

## NHS Prescription Services NHS Quality Payments Scheme

### 29 June 2018 Review Point Pharmacy Declaration

#### PLEASE NOTE

The formatting in this PDF version may differ from the official interactive online questionnaire and is provided to allow pharmacies to view the questionnaire before completing it.

**This version of the questionnaire should not be submitted.**

To claim a Quality Payment at the June review point you must submit this declaration between **Monday 11 June 2018 at 09:00** and **Friday 13 July 2018 at 23:59**.

To qualify for a Quality Payment at the June review point, you must declare that the pharmacy meets the four gateway criteria on the 29 June 2018. Meeting the gateway criteria will not in itself earn a Quality Payment. The value of the Quality Payment depends on how many of the quality criteria the pharmacy meets.

Before completing the declaration contractors should have read the NHS England Guidance documents on the Pharmacy Quality Payments Scheme available at [www.england.nhs.uk/commissioning/primary-care/pharmacy/framework-1618/pqp/](http://www.england.nhs.uk/commissioning/primary-care/pharmacy/framework-1618/pqp/)

Contractors must ensure that the answers given are true, can be evidenced and accurately reflect how the pharmacy complies with the gateway and quality criteria of the Quality Payments Scheme as set out in the current Drug Tariff Part VIIA.

#### Please enter your pharmacy NHS Organisation Data Service (ODS) code

The ODS code is sometimes called the F code as it begins with an F and is entered on your prescription submission document at the end of each month, e.g. FA001/FAA01. All letters should be uppercase and no spaces should be entered. Please ensure this is your NHS ODS code and not your private ODS code.

When entering an ODS code above, if you receive the "You have already completed this survey" error message, it means that a response has already been submitted for the pharmacy. Please check you have entered your ODS code correctly. If you still receive the error message, email [nhsbsa.qualitypaymentscheme@nhs.net](mailto:nhsbsa.qualitypaymentscheme@nhs.net) and include your F Code and pharmacy name and address details in your message.

You can use the "Next" and "Back" buttons to navigate through the declaration prior to submission. Please check that you have completed all the questions accurately before clicking submit as you will not be able to resubmit. Any incorrect responses will affect your Quality Payment.

There is a "Reset" button at the bottom of each screen, clicking this button clears answers you entered on that screen only, it does not reset the whole form. To change answers entered on a previous screen use the "Back" button to navigate to the required questions.

## Pharmacy Details

You are logged in as the pharmacy shown below.

**{ID.name}**

**{DF\_PharmName}**

**{DF\_PharmFullAdd}**

If this is not your pharmacy, please do not complete the declaration. To log in with a different organisation (ODS) code [click here](#). If you are having trouble logging in as your pharmacy please email [nhsbsa.qualitypaymentscheme@nhs.net](mailto:nhsbsa.qualitypaymentscheme@nhs.net).

**Name of person completing the declaration (please enter first name and surname)**

**Role held within the pharmacy/organisation**

## Pharmacy confirmation email

Enter a pharmacy email address below so a confirmation email containing your response can be sent to this address after you submit.

### Pharmacy contact email address for confirmation email response after submission

Email address will be used for business to business communication

### Please re-enter the Pharmacy contact email address for confirmation email response after submission

## Additional confirmation email

Would you like an additional confirmation email containing your response to the declaration to be sent when you submit (e.g. to your head office or area manager)?

Yes

No

### Additional email address for confirmation email response

Email address will be used for business to business communication

### Please re-enter the additional email address for confirmation email response

## Email addresses do not match

The pharmacy confirmation email addresses you entered do not match.

The additional confirmation email addresses you entered do not match.

Please click the 'Back' button below and re-enter.

## Instructions

Quality Payments will be calculated based on the declaration submitted. You will not be eligible for a Quality Payment if you do not meet the requirements for that particular quality criterion. The declaration must be completed for each pharmacy site with an individual ODS code, even where the pharmacy is part of a group with multiple pharmacy premises.

### Warning

The declaration must be submitted by clicking the submit button to complete the declaration process. Any completed declarations that are not submitted, will not be received by the NHS Business Services Authority (NHSBSA) and will therefore not be processed. **This means you will not be eligible to receive a Quality Payment.**

The declaration can only be made by submitting this form. This is done by clicking the submit button at the end of the last page. Declarations made via any other route will not result in payment. Once you have completed the declaration and submitted you will not be able to access it again. Please check your answers carefully before clicking the 'Submit' button.

If you have any queries regarding making the submission, you can contact the NHSBSA by email at [nhsbsa.qualitypaymentscheme@nhs.net](mailto:nhsbsa.qualitypaymentscheme@nhs.net). Please include details of your pharmacy in your email including its name, address and NHS ODS code.

After submitting your declaration, a confirmation email detailing your declaration will be sent to the email address(es) you provide in this declaration. A copy of this confirmation email should be retained for reference purposes. If you do not receive a confirmation email it could be because you have not submitted the declaration. In such cases the declaration is not complete and contractors will not be eligible for a Quality Payment.

To ensure you receive your confirmation email please add [surveys@webhost.snapsurveys.com](mailto:surveys@webhost.snapsurveys.com) to your safe senders list before submitting or check your junk email folder if you do not receive the confirmation email after submission. If you do not receive the confirmation email within 1 day of submitting this declaration, please email [nhsbsa.qualitypaymentscheme@nhs.net](mailto:nhsbsa.qualitypaymentscheme@nhs.net).

## Gateway Criteria

The pharmacy with ODS code {ID.name} must meet the four gateway criteria statements below on 29 June 2018 to claim a Quality Payment for the June 2018 review date.

Each question needs to be answered before the declaration can be submitted.

The gateway criteria cover the following categories:

- Advanced Services
- NHS Choices
- NHSmail
- Electronic Prescription Service (EPS)

Click the 'Next' button below to answer the gateway criteria questions

## 1. Advanced Services

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

Please note if you are declaring that you are offering MURs or NMS then the service(s) must also be listed on the pharmacy's NHS Choices profile to meet the gateway criterion (this does not apply to Distance Selling Pharmacies (DSPs)).

**Please indicate if MURs and/or NMS were being offered at the pharmacy or if the pharmacy was registered to provide NUMSAS on 29 June 2018:**

(Select all that apply, or 'The pharmacy is not offering MURs or NMS and is not registered to provide NUMSAS' option)

- Medicines Use Review (MUR)
- New Medicine Service (NMS)
- Registered to provide the NHS Urgent Medicine Supply Advanced Service (NUMSAS)
- The pharmacy is not offering MURs or NMS and is not registered to provide NUMSAS

## 2. NHS Choices

**[IF NOT DSP]** Contractors are required to update or validate each of the following three parts of their NHS Choices profile.

**Were the following pages for the pharmacy up to date on 29 June 2018?**

(Select one option per row)

	Yes	No
Opening hours, including Bank Holiday opening hours for 2018/19	<input type="radio"/>	<input type="radio"/>
Services the pharmacy provides	<input type="radio"/>	<input type="radio"/>
Facilities available	<input type="radio"/>	<input type="radio"/>

**[IF NOT DSP]** Please note: For all pharmacies other than DSPs you must have logged into NHS Choices and edited or validated each of the three elements (1. Pharmacy opening hours, 2. facilities and departments and 3. services pages) in order to meet the gateway criteria. This must be done by using the contractors update facility on the NHS Choices website between 00:00 on 9 April 2018 and 23:59 on 29 June 2018.

Failure to confirm or update each of the three elements of your NHS Choices profile would mean you would not meet the gateway criterion and therefore not be eligible to claim a Quality Payment.

If you have declared that you are offering MURs or NMS to meet the Advanced Services gateway criterion then the service(s) must also be listed on the pharmacy's NHS Choices profile to meet this gateway criterion (this does not apply to DSPs).

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

- Check the name of their pharmacy on NHS Choices Internet Pharmacy List – it must be the trading name rather than the registered company name (unless the registered company name is the same as the trading name).
- Check the address, telephone number and website URL on their profile.
- Check the provision of EPS is correctly indicated on their profile.
- Email the NHS Choices service desk ([nhschoicesservicedesk@nhs.net](mailto: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.

**Have you carried out the necessary actions given above?**

- Yes
- No

See NHS England Pharmacy Quality Payments Scheme Guidance documents for full details [www.england.nhs.uk/commissioning/primary-care/pharmacy/framework-1618/pqp/](http://www.england.nhs.uk/commissioning/primary-care/pharmacy/framework-1618/pqp/)

### 3. NHSmail

**Were pharmacy staff able to send and receive NHSmail from their premises shared NHSmail account on 29 June 2018?**

Yes

No

Any problems or maintenance issues with pharmacy NHSmail accounts can be managed via the NHSmail helpdesk: [pharmacyadmin@nhs.net](mailto:pharmacyadmin@nhs.net)



## 4. Electronic Prescription Service (EPS)

**Was the pharmacy able to demonstrate on-going use of the Electronic Prescription Service at the pharmacy premises on 29 June 2018?**

Yes

No

Please note: to meet this criterion the pharmacy must:

- Have EPS Release 2 enabled
- Carry out on-going nominations for patients who are suitable for the service and who have chosen to nominate your pharmacy
- Appropriately endorse and claim for 'EPS Release 2' prescriptions each month.

If you have not received any EPS Release 2 prescriptions you can still meet this quality criterion.

See the Pharmacy Quality Payments Quality Criteria Guidance <https://www.england.nhs.uk/wp-content/uploads/2017/02/quality-payments-quality-criteria-guidance-1.pdf>

## Gateway Criteria not met - summary of responses

You have declared that the pharmacy with the ODS code {ID.name} does not meet the gateway criteria, **therefore you are not able to claim a payment for this pharmacy.**

**If this is not correct do not submit as you will not receive a Quality Payment.** Instead review the answers you entered and make any necessary corrections.

A summary of your responses to the gateway criteria is shown below.

### 1. Advanced Service {GWDQ1\_MET}

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

Please indicate if MURs and/or NMS were being offered at the pharmacy or if the pharmacy was registered to provide NUMSAS on 29 June 2018:

{GWDQ1}

### IF NOT DSP2. NHS Choices {GWDQ2\_MET}

Were the following pages for the pharmacy up to date on 29 June 2018?  
Opening hours, including Bank Holiday opening hours for 2018/19 **Yes/No**  
Services the pharmacy provides **Yes/No**  
Facilities available **Yes/No**

### IF DSP2. NHS Choices {GWDQ2\_MET}

Have you carried out the necessary actions given above?

{GWDQ2DSP}

### 3. NHSmail {GWDQ3ab\_MET}

Were pharmacy staff able to send and receive NHSmail from their premises shared NHSmail account on 29 June 2018?

{GWDQ3a}

### 4. Electronic Prescription Service {GWDQ4\_MET}

Was the pharmacy able to demonstrate on-going use of the Electronic Prescription Service at the pharmacy premises on 29 June 2018?

{GWDQ4}

If you would like to change any of your answers to the gateway criteria please navigate back through the form by clicking the 'Back' button below.

If you would like to change any answers at a later date please do not submit this form; close your web browser window. When you return to the declaration enter your pharmacy ODS code and you will be returned to the point where you closed your web browser window.

## Quality Criteria

You have declared that the pharmacy with the ODS code **{ID.name}** meets the gateway criteria.

Payments will be made for each of the quality criteria that the pharmacy achieves. The pharmacy will receive a Quality Payment if it meets one or more of the following criteria. Please indicate which of the following quality criteria the pharmacy can provide evidence of meeting on 29 June 2018, and for which the pharmacy is therefore claiming payment.

Please note you will only be able to submit your Quality Payment declaration if you have responded to all quality criteria questions to either declare that the pharmacy is eligible for that payment; or that a payment is not being claimed. This is to safeguard against contractors missing criteria by mistake.

Each question needs to be answered before the declaration can be submitted.

The quality criteria cover the following categories:

- Patient Safety - written safety report
- Patient Safety - safeguarding
- Patient Experience - Community Pharmacy Patient Questionnaire (CPPQ)
- Public Health - Healthy Living Pharmacy (HLP)
- Digital - Summary Care Record
- Digital - NHS 111 Directory of Services (DoS)
- Clinical Effectiveness - Asthma Review
- Workforce - Dementia Friends

Click the 'Next' button below to answer the quality criteria questions.

# 1. Patient Safety - written safety report

20 Points

**On 29 June 2018, did the pharmacy have a written safety report at premises level (updated since 24 November 2017 where claimed before) available for inspection at the premises, 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?**

Yes

No

## 2. Patient Safety - safeguarding

10 Points

**On 29 June 2018, had 80% of registered pharmacy professionals working at the pharmacy achieved level 2 safeguarding status for children and vulnerable adults in the last two years?**

Yes

No

Please note: This requirement covers all registered pharmacy professionals (pharmacists and pharmacy technicians) working in the pharmacy. Each registered pharmacy professional working in the pharmacy on 29 June 2018 count as one, if they worked any part of the day at the pharmacy.

### 3. Patient Experience - Community Pharmacy Patient Questionnaire

5 Points

Contractors that claimed for this quality payment in 2017 will need to have undertaken a new survey and have the results published on their NHS Choices profile.

**On 29 June 2018 were the results of your Community Pharmacy Patient Questionnaire (CPPQ) from the last 12 months publicly available on the pharmacy's NHS Choices page?**

Yes

No

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 and notify the NHS Choices service desk. If this is the case, the contractor may answer 'Yes'.

The website used for publication should be the same website that is listed in the DSPs NHS Choices entry. 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](mailto:nhschoicesservicedesk@nhs.net)). See 'The Pharmacy Quality Payments – Quality Criteria Guidance for full details: [www.england.nhs.uk/commissioning/primary-care/pharmacy/framework-1618/pqp/](http://www.england.nhs.uk/commissioning/primary-care/pharmacy/framework-1618/pqp/)

## 4. Public Health - Healthy Living Pharmacy

20 points

**On 29 June 2018 was the pharmacy a Healthy Living Pharmacy (HLP) level 1 (self-assessment)?**

Yes

No

**What form of accreditation does the pharmacy have for its HLP status?**

The pharmacy has undertaken a self-assessment and has an entry on the Royal Society for Public Health (RSPH) online registry

The pharmacy was accredited as an HLP level 1 locally between 30 June 2016 and 29 June 2018 and has a copy of the signed and dated documentation that demonstrates this

The pharmacy was accredited as an HLP level 1 locally prior to 30 June 2016 and has a copy of the signed and dated documentation that demonstrates this. The pharmacy has also undertaken a self-assessment that it meets the requirements of a level 1 HLP, as defined by Public Health England (PHE)

## 5. Digital - Summary Care Record

10 points

**On 29 June 2018, was the pharmacy able to demonstrate either a total increase in access to Summary Care Records in period 2 (Monday 4 December 2017 to Sunday 1 July 2018) compared to period 1 (Monday 1 May 2017 to Sunday 26 November 2017); or access to Summary Care Records of 100 times or more in both period 1 and 2?**

Yes

No

Please note: Contractors should have confirmed an increase from period 1 to period 2 or access to Summary Care Records of 100 times or more in both period 1 and 2 by using the NHS Digital calculator available here as evidence of meeting this quality criterion.



## 6. Digital - NHS 111 Directory of Services (DoS)

5 points

**On 29 June 2018, was the pharmacy's NHS 111 Directory of Services entry, as held on the NHS 111 DoS profile updater, up to date?**

Yes

No

Contractors are required to have confirmed or amended their DoS details to ensure that they are current and accurate for this review date. This can be achieved by completing the NHS 111 DoS Profile Updater [here](#).

## 7. Clinical Effectiveness - Asthma Review

20 points

**On 29 June 2018, was the pharmacy able to show evidence that asthma patients (for whom more than 6 short acting bronchodilator inhalers were dispensed without any corticosteroid inhaler within a 6 month period since 24 November 2017) were referred to an appropriate health care professional (HCP) for an asthma review?**

Yes

No

Please note: Where no patients are identified for referral, the contractor will still be eligible for payment as long as they can provide evidence that they have been working to identify suitable patients and that they have a process in place for referral should they identify someone. If this is the case, contractors should select "Yes".

## 8. Workforce - Dementia Friends

10 points

**On 29 June 2018, were 80% of all pharmacy staff working in patient facing roles 'Dementia Friends'?**

Yes

No

Pharmacy staff with a patient-facing role should include all registered pharmacy professionals, all pre-registration graduates, everyone working in the dispensary, all medicines counter assistants and all delivery drivers delivering pharmacy related products.

Each patient-facing member of staff working in the pharmacy on 29 June 2018 count as one, if they have worked any part of the day for the pharmacy.

## Review of your response - Gateway Criteria

You have indicated that pharmacy {ID.name} meets the gateway and quality criteria, your responses to the gateway criteria declaration questions are shown below. Please review this carefully before completing the declaration on the final screen and submitting. If you would like to change any of your responses please use the back button to navigate to the relevant question(s).

If you would like to change any answers at a later date please do not submit this form; close your web browser window. When you return to the declaration enter your pharmacy ODS code and you will be returned to the point where you closed your web browser window.

However, please note:

The declaration must be submitted by clicking the 'Submit' button to complete the declaration process. Any completed declarations that are not submitted, will not be received by the NHSBSA and will therefore not be processed. **This means you will not be eligible to receive a Quality Payment unless this declaration is submitted.**

### 1. Advanced Service {GWDQ1\_MET}

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

Please indicate if MURs and/or NMS were being offered at the pharmacy or if the pharmacy was registered to provide NUMSAS on 29 June 2018:

{GWDQ1}

### IF NOT DSP2. NHS Choices {GWDQ2\_MET}

Were the following pages for the pharmacy up to date on 29 June 2018?

Opening hours, including Bank Holiday opening hours for 2018/19 {GWDQ2.1}

Services the pharmacy provides {GWDQ2.2}

Facilities available {GWDQ2.3}

### IF DSP2. NHS Choices {GWDQ2\_MET}

Have you carried out the necessary actions given above?

{GWDQ2DSP}

### 3. NHSmail {GWDQ3ab\_MET}

Were pharmacy staff able to send and receive NHSmail from their premises shared NHSmail account on 29 June 2018?

{GWDQ3a}

### 4. Electronic Prescription Service {GWDQ4\_MET}

Was the pharmacy able to demonstrate on-going use of the Electronic Prescription Service at the pharmacy premises on 29 June 2018?

{GWDQ4}

## Review of your response - Quality Criteria

Your responses to the quality criteria declaration questions are shown below. Please review this carefully before completing the declaration on the next screen and submitting. If you would like to change any of your responses please use the back button to navigate to the relevant question(s).

### 1. Patient Safety - written safety report {QDQ1\_MET}

On 29 June 2018, did the pharmacy have a written safety report at premises level (updated since 24 November 2017 where claimed before) available for inspection at the premises, 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?  
{QDQ1}

### 2. Patient Safety - safeguarding {QDQ2\_MET}

On 29 June 2018, had 80% of registered pharmacy professionals working at the pharmacy achieved level 2 safeguarding status for children and vulnerable adults in the last two years?  
{QDQ2}

### 3. Patient Experience - Community Pharmacy Patient Questionnaire (CPPQ) {QDQ3\_MET}

On 29 June 2018 were the results of your Community Pharmacy Patient Questionnaire (CPPQ) from the last 12 months publicly available on the pharmacy's NHS Choices page?  
{QDQ3}

### 3. Patient Experience - Community Pharmacy Patient Questionnaire (CPPQ) {QDQ3\_MET}

On 29 June 2018 were the results of your Community Pharmacy Patient Questionnaire (CPPQ) from the last 12 months publicly available on the pharmacy's NHS Choices page?  
{QDQ3}

### 4. Public Health - Healthy Living Pharmacy (HLP) {QDQ4a\_MET}

On 29 June 2018, was the pharmacy a HLP level 1 (self-assessment)?  
{QDQ4a}

### 4. Public Health - Healthy Living Pharmacy (HLP) {QDQ4a\_MET}

On 29 June 2018, was the pharmacy a HLP level 1 (self-assessment)?  
{QDQ4a}

What form of accreditation does the pharmacy have for its HLP status?  
{QDQ4b}

### 5. Digital - Summary Care Record {QDQ5\_MET}

On 29 June 2018, was the pharmacy able to demonstrate either a total increase in access to Summary Care Records in period 2 (Monday 4 December 2017 to Sunday 1 July 2018) compared to period 1 (Monday 1 May 2017 to Sunday 26 November 2017); or access to Summary Care Records of 100 times or more in both period 1 and 2?  
{QDQ5}

### 6. Digital - NHS 111 Directory of Services (DoS) {QDQ6\_MET}

On 29 June 2018, was the pharmacy's NHS 111 Directory of Services entry, as held on the NHS 111 profile updater, up to date?  
{QDQ6}

### **7. Clinical Effectiveness - Asthma Review {QDQ7\_MET}**

On 29 June 2018, was the pharmacy able to show evidence that asthma patients (for whom more than 6 short acting bronchodilator inhalers were dispensed without any corticosteroid inhaler within a 6 month period since 24 November 2017) were referred to an appropriate health care professional (HCP) for an asthma review?

{QDQ7}

### **8. Workforce - Dementia Friends {QDQ8\_MET}**

On 29 June 2018, were 80% of all pharmacy staff working in patient facing roles 'Dementia Friends'?

{QDQ8}

## Declaration

Please complete the declaration for pharmacy {ID.name} by ticking the box below.

I declare that:

- the answers to the previous declaration questions are correct and that they accurately reflect how the pharmacy complies with the Quality Payments Scheme gateway and quality criteria as set out in the current Drug Tariff Part VIIA
- the pharmacy contractor has evidence to support the answers given and will provide this to NHS England or the NHSBSA for the purpose of post payment verification if requested

Please check your answers carefully before completing the process by clicking the 'submit' button below. Any completed declarations that are not submitted, will not be received by the NHSBSA and will therefore not be processed. **This means you will not be eligible to receive a Quality Payment.**

### Warning

Once you have completed the declaration and clicked submit, you will not be able to change it.

No further claim will be accepted relating to the 29 June 2018 review point.