

NHS Prescription Services

CPAF Screening Questionnaire 2023/24

Important information about this document

This is a reference copy of the Community Pharmacy Assurance Framework Screening Questionnaire. The questionnaire must be completed via a separate online form through the NHSBSA MYS portal between Monday 3 July 2023 and midnight Sunday 30 July 2023. It is now a regulatory requirement to complete the CPAF Screening Questionnaire which is carried out on an annual basis. Please visit the NHSBSA website for the latest information: <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/community-pharmacy-assurance-framework-cpaf>.

Please do not attempt to submit this form as the 2023/24 version of the questionnaire must be completed through the online form accessed by the NHSBSA MYS portal. If you do not have access to the MYS portal, the NHSBSA will contact you separately to provide a link to the online form.

This printable copy of the questionnaire has been published for reference purposes and as a training tool. It allows pharmacies to assure themselves that they are compliant with the Terms of Service under the community pharmacy contractual framework when the screening questionnaire is not taking place. This document can be saved or printed to keep as a record.

Please note that this version of the questionnaire should not be submitted and will not appear in any reports produced as part of the CPAF exercise.

Pharmacies that complete this hard copy questionnaire are still required to complete the online version of the CPAF questionnaire.

About the Community Pharmacy Assurance Framework

We need to assure ourselves that all services commissioned by the NHS are of consistent high quality. The CPAF Screening Questionnaire is a short self-assessment tool to help us identify which pharmacies we will ask to provide further assurance by completing the full CPAF questionnaire to provide evidence that will demonstrate that they meet their terms of service. This information will also be used to decide whether to arrange a contract monitoring visit.

If your pharmacy is being considered for a full monitoring visit you will be requested to complete and return the full Community Pharmacy Assurance Framework (CPAF) pre visit questionnaire. However both PSNC and NHS England recommend that all Pharmacy contractors make use of the full CPAF pre visit questionnaire to assure themselves that they are compliant with Terms of Service as set out in the NHS (Pharmaceutical and Local Pharmaceutical) Regulations 2013.

The questions asked in this screening questionnaire are indicators of the level of compliance with the terms of service. Contractors should also satisfy themselves that they are compliant with the terms of service, which are set out in Schedule 4 of The NHS (Pharmaceutical and Local Pharmaceutical) Regulations 2013 as amended. See also: www.psnc.org.uk/cpaf

Please note that when answering this screening questionnaire, you will be stating your compliance with the Terms of Service during 2022/23.

About this questionnaire

The questionnaire will take between 10 and 20 minutes to complete. Please ensure you read all questions and answers carefully. Some questions may require multiple answers and therefore tick all boxes that apply. The questions are in three sections:

- Section 1 asks for information to make sure we can correctly identify your pharmacy and confirm who is completing the questions on behalf of your pharmacy.
- Section 2 includes 10 questions. You should select the statements that most closely match what actually happens in your pharmacy, bearing in mind you must be able to provide evidence to validate your selections (and that you may subsequently be asked to provide this evidence during a contract monitoring visit).
- Section 3 allows you to provide feedback. It also requires you to make a declaration that the pharmacy has the evidence to support the answers given, and that they truly and accurately reflect how the Pharmacy complies with the terms of service as set out in the NHS (Pharmaceutical and Local Pharmaceutical) Regulations 2013 as amended.

Section 1

Pharmacy Information

Questions marked with a red asterisk must be completed.

Pharmacy ODS Code*

Pharmacy Trading Name*

Your name*

Are you usually the responsible pharmacist at the pharmacy premises?*

Yes

No

On average, how many hours a week are you the responsible pharmacist at this pharmacy?*

0-15 16-30 31-45 46-60 61-75 76-90 91+

Please state your job role - indicate all that apply.*

- Owner/contractor
- Manager (Non-pharmacist)
- Manager (Pharmacist)
- Pharmacist
- Dispenser
- Technician
- Superintendent
- Other (please specify)

Section 2

Pharmacy Attainment Questions

Attainment Level Checklist

Please tick the boxes below to show which criteria your pharmacy meets.

To attain **Level 1** you must select all **Level 1 criteria**

To attain **Level 2** you must select all **Level 1 and all Level 2 criteria**

To attain **Level 3** you must select all **Level 1 and all Level 2 criteria** and select **at least one of the Level 3 criteria** (if more than one option is available)

Question 1: Standard Operating Procedures (SOPs)

This question was retired for 2021/22 and no longer needs to be completed. The question remains on this form only for administration purposes therefore no action is required from contractors.

Please go to question 2

Pharmacy Attainment Questions

Question 2: Prescribed Medicines Advice

This question was retired for 2018/19 and no longer needs to be completed. The question remains on this form only for administration purposes therefore no action is required from contractors.

Please go to question 3

Pharmacy Attainment Questions

Attainment Level Checklist

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Question 3: Storage of Prescribed Drugs and Return of Unwanted Medicines

When we hand out a medicine that we have dispensed, information on safe storage and returns is provided by:

Level 1 Information being made available in the pharmacy e.g. displayed on a poster or on the dispensing bag or on the website

Level 2 Extra information given verbally when we believe it needs reinforcement

Level 3 Printed information in an electronic or printed format supplied to patients on high risk medicines

Pharmacy Attainment Questions

Attainment Level Checklist

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Question 4: Repeat Dispensing

For the purposes of this questionnaire repeat dispensing means 'batch prescriptions', i.e. NHS repeatable prescriptions.

Has your pharmacy dispensed one or more repeatable prescriptions in the last year?*

Yes

No

If you answer no to the question above, please answer the following questions as to what you would do if you were to receive a repeat dispensing prescription.

Thinking about repeatable dispensing, for each batch dispensing:

**Level
1**

- We have trained relevant staff to be able to deliver the repeat dispensing service
- We ask the patient (or their representative) whether the patient's condition has changed each time we issue items against a batch prescription

**Level
2**

- We ask the patient (or their representative) whether each item is still needed
- If the patient doesn't need an item, we record that it wasn't supplied

**Level
3**

- We regularly review reasons why items are not supplied and provide relevant feedback to the prescriber/patient where appropriate

Pharmacy Attainment Questions

Question 5: Owings

This question was retired for 2018/19 and no longer needs to be completed. The question remains on this form only for administration purposes therefore no action is required from contractors.

Please go to question 6

Pharmacy Attainment Questions

Attainment Level Checklist

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Question 6: Prescription Based Interventions

When appropriate we provide advice to people presenting prescriptions who appear to:

- have diabetes
- be at risk of coronary heart disease (especially those with high blood pressure)
- smoke or are overweight

with the aim of increasing the person's knowledge and understanding of the health issues which are relevant to that person's personal circumstances by:

Level 1

- Providing leaflets or other printed material, providing information in electronic format, signposting to suitable websites, or holding information on the pharmacy's website for patients to self-select
- Providing additional advice directly to the patient/carer when asked

Level 2

- Taking opportunities to provide advice directly to patients/carers where appropriate for the above patient groups
- Making a note where appropriate of the advice in a form that facilitates audit of provision of the service and follow up care for the person given the advice

Level 3

- Using records of previous advice given to follow up with patients when necessary
- Actively seeking opportunities to provide ongoing support backed up with written information or information in an electronic format e.g. leaflet when dispensing their blood pressure medication (following the first time)

Pharmacy Attainment Questions

Attainment Level Checklist

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Question 7: Signposting

NHS England advises that you use the NHS website (www.nhs.uk), the NHS England website (www.england.nhs.uk), local ICB and Local Authority websites to obtain up to date signposting information in addition to any paper based or emailed information that may be supplied from time to time.

When a customer requires advice or treatment which we do not provide in our pharmacy we:

Level 1 Use signposting information to find out where the customer can get the advice or treatment they need and provide them with the details

Level 2 Make a note (where appropriate) of the information provided in a form that facilitates audit of provision of the service and follow up care for the person given signposting information

Level 3 Use the record of the written referral to follow up with customers if necessary

Tell customers about local services where individual members of staff know about these from their own knowledge

Use additional information (e.g. leaflets, or from the internet) alongside the signposting information that we have gathered together for ourselves and provide the customer with these details

Pharmacy Attainment Questions

Attainment Level Checklist

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Question 8: Clinical Governance - Risk Management

When a patient safety incident occurs in the pharmacy:

Level 1 Relevant staff members are informed and know their responsibilities for incident recording investigation and reporting

Level 2 We make a patient safety incident report to the National Reporting and Learning System (either directly or via Head Office)

Relevant staff participate in discussion about actions to be taken including detail of any steps to reduce risk of recurrence

Records are kept of the analysis and response to critical incidents

Level 3 We discuss past incidents to ensure any actions adopted have been implemented and have effected the desired change

Pharmacy Attainment Questions

Question 9: Clinical Governance - Locums

This question was retired for 2021/22 and no longer needs to be completed. The question remains on this form only for administration purposes therefore no action is required from contractors.

Please go to question 11

Pharmacy Attainment Questions

Question 10: Training & Performance Management

This question was retired for 2021/22 and no longer needs to be completed. The question remains on this form only for administration purposes therefore no action is required from contractors.

Please go to question 11

Pharmacy Attainment Questions

Attainment Level Checklist

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Question 11: Safeguarding

We manage safeguarding issues by ensuring that:

**Level
1**

- The pharmacy has appropriate safeguarding procedures
- The pharmacist is aware of how safeguarding issues should be reported and to whom
- All pharmacy staff are aware of when to raise safeguarding concerns with the

**Level
2**

- Contact information for safeguarding interventions is kept up to date
- The pharmacist and pharmacy technicians have undertaken or renewed training on Safeguarding (Level 2) in the last 2 years

**Level
3**

- Any safeguarding issues that have occurred in the pharmacy, or elsewhere, are reflected upon by the pharmacy team

Pharmacy Attainment Questions

Question 12: Pharmacy Based Audit

This question was retired as no pharmacy-based audits were required in 2020/21 or 2021/22 due to the COVID-19 response, and no longer needs to be completed. The question remains on this form only for administration purposes therefore no action is required from contractors. Please go to question 13.

Pharmacy Attainment Questions

Attainment Level Checklist

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Question 13: The promotion of healthy living

Thinking about the pharmacy team, workforce development and engagement we can confirm that:

Level 1

- All patient-facing pharmacy staff can access the NHS website and other appropriate public health information sources when providing advice on health issues and where appropriate
- Where appropriate, there is at least one member of the patient-facing pharmacy staff (one full time equivalent or at least one if no full time equivalent is employed) who is a qualified health champion. If no qualified health champion is in place, the pharmacy is actively training / recruiting staff to have one in place within 6 months

Level 2

- Patient facing pharmacy staff proactively engage with patients and the public using the pharmacy, to offer them advice, support and signposting to other providers of services in the community
- The pharmacy has an appointed health and wellbeing leader from the pharmacy team (with the leader having completed leadership training. If no health and wellbeing leader is in place, the pharmacy is actively training / recruiting staff to have one in place within 6 months

Level 3

- The pharmacy proactively engages with other health providers and charities to work with the pharmacy to support the delivery of key health messages for the population they serve. (Owing to the nature of DSPs, populations may be across differing localities)
- There is a plan in place to train or recruit a new qualified health champion, within 6 months, if the qualified health champion leaves the employment of the pharmacy contractor
- There is a plan in place to train or recruit a new health and wellbeing leader, within 6 months if the health and wellbeing leader leaves the employment of the pharmacy contractor

Pharmacy Attainment Questions

Attainment Level Checklist

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Question 14: The pharmacy premises and privacy

Thinking about the environment where pharmacy services and patient care are delivered we confirm that:

Level 1

a) The pharmacy premises have a consultation room, clearly designated as a room for confidential conversations, distinct from the general public areas of the pharmacy premises; or

b) The pharmacy is a DSP or it has been agreed with NHSE that the pharmacy premises are too small for a consultation room to be installed

and has arrangements in place which enable staff and patients to communicate confidentially by telephone or another live audio link and live video link

Level 2

When communicating with patients and the public and offering advice on difficult or sensitive issues, all pharmacy staff offer and maintain patient privacy appropriately

The pharmacy premises have a clearly identified and prominent health promotion zone with up to date health and wellbeing materials to meet the needs of the population they serve. If the pharmacy is a DSP, it has a website with an interactive health promotion page which is clearly promoted to any user of the website when they first access it, which provides public access to a reasonable range of up to date materials that promote healthy lifestyles, by addressing a reasonable range of health issues

Level 3

The pharmacy team considers their environmental impact and proactively works to reduce negative environmental impacts (e.g. recycling of paper materials, recycling of plastic and efficient route-planning for delivery services).

Pharmacy Attainment Questions

Attainment Level Checklist

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Question 15: Community Pharmacy Staffing

In relation to staff members (including permanent/fixed-term staff members and locums/relief staff; registered pharmacy professionals and support staff) we confirm that:

**Level
1**

- Permanent and fixed-term staff have an induction when joining the pharmacy, and a training record is maintained for each staff member
- Checks are carried out to ensure that pharmacists and pharmacy technicians have appropriate registration when joining the pharmacy and as appropriate thereafter

**Level
2**

- Permanent and fixed-term staff have arrangements for identifying and supporting their development needs in relation to NHS services
- There is a process for ensuring staff have necessary accreditations (e.g. to provide any advanced or enhanced services if applicable) and smartcards on joining the pharmacy
- Permanent and fixed term staff are subject to a process to address poor performance where this occurs

**Level
3**

- Permanent and fixed term staff have an annual appraisal

Pharmacy Attainment Questions

Attainment Level Checklist

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Question 16: Opening Hours, Temporary & Emergency Closures

(NB: If your pharmacy is part of a pharmacy multiple/chain, this question might involve you working with your head office team. If you are unsure, you should confirm with them if any of this is actioned on your behalf by them)

Thinking about the pharmacy's contracted opening hours, any changes that have been made to those hours during the past year, and any temporary/emergency closures, we confirm that:

| | |
|--------------------|---|
| Level 1 | <p>We are aware our opening hours are part of our contractual arrangements with NHS England</p> <p>We are aware of how to action changes to our contracted hours (including how to apply for and notify those changes as needed)</p> |
| Level 2 | <p>We update or validate our online profiles (e.g. DOS, NHS website) each quarter to help patients access services</p> <p>As far as possible, we have contingency arrangements to ensure we can maintain our contracted opening hours, and notify any emergency closures to NHS England</p> |
| Level 3 | <p>We update local prescribers (eg GP practices, substance misuse clinics, walk-in centres etc) if we have to close in an emergency or at short notice</p> <p>We work with our local NHS England regional team (which may be through our LPC) to provide information on our bank holiday opening hours / confirm bank holiday closures when requested</p> |

N.B. from 31 July 2023, as an update to Terms of Service, contractors will need to have business continuity plans in place for temporary closures. However, for the purposes of this question, please answer for the year 2022/23.

Feedback and Declaration

Questions marked with a red asterisk must be completed.

If you have any additional comments you would like to make, please type them in below.

A copy of your submission will be sent to {PRIMARYRECPT}. If you would like an additional copy sent to a different email address, please give it below.

If you would like to receive a message containing details of your submission please enter your email address below.

(You should receive the email within 2 hours of submitting the form)

Declaration

Please complete the following declaration by ticking the box below:

I declare that:

- the pharmacy has evidence to support the answers given
- that the answers given are true and accurately reflect how the Pharmacy complies with the terms of service as set out in the NHS (Pharmaceutical and LocalPharmaceutical) Regulations 2013 as amended.

I declare that the pharmacy meets the terms of the above declaration*