



Pharmacy Quality Payments

Guidance for the June 2018 Declaration

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Pharmacy Quality Payments

Quality Criteria Guidance – June 2018 Interim Declaration

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Prepared by: Primary Care Commissioning Pharmacy, Skipton House, London, SE1 6LH

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Contents

Contents	4
1 Executive Summary.....	5
2 Background.....	6
3 Claiming quality payments	7
4 Quality Payment	7
4.1 Validation of Claims	9
5 Gateway Criteria	9
5.1 Advanced services	9
5.2 NHS Choices.....	10
5.2.1 Distance Selling Pharmacies (DSPs).....	12
5.3 NHSmail	13
5.4 Electronic Prescription Service.....	15
6 Quality Criteria	15
6.1 Written Patient Safety Report	15
6.2 Safeguarding	16
6.3 Community Pharmacy Patient Questionnaire results.....	16
6.3.3 Distance Selling Pharmacies	17
6.4 Healthy Living Pharmacy (HLP), Level 1	18
6.5 Summary Care Record	18
6.6 NHS 111 Directory of Services.....	19
6.7 Referral for asthma review	22
6.8 Dementia Friends	23
6.9 Declaration Data	23
6.10 Evaluation.....	23

1 Executive Summary

The Quality Payments Scheme, which forms part of the Community Pharmacy Contractual Framework, was introduced from 1st December 2016 until 31st March 2018. As part of the interim arrangements for the first six months of 2018/19, it has been agreed that a further £37.5 million is to be invested into an extension of the scheme, with a June 2018 declaration.

The June declaration will operate in much the same way as previous declarations, requiring pharmacies to meet all of the gateway criteria before being eligible to claim payments for successfully meeting the quality criteria. A small number of minor changes have been introduced since the inception of the Quality Payments Scheme and these are outlined in this guidance.

NHS England previously published two guidance documents to support pharmacy contractors wishing to take part in the Quality Payments Scheme: [Pharmacy Quality Payments Gateway Criteria Guidance](#)¹ and [Pharmacy Quality Payments Quality Criteria Guidance](#)². This guidance replaces the Pharmacy Quality Payments-Guidance for November 2017 with guidance applicable to the June 2018 review point.

To claim a quality payment, contractors will need to complete an online [declaration](#)³ on the NHS Business Services Authority (NHS BSA) website, as per both of the April and November 2017 declarations.

The website will open for declarations for the 29 June 2018 review point on Monday 11 June 2018 at 09:00 and will close on Friday 13 July 2018 at 23:59.

NHS England has worked with stakeholders to review the Quality Payments Scheme. This has led to developments in both the declaration, and the supporting processes that enable contractors to demonstrate that they are meeting the scheme requirements. It is recommended that contractors familiarise themselves with all three guidance documents and understand the developments in the scheme before undertaking the June 2018 declaration.

Any declarations made in 2017 have no bearing on the June 2018 declaration. All contractors wishing to claim this quality payment are required to meet the requirements of the June 2018 declarations and have the appropriate up to date evidence and cannot rely on evidence used for the 2017 declarations.

Contractors must retain evidence of meeting both gateway and quality criteria for validation purposes. Where possible, details of the validation process and the evidence required are provided in this guidance.

¹ <https://www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2016/12/pharm-qual-payments.pdf>

² <https://www.england.nhs.uk/wp-content/uploads/2017/02/quality-payments-quality-criteria-guidance-1.pdf>

³ <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/community-0>

Unlike the April and November 2017 declarations, no reconciliation payments will be made for the June 2018 declaration.

2 Background

A Community Pharmacy Quality Payments Scheme, which forms part of the Community Pharmacy Contractual Framework (CPCF), was introduced from 1 December 2016 until 31 March 2018. A total of £75 million was paid to community pharmacies for meeting a number of quality criteria. The Quality Payments Scheme was designed to reward community pharmacies for delivering quality criteria in all three of the quality dimensions: Clinical Effectiveness, Patient Safety and Patient Experience.

The CPCF arrangements have been extended for the first six months of 2018/19. Included within these interim arrangements was a further £37.5 million to be invested into a six month extension of the Community Pharmacy Quality Payments Scheme, with a June 2018 declaration. This declaration point will operate similarly to previous declarations and will continue to reward community pharmacies that successfully meet the quality criteria.

Details of the Quality Payments Scheme have been provided in Part VII of the [Drug Tariff](#)⁴ Quality Payment Scheme (England). For a pharmacy to be eligible for any payment under the Quality Payments Scheme, it must first meet four gateway criteria as outlined in the [Pharmacy Quality Payments Gateway Criteria Guidance](#)⁵. It is important to note there have been minor changes made to the gateway criteria in comparison to the 2017 gateway criteria which are highlighted in section five of this guidance.

Additional guidance was published in February 2017 to support contractors to claim quality payments, to provide further clarifications on the gateway criteria and to help them demonstrate that they met any of the eight quality criteria at the 2017 review points - see the [Pharmacy Quality Payments Quality Criteria Guidance](#)⁶.

These two earlier Quality Payments Scheme documents should be read in conjunction with this publication. This guidance takes into account the learning following the 2017 declarations, the validation procedures and the subsequent modifications that have been made to processes since the 2017 declarations. It clarifies the requirements for meeting the gateway and quality criteria, completing the June 2018 declaration process and the evidence required to meet the validation procedures.

This guidance document is therefore a revision of the Pharmacy Quality Payments Guidance for the November 2017 declaration; published in October 2017. This November 2017 declaration guidance is now out of date. The November Guidance has been archived and should not be considered for the June 2018 declaration, however the archived edition is still available on the NHS England website should contractors wish to refer back to this, e.g. for validation purposes.

⁴ <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/drug-tariff>

⁵ <https://www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2016/12/pharm-qual-payments.pdf>

⁶ <https://www.england.nhs.uk/wp-content/uploads/2017/02/quality-payments-quality-criteria-guidance-1.pdf>

3 Claiming quality payments

As per previous declarations, contractors claiming a quality payment will be required to submit their declaration on the NHS BSA website. The online declaration can be found on [NHS BSA's website](#)⁷.

The website will open for declarations for the **29 June 2018** review point on Monday 11 June 2018 at 09:00 and will close on Friday 13 July 2018 at 23:59. Responses can be entered as soon as the system goes live and must be submitted before the closure of the declaration website.

Unless a contractor makes a valid claim by submitting the declaration via the NHS BSA website during this claim window, they will not be paid the quality payment.

Important: A payment can only be made once the declaration has been **submitted to the NHS BSA via the online form**. Once a contractor has **submitted** their online declaration **it cannot be altered**. The contractor is responsible for the information included in the submitted declaration. It is therefore imperative that contractors check their declaration thoroughly before submitting it, and then confirm that the declaration has been submitted.

Contractors are required to provide a contact email address so that once the declaration has been submitted; the contractor will receive an email from the NHS BSA confirming the successful declaration submission, and the details that have been declared. This email should be retained by the pharmacy as proof that the declaration was submitted and the claim was made during the claim window. The email will show how the contractor responded to each of the gateway and quality criteria. Contractors who have not received an email as expected, are advised to check their junk mail; if they still cannot locate the email they are advised to contact nhsbsa.qualitypaymentscheme@nhs.net to confirm their submission has been received. Please include the pharmacy name and ODS code in the email to avoid processing delays.

Contractors also have the option of providing an additional email address so proof that the declaration was submitted can be sent to another email address in the organisation such as a pharmacy's head office.

Proof of submitting the declaration may be required for validation purposes. It is the contractor's responsibility to ensure that they have this evidence of submission, as well as the evidence to demonstrate how they have met the requirements of each criterion of the declaration for the post-payment validation that will be undertaken.

4 Quality Payment

Payment for the June 2018 review point will be paid as part of the full payment made by the NHS BSA to contractors for their July 2018 submission.

Unlike the previous declarations, there **will not** be a reconciliation payment made to contractors. There is only a single declaration point for this scheme and the payment

⁷ <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/community-0>

made to contractors will therefore be calculated to distribute the full £37.5m funding in one go.

Pharmacies passing the gateway criteria on the review date, 29 June 2018 will receive a quality payment if they meet one or more of the criteria in Table 1.

Table 1: A summary of criteria and point weighting for each domain

+	Criteria	Points
Patient Safety	A written safety report (updated since 24 November 2017 i.e. the last review date where claimed before) at premises level available for inspection at review point, covering analysis of incidents and incident patterns (taken from an ongoing log), evidence of sharing learning locally and nationally, and actions taken in response to national patient safety alerts.	20
Patient Safety	On the day of the review 80% of registered pharmacy professionals working at the pharmacy have achieved level 2 safeguarding status for children and vulnerable adults in the last two years.	10
Patient Experience	On the day of the review, the results of the Community Pharmacy Patient Questionnaire from the last 12 months is publicly available on the pharmacy's NHS Choices page; or for distance selling pharmacies it is displayed on their website and the NHS Choices service desk has been notified as per the NHS England guidance document, "Pharmacy Quality Payments - Quality Criteria Guidance".	5
Public Health	On the day of the review, the pharmacy is a Healthy Living Pharmacy level 1 (self-assessment).	20
Digital	On the day of the review, the pharmacy can demonstrate a total increase in access to Summary Care Records (from Monday 1 May 2017 to Sunday 26 November 2017 compared to Monday 4 December 2017 to Sunday 1 July 2018). Where the pharmacy can demonstrate total access to Summary Care Records of 100 times or more in both time periods (Monday 1 May 2017 to Sunday 26 November 2017) and (Monday 4 December 2017 to Sunday 1 July 2018) they will have been deemed to have met this criterion whether there has been an increase or not.	10
Digital	On the day of the review, the pharmacy's NHS 111 Directory of Services entry is up to date.	5
Clinical Effectiveness	On the day of the review, the pharmacy can show evidence of asthma patients, for whom more than six short acting bronchodilator inhalers were dispensed without any corticosteroid inhaler within a six month period, have since 24 November 2017 (i.e. the last review date), been referred	20

	to an appropriate health care professional for an asthma review.	
Workforce	On the day of the review, 80% of all pharmacy staff working in patient facing roles are trained 'Dementia Friends'.	10
	Total number of points	100

4.1 Validation of Claims

NHS England has worked with the NHS BSA to undertake validation checks of all declarations submitted in 2017. The validation checks have compared the information provided by contractors in their declarations against national data sets held by NHS England.

Where NHS England has been unable to confirm that the contractor has met the gateway or quality criteria from these validation checks, contractors may be contacted by the NHS BSA and a request for further information made. Where a contractor is unable to provide appropriate evidence of meeting the Quality Payments Scheme requirements, they would not be eligible for a quality payment. In cases where NHS England then considers that a claim has been made for a quality payment for which the contractor is not eligible, it will be treated as an overpayment. In such cases, contractors will be contacted by the NHS BSA who will notify them that the overpayment recovery process will then commence.

Declarations made in June 2018 will be validated similarly.

5 Gateway Criteria

To qualify for payments, pharmacy contractors will have to meet the four gateway criteria, outlined below, on the day of the review 29 June 2018. As per previous declarations, meeting the gateway criteria will not, in itself, earn a quality payment for the pharmacy. Quality payments will depend on how many of the quality criteria are met by the pharmacy.

Important: The gateway criteria are similar to, but **not the same**, in all cases as the gateway criteria for the 2017 declarations. The below criteria **must** be met in order to qualify for payment on the day of the review.

5.1 Advanced services

The requirements for this gateway criterion have not changed since the 2017 review points – see section 3.1 of the [Pharmacy Quality Payments Quality Criteria Guidance](#)⁸.

The contractor must be offering at the pharmacy Medicines Use Review (MUR) or New Medicine Service (NMS); or must be registered for NHS Urgent Medicine Supply Advanced Service (NUMSAS) Pilot.

⁸ <https://www.england.nhs.uk/wp-content/uploads/2017/02/quality-payments-quality-criteria-guidance-1.pdf>

The contractor will need to be able to demonstrate, when they make their review point declaration, that they are offering at the pharmacy MUR or NMS; or that the pharmacy is registered for the NUMSAS Pilot. Details of how to register for NUMSAS are available [here](#)⁹.

5.2 NHS Choices

The requirements for this gateway criterion **have changed** since the 2017 review points. Contractors should also note that this is the gateway criterion that has been most problematic with validation of contractors' declarations for the 2017 review points. Contractors should pay particular attention to this section to ensure they meet the validation requirements and do not therefore put their quality payment at risk.

The NHS Choices entry for the pharmacy must be up to date, including Bank Holiday Opening Hours for 2018/19.

The changes made are intended to reduce the burden on contractors, NHS Choices, NHS England Regional Teams and Directory of Services (DoS) Teams in establishing which contractors are open when over the Bank Holidays. The information obtained from participating pharmacies updating their NHS Choices profiles in the QPS will inform NHS Choices, the Regional Teams and DoS leads of whether and when these pharmacies are open over the Bank Holidays. Regional teams will not be requesting Bank Holiday opening times from these pharmacies, as they have done in previous years.

The opening hours on NHS Choices should be the hours that the pharmacy is providing NHS Pharmaceutical Services, i.e. their core and supplementary hours. Where a pharmacy has scheduled breaks for their pharmacist and so are not providing NHS Pharmaceutical Services, but may be providing other non NHS Services, e.g. sales of other products, then these must not be included in their NHS Choices opening hours profile.

Additional opening hours, that are not core or supplementary hours, can be advertised in the pharmacy or locally, but not on NHS Choices, provided it is clear to the public that NHS Pharmaceutical Services are not available at these times.

NHS Choices supports this requirement by allowing contractors to create up to three sets of opening times per day on their profile. For example, a pharmacy opening between 09:00 to 17:00 with a lunch break for the pharmacist between 13:00 to 14:00 should set two sets of opening times as follows: 09:00-13:00 and 14:00-17:00.

Contractors must edit and/or validate their NHS Choices entry between 00:00 on 9 April 2018 and 23:59 on 29 June 2018.

Contractors are required to update or validate each of the following three parts of their NHS Choices profile:

- Opening hours, including Bank Holiday opening hours for 2018/19.
- Services the pharmacy provides.
- Facilities available.

⁹ <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/nhs-urgent>

The Bank Holidays during 2018/19 which occur during or after the period that contractors must edit and/or validate their NHS Choices entry are:

Monday 7 May 2018	Early May Bank Holiday
Monday 28 May 2018	Spring Bank Holiday
Monday 27 August 2018	Summer Bank Holiday
Tuesday 25 December 2018	Christmas Day
Wednesday 26 December 2018	Boxing Day
Tuesday 1 January 2019	New Year's Day

Contractors who access their NHS Choices profile before a Bank Holiday are required to update any forthcoming Bank Holiday opening times. Should a contractor update their profile after one or both May Bank Holidays, they are only required to update the upcoming bank holidays, i.e. there is no need to amend their historical opening hours for the bank holiday just passed. All contractors are required to update the Summer, Christmas Day, Boxing Day and New Year's Day Bank Holidays.

For these Bank Holidays, contractors will need to create a 'Public holiday and other special day' entry on their NHS Choices profile; see the [Quality Payments Scheme User guide](#)¹⁰ for further information.

If contractors do not add bank holiday opening times, NHS Choices will default to normal opening hours. Therefore, if a contractor has not amended their opening hours by entering them in the '**Public holidays and other dates**' section, they may be advertising incorrect opening hours and will therefore be non-compliant with the gateway criteria.

NHS England's local teams will use the Bank Holiday opening hours entered in each pharmacy's profile to plan provision of services on those dates. If the pharmacy's planned opening hours for these Bank Holidays change after the editing and/or validation of their NHS Choices profile, the contractor should update the Bank Holiday opening hours within their NHS Choices profile **and** notify their local NHS England team.

Contractors should not validate their opening times information if they have not entered this year's Bank Holiday opening times information. Failure to do this will result in failing this NHS Choice gateway criterion unless their opening hours for bank holidays are the same as their normal opening hours for those days.

Each contractor is able to amend their NHS Choices profile or validate the profile as being accurate and up to date by using the NHS Choices Provider Information Management System (PIMS). Guidance on how to do this is provided by the [Quality Payments Scheme User guide](#)¹⁰. Amending or validating the NHS Choices profile will create a record which will act as evidence to NHS England that these actions have been undertaken.

Contractors that do not have editing rights to their profile, will need to email the NHS Choices service desk (nhschoicesservicedesk@nhs.net). In order to help further integrate community pharmacies into the wider range of primary care settings, the

¹⁰ <https://www.nhs.uk/aboutNHSChoices/professionals/Pages/manage-profiles-faq.aspx>

Quality Payment Scheme encourages and promotes the use of NHSmail. Contractors are encouraged to use premises shared NHSmail accounts when requesting editing rights as it has been agreed with NHS Choices that these addresses will be used to validate the request. Use of other email accounts may lead to a delay in editing rights being granted as these will require manual validation. To apply for editing rights, contractors should supply the below information, ideally by copying and pasting the table below into an email and completing all the required information.

The code 'QPSAPPLICATION' should be added to the subject line of the email; failure to add the code to the subject line may result in a processing delay and increase the risk of a failure to achieve this gateway criterion.

Table 2: Information required when applying for editing rights

Name:	
Email address (preferably the pharmacy premises shared NHSmail account):	(This will be used as your username on the website).
Telephone number:	
Job title:	
Organisation:	
ODS code:	

For multiples to apply for editing rights for more than one pharmacy location, contractors should send the additional pharmacy names and ODS codes with their email.

Contractors who request their editing rights before 21 June 2018, via their premises shared NHSmail account, will be assured of having these enabled. Any requests after this deadline, or requests made via non-NHSmail accounts increase the risk of a contractor not obtaining editing rights in time, which could result in non-compliance with the gateway criteria. Any NHS Choices service desk ticket created after 21 June 2018 will not be accepted as mitigation for not meeting the NHS Choices requirement of the June 2018 declaration.

Existing web editors, who have lost their password, can reset their passwords from the [NHS Choices website](#)¹¹.

5.2.1 Distance Selling Pharmacies (DSPs)

The requirements for this gateway criterion **have changed** since the November 2017 review points, as the survey requested in November 2017 is no longer required.

Distance selling pharmacies (DSPs) do not, currently, have full NHS Choices entries, so DSPs will be required to:

- a) Check the name of their pharmacy on NHS Choices – it must be the trading name rather than the registered company name (unless the registered company name is the same as the trading name).

¹¹ <https://www.nhs.uk/Personalisation/ResetPassword.aspx>

- b) Check the address, telephone number and website URL on their profile.
- c) Check the provision of EPS is correctly indicated on their profile.
- d) Email the NHS Choices service desk (nhschoicesservicedesk@nhs.net), including “QPSJUNEREVIEW” **and** the pharmacy ODS code in the subject line, and confirming in the body of the email that the current information is correct or providing the correct information.

For example a DSP contractor with an ODS code AAA001 will need to submit an email with the subject line:

QPSJUNEREVIEW AAA001

Failure to add the ODS code and “QPSJUNEREVIEW” in the subject line will result in the email not being recorded in the NHS Choices summary report of DSP contractors that have achieved this gateway criteria, which will be provided to NHS England. This will mean that the contractor fails the validation process which will be undertaken by the NHS BSA.

DSPs will need to send their email to the NHS Choices service desk between 00:00 on Monday 9 April 2018 and 23:59 on Friday 29 June 2018.

DSPs that are not listed on NHS Choices should email the service desk (including ‘UNABLETOVERIFYPROFILE’ in the subject line) with the following information:

- Pharmacy name (Trading name)
- ODS code
- Address
- Telephone number
- Website URL
- EPS enabled (Yes/No)

Once this information has been received by the service desk this will count as passing the gateway criteria.

If a DSP contractor finds they are listed within the community pharmacy section of the NHS Choices website they should email the service desk following the steps outlined above and inform them that they are listed in the incorrect section of the website.

Please use this [link](#) to the DSP directory.

5.3 NHSmail

The requirements for this gateway criterion **have changed** since the 2017 review points.

Pharmacy staff at the pharmacy must be able to send and receive NHSmail from their **premises shared NHSmail** account.

This change has been introduced to encourage use of the premises specific NHSmail accounts that have been set up for every English community pharmacy that has requested one as part of the drive by NHS England to develop infrastructure to better integrate community pharmacy into the wider NHS.

Pharmacies **will not** be required to provide the details of their premises shared NHSmail address in their declaration. This will be validated for participating contractors against the active premises shared NHSmail addresses held for contractors by NHS Digital.

Unless a contractor can send and receive email from their shared NHSmail account they **will not** meet the gateway. Sending and receiving email from a personal NHSmail account **will not** be considered as having met the gateway criterion. To establish whether your pharmacy shared mailbox is QPS compliant, please follow the below guidance:

NHS Pharmacy mailboxes

Shared mailboxes inside the nhspharmacy container will have the prefix 'nhspharmacy' and will follow the below naming convention:

nhspharmacy.location.pharmacynameODScode@nhs.net

Legacy shared mailboxes

Shared mailboxes that were created prior to the introduction of the NHS pharmacy naming convention typically include the prefix of the organisation that sponsored the creation of the account, i.e. the commissioning organisation that set the account up.

Action to take to check compliancy:

Personal user accounts being used as a shared mailbox

If your pharmacy is using an individual user account as a shared mailbox this will not meet the QPS criterion. In such cases contractors will be required to register for a new shared mailbox using the NHSmail [Portal](#)¹²

Check the compliancy List

To help a contractor confirm that their NHSmail is a shared mailbox, and therefore compliant with this criterion, a list of shared mailboxes will be published on the NHSmail Portal by 14 May 2018. To view this list, contractors will be required to log in using an NHSmail personal user account.

Further information regarding pharmacy shared mailboxes can be found [here](#)¹³.

Further guidance on setting up, using and maintaining your account can be found in the [Guide for Community Pharmacies using NHSmail](#)¹⁴.

Setting up a shared account will include the creation of up to three personal accounts which will be used to access the shared account. Once a contractor has completed the registration using the automated portal, they will be sent login details for the personal accounts so that they can activate them, thereby allowing constant access to the shared NHSmail inbox.

¹² <https://portal.nhs.net/pharmacyregistration#/>

¹³ <https://portal.nhs.net/Help/joiningnhsmail>

¹⁴ <https://s3-eu-west-1.amazonaws.com/comms-mat/Comms-Archive/Guide+for+Pharmacies.pdf>

The simplest way for a contractor to ensure that they have a shared NHSmail account, and to have the evidence to demonstrate this, is to send an email from the shared account to one of the linked personal accounts during the declaration window. This email should then be filed so that it is accessible to resend to the NHS BSA if required to demonstrate that the account meets the requirements of this criterion.

Any problems or maintenance issues with pharmacy NHSmail accounts can be dealt with via the helpdesk: pharmacyadmin@nhs.net.

5.4 Electronic Prescription Service

The requirements for this gateway criterion have not changed since the 2017 review points. See section 3.4 of the [Pharmacy Quality Payments Gateway Criteria Guidance](#)¹⁵.

The pharmacy contractor must be able to demonstrate ongoing utilisation of the Electronic Prescription Service at the pharmacy premises.

6 Quality Criteria

The interim Quality Payment Scheme offers **one** declaration point where contractors can make a claim; therefore, unlike the declarations in 2017, all of the quality criteria can only be met and claimed for at the one review point, 29 June 2018.

Whether the contractor met the gateway and quality criteria and made a declaration in April and November 2017 has no bearing on the 29 June 2018 declaration. The evidence of meeting the criteria and declarations made in April and November 2017 only applied to the 2017/18 payments.

Contractors will need to have evidence of how they meet the requirements on 29 June 2018 and declare this via the NHS BSA website to be eligible for the June 2018 review point payment. For each of the quality criteria below, contractors should review the requirements and their evidence from any previous declarations and ensure that the evidence in June 2018 is updated where necessary.

6.1 Written Patient Safety Report

This quality criterion remains the same as at the 2017 review points - see section 7.1 of the [Pharmacy Quality Payment Quality Criteria Guidance](#)¹⁶.

Patient Safety

A written safety report (updated since 24 November 2017 i.e. the last review date where claimed before) at premises level available for inspection at review point, covering analysis of incidents and incident patterns (taken from an ongoing log), evidence of sharing learning locally and nationally, and actions taken in response to national patient safety alerts.

¹⁵ <https://www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2016/12/pharm-qual-payments.pdf>

¹⁶ <https://www.england.nhs.uk/wp-content/uploads/2017/02/quality-payments-quality-criteria-guidance-1.pdf>

Contractors who claimed for this criterion in either declaration in 2017 **will not** be able to use that same patient safety report to make a claim in June 2018. For the June 2018 declaration they will need to update their previous report to show how the following details have been updated and refreshed since their 2017 patient safety report was completed:

- Collated incidents and near misses from an ongoing log.
- Analysed these and have looked for patterns.
- Reflected on learning from these.
- Recorded action taken to minimise future risk from repeated errors.
- Shared learning (both nationally and locally).
- Evidenced specific actions taken by the pharmacy in response to local errors and national patient safety alerts issued by the [Central Alerting System](#)¹⁷.

6.2 Safeguarding

This quality criterion remains the same as at the 2017 review points - see section 7.2 of the [Pharmacy Quality Payments Quality Criteria Guidance](#)¹⁸.

Patient Safety
On the day of the review 80% of registered pharmacy professionals working at the pharmacy have achieved level 2 safeguarding status for children and vulnerable adults in the last two years.

Contractors who claimed in 2017 must check that those staff qualifying at those review points still qualify at the June 2018 review point, i.e. that their training and assessment or re-assessment has been completed within two years of the review date, i.e. between 30 June 2016 to 29 June 2018.

Staff who have completed the previous version of the Centre for Pharmacy Postgraduate Education (CPPE) e-learning (or learning via another route) before 30 June 2016 will need to successfully complete an assessment to obtain evidence that their knowledge is up to date.

Contractors should also review staffing to ensure that any newly appointed registered pharmacy professionals (pharmacists and pharmacy technicians) working at the pharmacy meet the safeguarding requirements. It is not a requirement of the scheme, but it is recommended as good practice that pre-registration trainees complete level 2 safeguarding.

Level 2 safeguarding training is available to all pharmacy professionals registered with the General Pharmaceutical Council via the [CPPE](#)¹⁹.

6.3 Community Pharmacy Patient Questionnaire results

¹⁷ <https://www.cas.dh.gov.uk/Home.aspx>

¹⁸ <https://www.england.nhs.uk/wp-content/uploads/2017/02/quality-payments-quality-criteria-guidance-1.pdf>

¹⁹ <https://www.cppe.ac.uk/>

This quality criterion remains the same as at the 2017 review points - see section 7.3 of the [Pharmacy Quality Payments Quality Criteria Guidance](#)²⁰.

Patient Experience

On the day of the review, the results of the Community Pharmacy Patient Questionnaire from the last 12 months is publicly available on the pharmacy's NHS Choices page or for distance selling pharmacies it is displayed on their website and the NHS Choices service desk has been notified as per the NHS England guidance document, [Pharmacy Quality Payments – Quality Criteria Guidance](#)²¹.

To qualify for this quality criterion, contractors are required to publish the results of the Community Pharmacy Patient Questionnaire (CPPQ) from the last 12 months on the pharmacy's NHS Choices page. For contractors that claimed for this quality payment in 2017, they will need to have undertaken a new survey, analysed the responses, produced a report of the results and then published the results on the pharmacy's NHS Choices page to meet this quality criterion in June 2018.

A user guide on uploading the CPPQ onto a pharmacy's NHS Choices profile is available [here](#)²².

Contractors are strongly advised to check their NHS Choices profile 12 hours after uploading the CPPQ to ensure the CPPQ results are visible. Should the results not be visible, contractors are advised to ensure they have followed the steps outlined in the user guide correctly. After creating a news article, contractors should see a green confirmation message.

6.3.3 Distance Selling Pharmacies

Distance selling pharmacies (DSPs) do not, currently, have full NHS Choices entries and so cannot publish the CPPQ on their pharmacy's NHS Choices page. To qualify for this criteria DSPs must upload and display the results of their latest CPPQ on their website. For contractors that claimed for this quality payment in 2017, they will need to have undertaken a new survey, analysed the responses, produced a report of the results and then published the results on the pharmacy's website.

The DSP website used for publication should be the same website that is listed in the DSPs NHS Choices entry (see section 5.2.1). Once a DSP has published their latest CPPQ results on their website, to meet the criterion, they must notify the NHS Choices service desk (nhschoicesservicedesk@nhs.net) including CPPQJUNE in the subject line of the email **and** the pharmacy ODS code in the subject line.

For example a DSP contractor with an ODS code AAA001 will need to submit an email with the subject heading:

CPPQJUNE AAA001

²⁰ <https://www.england.nhs.uk/commissioning/primary-care/pharmacy/framework-1618/pgp/>

²¹ <https://www.england.nhs.uk/wp-content/uploads/2017/02/quality-payments-quality-criteria-guidance-1.pdf>

²² <http://www.nhs.uk/aboutNHSChoices/professionals/Pages/manage-profiles-faq.aspx>

Failure to add the ODS code or “CPPQJUNE” in the subject line will result in the email not being recorded in the NHS Choices summary report of DSP contractors who have achieved this gateway criteria which will be provided to NHS England. This will mean that the contractor fails the validation process which will be undertaken by the NHS BSA.

DSPs will be required to declare through the NHS BSA online declaration page that they have uploaded their 2017/2018 CPPQ report onto their website which is accessible via NHS Choices.

6.4 Healthy Living Pharmacy (HLP), Level 1

This quality criterion remains the same as at the 2017 review points - see section 7.4 of the [Pharmacy Quality Payments Quality Criteria Guidance](#)²³.

Public Health
On the day of the review, the pharmacy is a Healthy Living Pharmacy level 1 (self-assessment).

The Royal Society for Public Health (RSPH) has confirmed that their online [register](#)²⁴ will remain open until March 2019. However, contractors who wish to register will need to do so before the 29 June 2018 review point to meet this quality criterion.

Contractors should be aware that there is a time delay after completing the assessment of compliance on the RSPH website before a return will be received that confirms registration. The RSPH will endeavour to contact contractors by mail or email within 10 working days and this should be taken into account by a contractor wishing to claim for this criterion.

For pharmacies that qualify under the local registration provision, the pharmacy must have been accredited as an HLP locally between 30 June 2016 and 29 June 2018. Pharmacies can demonstrate that they meet this requirement by having a copy of the signed and dated documentation confirming that between 30 June 2016 and 29 June 2018 the pharmacy was accredited as an HLP level 1 locally.

6.5 Summary Care Record

The requirements for this quality criterion were revised before the November 2017 review point (as updated in the Drug Tariff):

Digital
On the day of the review, the pharmacy can demonstrate a total increase in access to Summary Care Records (SCR) (from Monday 1 May 2017 to Sunday 26 November 2017 compared to Monday 4 December 2017 to Sunday 1 July 2018). Where the pharmacy can demonstrate total access to Summary Care Records of 100 times or more in both time periods (Monday 1 May 2017 to Sunday 26 November 2017) and (Monday 4 December 2017 to Sunday 1 July 2018) they will

²³ <https://www.england.nhs.uk/commissioning/primary-care/pharmacy/framework-1618/pgp/>

²⁴ <https://www.rsph.org.uk/our-services/registration-healthy-living-pharmacies-level1/assessment-of-compliance.html>

have been deemed to have met this criterion whether there has been an increase or not. This is in recognition of contractors who are consistently accessing the SCR to support patient care.

This change means that where a contractor has accessed the SCR 100 times or more in both period 1 and period 2 they will be deemed to have met this criterion whether there has been an increase or not. This is in recognition of contractors who are consistently accessing the SCR to support patient care.

For contractors who wish to confirm they meet this quality criteria the, the Quality Payments SCR Viewing calculator will again be provided for the June 2018 review point and is available [here](#)²⁵. This will show the number of times the pharmacy has viewed the SCR in period one and period two.

NHS Digital report the number of times a pharmacy has accessed the SCR on the calculator in full weeks (Monday to Sunday). The calculator tool is then updated once a week to include the previous week's figures; this is completed each Thursday at 10am. Contractors should therefore be aware that the data is not updated continuously and that data from the previous week will only be included in the calculator after 10am on any Thursday.

The calculator has been designed to give contractors a running balance of how many times they have accessed the SCR in period two and to show them how many more times they need to access the record to exceed their access total for period one. On Thursday 5 July 2018 the calculator will be updated for the final time to show the final figures for the two reference periods and therefore will include all the access details for a contractor up until the end of period two on Sunday 1 July 2018. Contractors may therefore wish to delay making their declaration submission until 5 July 2018 so they can check the calculator and confirm whether they have met this criterion.

Access to the SCR after midnight on Sunday 1 July 2018 will therefore not be included in the calculator and will not be considered for the Quality Payments Scheme. NHS Digital will not update the calculator after 5 July 2018 to avoid any confusion for contractors who may wish to refer to the calculator after the review date but before the closure of the declaration window on Friday 13 July 2018 at 23:59.

After the end of the declaration period, the calculator will be removed from the NHS Digital website and replaced with a SCR viewing report that does not include review point data.

6.6 NHS 111 Directory of Services

The requirements for this quality criterion have not changed since the April review point, however the process for updating the Directory of Services was altered before the November declaration and this process is outlined below.

Digital

²⁵ <https://digital.nhs.uk/summary-care-records/community-pharmacy/calculate-scr-use-quality-payments>

On the day of the review, the pharmacy's NHS 111 Directory of Services entry is up to date.

NHS England has been working with NHS Digital since the initial April 2017 review point to develop an improved Directory of Services (DoS) Profile Updater (previously known as the DoS Checker tool) for the June 2018 review date. All DoS profiles should now contain an ODS code (F code). The user will be able to search the DoS Profile Updater by ODS code or postcode to ensure all of their service profiles are included on the DoS.

Please note: Pharmacies are profiled on the DoS using a series of different profiles. The number of these profiles varies, depending on where in the country the pharmacy is located. In order to understand the number of profiles contractors should expect to see please refer to the guidance on [NHS Digital's website](#)²⁶ this guidance will be available week commencing 30 April 2018. Contractors will be asked to update their profile information that will appear in the following format:

DoS Service name
ODS code
Public phone
Website

Example of some of the information the DoS Profile Updater asks you to review

For the June 2018 review point, contractors will be required to edit or confirm that the information in the pharmacy's DoS profile is correct on the DoS Profile Updater, this must be done between **10:00 on 8 May 2018 and 23:59 on 29 June 2018** to meet the quality criterion.

Any changes and additional information, or confirmation that the profiles are accurate can be input directly into the DoS Profile Updater.

Contactors should note that the DoS Profile Updater should be used to correct incorrect information on profiles; it is **not** a process for changing existing opening hours. The regulatory processes required to amend either core or supplementary hours described in [The National Health Service \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013](#)²⁷ must be followed.

The DoS Profile Updater requires contractors to have an NHSmail address. If they do not have one, a link to the NHSmail portal to obtain one is provided [here](#)²⁸. This allows user validation, to ensure that there is greater security on the DoS Profile Updater website.

²⁶ <https://dos-profile.service.nhs.uk/guidance>

²⁷ <http://www.legislation.gov.uk/ukxi/2013/349/contents/made>

²⁸ <https://portal.nhs.net/pharmacyregistration#/>

Once the details on the DoS Profile Updater have been submitted, the contractor will receive an email confirming submission. If a reviewer is reviewing the profiles for more than one pharmacy on behalf of a multiple, they should receive an email for each pharmacy reviewed. This should be instantaneous, however, please allow up to two hours for the emails to be delivered. If the emails are not received, please email exeter.helpdesk@nhs.net to confirm that the submission has been received.

Contractors are advised to retain these confirmation emails as evidence of meeting this criterion. These confirmation emails will be sent to the contractor via the NHSmail address that they provided.

To help ensure contractors receive their confirmation emails, contractors are advised to add noreply@dos-profile.service.nhs.uk to their safe senders list before they update their profile. Alternatively, contractors will need to check their junk email folder in case the email has been inappropriately filed.

Contractors will be asked to enter information about planned opening for Bank Holidays, which will be used to confirm information previously collected by the profile updater. This should be the same as the information provided to NHS Choices. Work is ongoing to ensure that the profile updater tool feeds into both NHS Choices and NHS 111 DoS entries in the future.

Contractors who access the profile updater before a Bank Holiday are required to update any forthcoming Bank Holiday opening times. Should a contractor update their profile after one or both May Bank Holidays, they are only required to update the upcoming bank holidays, i.e. there is no need to amend their historical opening hours for the bank holiday just passed. All contractors are required to update the Summer, Christmas Day, Boxing Day and New Year's Day Bank Holidays.

To meet this quality criterion, contractors will be required to enter their bank holiday opening hours for:

Monday 28 May 2018	Spring Bank Holiday
Monday 27 August 2018	Summer Bank Holiday
Tuesday 25 December 2018	Christmas Day
Wednesday 26 December 2018	Boxing Day
Tuesday 1 January 2019	New Year's Day

The DoS Profile Updater defaults so that Bank Holidays for the next three months from the date of the review are displayed automatically; it has not been possible to change this default to include the Christmas, Boxing and New Year's Day Bank Holidays. However contractors will be required to add the bank holiday opening hours for the year ahead.

Guidance on how to use the DoS Profile Updater is available on [NHS Digital's website](#)²⁹.

Following the contractor's submission, any changes to the DoS will be approved by the NHS England Pharmacy Contracts Manager and/or the local DoS Lead. The revised DoS Profile Updater now allows updated details to be logged and actioned in

²⁹ <https://dos-profile.service.nhs.uk/guidance>

a much more timely manner than for the data provided at the November 2017 review point.

The information provided by contractors on the DoS Profile Updater will be reviewed by the local DoS Lead within 21 calendar days of the information being submitted. Where DoS Leads or local NHS England teams have queries regarding the information provided, they will contact the contractor to resolve the query. Where a change in contractual details can be accepted without reference back to the pharmacy no follow up contact will be made.

It is intended that the DoS Profile Updater is updated once by each contractor claiming for this criterion. However, if a contractor was to find that the details that have been submitted are incorrect, or change before 29 June 2018, then the DoS Profile Updater can be accessed again and the details updated.

Please note that this revised information will need to be reviewed by the DoS Lead and may initiate a query as to why the information has been changed after the original submission.

The DoS Profile Updater will be available [here](#)³⁰ from 10:00 on 8 May 2018 to 23:59 on 29 June 2018.

If contractors have any technical difficulties accessing the DoS Profile Updater, they can email the NHS Digital helpdesk (exeter.helpdesk@nhs.net) or call them on 0300 303 4034.

NHS Digital will prepare a report for NHS England of the contractors that have made a submission to the DoS Profile Updater within the above timescales which will be used by the NHS BSA to validate the declarations made by contractors for this quality criterion.

6.7 Referral for asthma review

The requirements for this quality criterion have not changed since the 2017 review points - see section 7.7 of the [Pharmacy Quality Payments Quality Criteria Guidance](#)³¹.

Clinical effectiveness
On the day of the review, the pharmacy can show evidence of asthma patients, for whom more than six short acting bronchodilator inhalers were dispensed without any corticosteroid inhaler within a six month period since 24 November 2017 , are referred to an appropriate health care professional for an asthma review.

For those contractors who claimed for this criterion in either declaration in 2017, a new review of patients since 24 November 2017 will be required. They should also review their staff's knowledge and understanding of the process to identify suitable patients. Methods used to identify 'at risk' patients and for referral should be reviewed for effectiveness.

³⁰ <https://dos-profile.service.nhs.uk/>

³¹ <https://www.england.nhs.uk/wp-content/uploads/2017/02/quality-payments-quality-criteria-guidance-1.pdf>

As in 2017, evidence is required that the pharmacy has been working to identify suitable patients for appropriate referral, even if no patients have been identified who require referral.

6.8 Dementia Friends

The requirements for this quality criterion have not changed from the 2017 review points – see section 7.8 of the [Pharmacy Quality Payments Quality Criteria Guidance](#)²².

Workforce

On the day of the review, 80% of all pharmacy staff working in patient facing roles are 'Dementia Friends'.

Those contractors who claimed for this criterion in 2017, should review staff turnover to ensure that this criterion is met on the day of the review. NHS England would advise that any new patient facing staff should routinely, as part of their induction, be advised to become a Dementia Friend. Further resources regarding supporting those living with dementia and their carers can be found on the [Alzheimer's Society's website](#)³².

6.9 Declaration Data

The declaration data from the previous two review points is available on the [NHS England website](#)³³ and full declaration data by pharmacy is available on the [NHS BSA website](#)³⁴. An infographic showing the combined declarations of the two previous review points is available [here](#)³⁵.

6.10 Evaluation

An evaluation of the Quality Payment Scheme is underway. The NHS England evaluation team has been in touch with a sample of contractors to understand their experiences of the Quality Payment Scheme. The evaluation will help to inform any decisions on whether to continue with such a scheme; and if there is such a scheme how it should work and what should be included.

We invite you to be part of the in-depth qualitative research evaluation of the Quality Payments Scheme which needs your first-hand experience and views of the scheme and processes. Please contact The Pharmacy Integration Fund Evaluation team at: england.phifevaluation@nhs.net if you would like to partake in the Scheme's evaluation.

³² <https://www.alzheimers.org.uk/>

³³ <https://www.england.nhs.uk/commissioning/primary-care/pharmacy/framework-1618/pgp/>

³⁴ <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/community-0>

³⁵ <https://www.england.nhs.uk/wp-content/uploads/2018/03/quality-pharmacy-scheme-infographic-april-nov-2017.pdf>