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Website: [www.nhsbsa.nhs.uk](http://www.nhsbsa.nhs.uk)

Date : 10/08/2017

Ref: QP/BSA

Dear Contractor,

## **Quality Payments Scheme, NHS Choices Gateway Criterion Validation – URGENT Action Required**

It has been noted that your pharmacy has not edited or verified all THREE sections of your NHS Choices profile, which was the requirement to meet the gateway criterion of the Quality Payments Scheme at the April review point. This is important as it ensures that patients and the public can access all the information they need about your pharmacy.

Urgent action is therefore required to enable you to still meet this gateway criterion; if you do not act there is a risk that you will have failed to meet the gateway criteria and therefore NHS England may take further action including reclaiming payments.

### **Urgent action**

To ensure your pharmacy meets the NHS Choices criterion you will need to do the following by **10th September 2017**:

1. Reply to this email to advise NHS Prescription Services that you intend to carry out the required actions to update your NHS Choices profile;
2. Login to your NHS Choices profile;
3. Check the 'Last verified date' on the 'Overview' page which details your opening hours – if this does not state a date between 7th February 2017 and 28th April 2017, you will need to edit or validate the information on this page (even if the information on the page is correct);
4. Check the 'Last verified date' on the 'Departments and services' page which details the services the pharmacy provides – if this does not state a date between 7th February 2017 and 28th April 2017, you will need to edit or validate the information on this page (even if the information on the page is correct). If contractors declared that they were offering Medicines Use Reviews and or the New Medicine Service to meet the Advanced Services gateway criterion, either or both services must be listed on this page; and
5. Check the 'Last verified date' on the 'Facilities' page which details the facilities the pharmacy provides – if this does not state a date between 7th February 2017 and

28th April 2017, you will need to edit or validate the information on this page (even if the information on the page is correct).

If you edited or validated your NHS Choices profile after the April review period finished for the NHS Choices gateway criterion (between 29th April 2017 and 9th August 2017) you will still be required to complete the actions in this letter otherwise you will not appear on the validation report listing pharmacies who qualify as having met this gateway criterion and further action may be taken by NHS England.

If you have lost your password to edit your NHS Choices profile, you can request a new password at: <https://www.nhs.uk/Personalisation/ResetPassword.aspx>

A User Guide for managing NHS Choices profiles to support the Quality Payments Scheme, which explains in detail how to edit or validate your profile is available at: <http://www.nhs.uk/aboutNHSChoices/professionals/Documents/pharmacy-profile-editing-guide.pdf>

**Important information for the November review point**

For the November review point contractors who do not update all three sections of their NHS Choices profile by the 24<sup>th</sup> November 2017 review date will be deemed not to have met the gateway criteria and therefore will not receive any quality payments.

Your co-operation with this exercise is very much appreciated. Thank you.

Yours sincerely,

Graham Mitchell  
Service Development Lead  
NHS Prescription Services

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