

**Service Level Agreement for the Provision of Stop Smoking Services from 1<sup>st</sup> April 2019 – 31<sup>st</sup> March 2020.**

Dear Provider

I am writing regarding the renewal of your current SLA for Stop Smoking Services with Yorkshire Smokefree Calderdale.

Our commissioners have extended the contract from 1<sup>st</sup> April 2019 until 31<sup>st</sup> March 2020; therefore the current SLA will be extended until 31<sup>st</sup> March 2020.

The only changes to the service level agreement are, we have removed the extra £5.00 for clients that quit and do not pay for their prescription. However, we have added an extra payment of £10.00 for any clients that quit, have a long term condition and are CO validated.

The payments are as followed:

Any person that is not quit = **£10.00**

Any person that is lost to follow up is = **£10.00**

Any person that is quit = **£40.00**

Any person that is quit, has a long term condition and is CO validated = **£50.00**

**We would be grateful if you could share this information with your level 2 advisor as there could potentially be an extra £10.00 payment for your surgery.**

Information on long term conditions is collected via Quit manager; Yorkshire Smokefree will support advisors to do this.

A copy of the SLA has been sent to you by e-mail, but please see the reminder below of current key performance indicators.

### **Performance Management**

There are 7 key performance indicators (KPIs) that all providers will be assessed against on a quarterly basis:

1. All providers must achieve the Department of Health minimum standard of 35% quit conversion rate i.e., for every 3 people that set a quit date, at least 1 successful quit should be achieved.
2. The provider will provide CO monitor verified quits in a minimum of 85% of quits, in line with Department of Health standards.
3. The provider must provide full and complete outcomes via Quit Manager (DH form submission only in exceptional circumstances and with prior agreement with the core service) and return to the Service within the nationally agreed timescale of 6 weeks from the client's quit date (see section 10 for data collection deadlines). The maximum lost to follow up rate should not exceed 10% (i.e. For every 10 clients that are seen, the outcome – quit or not quit should be known for at least 9 of them)
4. All (100%) client details should have a completed code to record client ethnicity and employment status and should be correctly categorised on Quit Manager.
5. All providers should achieve **a minimum of 15 quits per annum per advisor**
6. Providers will also be monitored against SWYpFT governance arrangements for record keeping and other Care Quality Commission requirements
7. Trained Intermediate level 2 advisors responsible for delivering stop smoking support **must attend annual refresher training**, annual peer learning networks (arranged by the specialist stop smoking service) and implement any new guidance or directives that are published and update training as offered by NCSCT every 2 years. Failure to attend updates as required may result in the withdrawal of this agreement.

Please keep this letter for your records and sign and return the enclosed agreement by 22/02/2019.

Many thanks for your continued support to the service. Should you have any concerns then please contact me on the above number.

Yours sincerely



Jan Spence  
Service Manager



**Yorkshire  
Smokefree Service**

**Jan Spence  
Service Manager  
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1<sup>st</sup> April 2019 – 31<sup>st</sup> March 2020**

**\*Please delete as appropriate**

I, The Provider, \* **agree / do not agree** to provide the Local Commissioned Level 2 Stop smoking service extension for the period of 1<sup>st</sup> April – 31<sup>st</sup> March 2020.

Please and sign and return to Jan Spence at the above address

***Provider name and address:***

**Signed:**

**Date:**

**Please return by the 22<sup>nd</sup> February 2019**