with any further revisions or extensions of contract

6. Ordering and recording

- 6.1 HENRY will liaise directly with the NHS supply chain in relation to the ordering of

vitamins for pharmacies.

- 6.2 HENRY will advise pharmacists of quarterly ordering dates (these will be in June, September, December and March) by setting up reminders in PharmOutcomes
- 6.3 HENRY will provide written guidance to pharmacists on the ordering of vitamins
- 6.4 If stock runs low between ordering periods, the pharmacy will signpost to the closest distribution site in the hub where they are located, discuss with HENRY (additional orders are subject to delivery charges by NHS Supply Chain therefore, under best value duty, HENRY cannot meet requests for additional orders).
- 6.5 Where pharmacies experience problems with stock orders such as non-delivery, incomplete or incorrect goods please contact HENRY on hcsupport@henry.org.uk or 07519 109876 (please do not contact NHS Supply Chain directly).
- 6.6 Pharmacies will refer to guidance on recording users and supply
- 6.7 'Healthy Start City & Hackney' registration forms available on PharmOutcomes
- 6.8 Pharmacists/counter staff must commit to ensuring all eligible mothers and children receiving Healthy Start vitamins complete details are recorded on PharmOutcomes.
- 6.9 Counter staff must display materials for eligible parents to apply for the Healthy Start digital scheme to support them in accessing fresh fruits, vegetables and milk and record if the family is in receipt of the national Healthy Start benefit (this will enable HENRY to claim back the cost of some vitamins to support the scheme in reaching more families).
- 6.10 HENRY will monitor take-up of vitamins (drops and tablets) through PharmOutcomes.
- 6.11 Pharmacists will process personal information provided on the 'Healthy Start City & Hackney' registration in PharmOutcomes in compliance with the Data Processing Agreement (see Appendix A below).
- 6.12 Upon registration, and where any personal details transferred to PharmOutcomes, the distributor will gain informed consent. Where consent has not been granted, these should not be entered onto PharmOutcomes and vitamins not be supplied.

7. Payments

- 7.1 HENRY will pay NHS Supply Chain for Healthy Start vitamins distributed to universal parents living in City & Hackney or registered with a GP in City & Hackney.
- 7.2 Pharmacists must only distribute Healthy Start vitamins to parents residing in the London Boroughs of City & Hackney or registered with a GP in City & Hackney.
- 7.3 Pharmacists are entitled to claim £2.25 for each bottle (drops or tablets) distributed.
- 7.4 Invoices can be raised and submitted to HENRY through PharmOutcomes. HENRY will monitor PharmOutcomes to assess distribution.
- 7.5 HENRY reserves the right, with approval from the commissioners of the London

Boroughs of City and Hackney, to adjust the fee paid to Pharmacists for the distribution of Healthy Start vitamins through provision of a minimum of three months' notice.

7.6 Payment Details

Pharmacy Account Details

To be able to process payment of the claims per service provision, please provide all information below:

| | | |
|------------------------------------|--|--|
| Pharmacy Name | | |
| Address | | |
| Contact Name | | |
| Contact Telephone | | |
| Finance Email Address (NHS) | | |
| Bank Name | | |
| Account Number | | |
| Sort Code | | |
| Manager's Name | | |
| Manager's Signature | | |
| Date | | |

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| 8. | Contacts | |
| 8.1. | For HENRY: | |
| | Address: | HENRY in City & Hackney Linden Child & Family Hub 86-92 Rectory Rd London N16 7SH |
| | | Email: hcsupport@henry.org.uk |
| | | Phone: 01865302973 / 07519109876 |
| | Invoices electronically to: | HENRY Finance Department 6 Elm Place Old Witney Road Eynsham Oxon OX29 4BD |
| | | finance@henry.org.uk |
| 8.2 | For Pharmacy: | Name: |
| | | Business name: |
| | | Business address: |
| | | |
| | | Post code: |
| | Email: | |
| | Phone: | |
| 9. | Signatures | |

Authorised signatory, HENRY

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 Stewart Marsden, Director of Services and Quality, HENRY Date

Authorised signatory, Pharmacy

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 Name and title Date