

## **Template 10:           Service Level Agreement (Nursing)**

### **Service Level Agreement (generic template)**

**candidate Advanced Nurse Practitioner (cANP) xxx/ Registered Advanced Nurse Practitioner (RANP) xxx  
for xxx  
in xxx Hospital/xxx Hospital Group/General Practitioner/Primary Care/Community Healthcare Organisation/Private Organisations.**

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#### **Section One:   Introduction**

The Service Level Agreement (SLA) is a contract between the service provider(s) and its internal or external clients. The SLA specifies the services that the cANP/RANP will provide.

#### **Parties to the Agreement**

This SLA is between the:

- Advanced Nursing and Midwifery Practice Governance Groups, Directors of Nursing and Key Stakeholders supporting cANPs/RANPs
- and**
- Consultant XXX working in XXX Hospital/XXX Hospital Group/General Practitioner/Primary Care/Community Healthcare Organisation/ Private Organisations.

#### **Scope of the Agreement**

This SLA documents the following:

- The Director of Nursing in XXX is the professional line manager to the cANPs /RANPs XXX
- The Consultants/Consultant XXX provide clinical supervision and have a clinical reporting agreement with the cANPs/RANPs XXX.

#### **Purpose of the Agreement**

To ensure that relevant governance structures and reporting relationships are in place for all parties to support on-going advanced nursing services and clinical supervision to the cANPs/RANPs XXX.

#### **Agreement Commencement Date**

- The Advanced Nursing and Midwifery Practice Governance Group/Key Stakeholders in XXX will agree the commencement date
- The key stakeholders involved in reaching this agreement are detailed in Section 4.

## **Section Two: Service Description**

### **Services provided by the cANP/RANP**

The SLA sets out the services which will be provided by the cANP/RANP XXX as outlined below:

1. XXX
2. XXX

### **Resources required by the cANP/RANP**

In order to provide the services as outlined above the cANP/RANP XXX will require the following resources:

1. XXX
2. XXX

### **Key Performance Indicators**

The Key Performance Indicators associated with the delivery of these services will be reviewed on XXX by XXX.

### **Consultant/Consultants XXX**

In fitting with a clinical reporting relationship, the Consultant/Consultants XXX, at XXX is/are responsible for clinically supervising the cANPs/RANPs XXX.

### **Directors of Nursing**

In keeping with nursing governance, the Director of Nursing in XXX is responsible for providing professional nursing governance to the cANPs/RANPs.

### **cANPs/RANPs XXX**

The cANPs/RANPs will adhere to the Code of Professional Conduct and Ethics (NMBI, 2014), Scope of Nursing and Midwifery Practice Framework (NMBI, 2015), their Policies Procedures, Protocols, Guidelines and other relevant regulations/legislation and best practice guidelines.

## **Section Three: Communication and Operations**

### **Review Details**

A Service Level Review schedule will be defined and agreed periodically to review nursing/medical/clinical governance and clinical supervision.

### **Procedure to make changes to the Agreement**

SLA change requests should be made through Advanced Nursing and Midwifery Practice Governance Group/Key Stakeholders/Governance Group if still in place otherwise requests for changes to SLA should be submitted to XXX.

#### Section Four: Governance Structure XXX Hospital Group

<b>Hospital Group Organisational Governance Structure</b>	Overview: Paragraph  Outline of Hospitals within the Group:  The objectives of the group are to:
<b>Directorates Structure</b>	
<b>Nursing Governance</b>  <b>Paragraph on Hospital where cANPs/RANPs xxx</b>	Overview: Paragraph  (Appendix 1: Organogram for xxx Group Governance Structure)
<b>Paragraph on the Specialism</b>	

#### Section Five: Signatories to the Agreement

The parties to this SLA agree to the contents set out herein

Name	Signature	Date	Email
<b>RANP xxx, xxx Hospital/Service</b> Name			
<b>Consultants, GP/GP's</b> Name			
<b>Consultants, GP/GP's</b> Name			
<b>Consultants, GP/GP's</b> Name			
<b>Consultants, GP/GP's</b> Name			
<b>Chief Director of Nursing and Midwifery:</b> Name			
<b>Director of Nursing: (service provider)</b> Name			
<b>Director of Nursing/Midwifery: (service recipient)</b> Name			
<b>candidate ANP:</b> Name			
<b>candidate ANP:</b> Name			
<b>candidate ANP:</b> Name			