

Quality Payments 2018/19

Details of the next Quality Payments period have now been confirmed. This article outlines the gateway and quality criteria, highlighting what remains the same and what has changed. Most of the content of this document has been taken PSNC Quality Payments site, ensuring that all contractors receive the same clear consistent message. In this article we have also added some useful links for accessing support material.

Review/Claim Dates

For this period there will be one review point, on Friday 15th February 2019, for which a Quality Payment can be claimed. We will need to claim payments between 9am on Monday 4th February 2019 and 11.59pm on Friday 1st March 2019.

The NHS BSA will validate the gateway criteria declaration within a week of it being submitted by the contractor and will advise contractors if they have passed or failed the validation.

Contractors who appear not to have met the criteria in relation to their declaration will be informed by the NHS BSA within one week of submitting their declaration and will be required to provide further evidence to support their claim.

Please consider review the following historic guidance for further clarification:

- [The Pharmacy Quality Payments – Gateway Criteria Guidance](#), which was published in December 2016, outlined the first steps which community pharmacies across England needed to take to prepare for the new Quality Payments Scheme which ran from December 2016 to March 2018.
- [The Pharmacy Quality Payments – Quality Criteria Guidance](#), which was published in February 2017, provided information to contractors on how to claim quality payments and demonstrate that they meet any of the eight quality payment criteria.
- Further information on the validation and verification process can be found on *Validation and verification process* section of the [NHS BSA website](#).
- The NHS Business Services Authority (NHS BSA) has published the declaration data for the April and November 2017 and June 2018 review points of the Quality Payments Scheme. [NHS BSA declaration data](#) (scroll down to the Declaration Data section)
- Full PSNC guidance of the **current** Quality Payments framework is available using the following link <https://psnc.org.uk/our-news/second-quality-payments-scheme-for-2018-19-announced/>

The Gateway Criteria

For the second half of the Quality Payments Scheme 2018/19, there are five gateway criteria which contractors must meet. As per previous declarations, passing the gateway criteria will not, in and of itself, earn a quality payment for the pharmacy.

Criteria	Guidance	What Good Looks Like	Hints/Links
Advanced services	<p>‘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 Pilot’.</p> <p>If a contractor is declaring that they provide MURs and/or NMS at the pharmacy to meet the Advanced Services gateway criterion, they should ensure that either or both of these services are listed on their NHS.UK profile (this does not apply to distance selling pharmacies).</p>	<p>Continue offering MUR, NMS and NUMSAS (if registered) to all appropriate patients.</p>	<p>Further details, including full service specifications can be found on the PSNC website</p>
NHS.UK entry (previously known as NHS Choices)	<p>‘On the day of the review, the NHS.UK entry, including bank holiday opening hours for the pharmacy must be up to date’. The Bank Holidays during 2018/19 that contractors must edit and/or validate on their NHS.UK entry are:</p> <ul style="list-style-type: none"> • Tuesday 25th December 2018 Christmas Day • Wednesday 26th December 2018 Boxing Day • Tuesday 1st January 2019 New Year’s Day <p>Contractors must edit and/or validate their NHS.UK entry between 12am on 3rd December 2018 and 11.59pm on 15th February 2019.</p>	<p>Ensure that your NHS.UK entry is correct.</p>	<p>_____</p> <p>_____</p> <p>_____</p>
Community Pharmacy Patient Questionnaire (CPPQ)	<p>‘The results of the last completed Community Pharmacy Patient Questionnaire is publicly available on the pharmacy’s NHS.UK page. This was previously a quality criterion but is now a gateway criterion. Contractors that claimed for this quality payment in June 2018 are likely to have already uploaded their last completed CPPQ results to their NHS.UK profile.</p>		<p>To view your most recent CPPQ certificate, please click here. Please note, NHS Choices has been rebranded to NHS.UK.</p>

<p>NHSmail</p>	<p>‘Pharmacy staff at the pharmacy must be able to send and receive NHSmail from their shared premises NHSmail account, which must have at least two live linked accounts’.</p> <p>A live account is one that has been activated and not been dormant for over 90 days. Staff members who already have personal NHSmail accounts should be aware that passwords should be changed every 90 days. Accounts not accessed for more than 90 days will be suspended and if they are not accessed for a further 90 days they will be deleted.</p>	<p>All contractors must ensure that their pharmacy teams have access to the shared mailbox and have their individual accounts set up. The contractor must have at least two linked live accounts.</p>	<p>Further information is available on NHS Digital's website - https://digital.nhs.uk/services/nhsmail</p>
<p>IT operating system compliance with the NHS Digital Warranted Environment Specification (WES)</p>	<p>‘The contractor must have consulted the NHS Digital Warranted Environment Specification (WES) and/or their System Supplier(s) and have reassured themselves, and can demonstrate, that all their operating system and browser versions currently in use in their pharmacy to link to NHS Digital systems, such as the Electronic Prescription Service and Summary Care Record, comply with the WES; and are therefore supported by NHS Digital for connectivity to NHS Spine systems’.</p> <p>The NHS Digital WES defines the versions of software required to be installed on computers in order that they are supported by NHS Digital to access NHS Spine systems and applications requiring a Smartcard, such as the SCR portal or EPS tracker. It is already a requirement that contractors comply with these requirements when they connect to NHS Spine systems. WES compliance aims to improve cybersecurity, by preventing the use of out of date and unsupported operating systems and web browsers.</p> <p>Contractors need to check that the computers they use to access NHS Spine services are using operating systems and web browsers which are compliant with the NHS Digital WES. The operating systems listed in the current WES are:</p> <ul style="list-style-type: none"> • Windows Server 2012 R2 • Windows 7 SP1 32-bit / 64-bit • Windows 8.1 32-bit / 64-bit • Windows 10 64-bit <p>The browser versions listed in the current WES are:</p> <ul style="list-style-type: none"> • Microsoft Internet Explorer (IE) 11 • Microsoft Edge • Google Chrome • Mozilla Firefox <p>NHS Digital will be able to assess contractor compliance with these requirements when they log onto the SCR portal.</p>		<p>Contractors should contact their service provider as they may already be compliant.</p>

The Quality Criteria

There are several changes to the to the Quality Payment criteria, including the number of points allocated for each criterion.

Meeting the gateway criteria and achievement of some or all of the quality criteria set for the scheme, described below, will mean a contractor is eligible for payments under the scheme.

Domain		Guidance	What do I need to do?	Helpful Hints/Links
	<p>Patient Safety Report</p>	<p>A written patient safety report (updated since 28 June 2018, i.e. the last review date or covering the last year if not previously claimed) 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.</p>		<p>Patient safety Support kit https://nsp.bootslive.co.uk/sites/bootslive/AllUKNonOpticiansUsers/Pages/Information-on-the-patient-safety-support-kit.aspx</p> <p>PIERS Link https://nsp.bootslive.co.uk/sites/bootslive/AllUKNonOpticiansUsers/Pages/Pharmacy-Incident-and-Event-Reporting-System.aspx</p>

<p>Patient Safety</p>	<p>Look Alike Sound Alike (LASA)</p>	<p>The pharmacy contractor actively identifies and manages the risks at premises level associated with specified look-alike sound-alike errors (LASA) identified from the National Reporting and Learning System (NRLS). The pharmacy contractor has put in place actions to prevent these, for example physical separation, staff awareness raising, visual warnings, tags or labels on shelving, fatigue reduction strategies, enhanced checking procedures for these medicines.</p>		<p>The pharmacy contractor uploads any LASA incident reports to the NRLS and keeps a record for confirmation of this activity at the pharmacy premises or within any electronic reporting system used by the contractor.</p>
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Patient Safety	CPPE Risk Management	On the day of the review, 80% of all registered pharmacy professionals working at the pharmacy have satisfactorily completed the CPPE Risk Management training; and	Pharmacy professionals have successfully completed the CPPE Risk Management learning and associated assessment	Hard copies of the learning programme were sent to registered pharmacy professionals in February 2018 from CPPE, and so many pharmacists and technicians may already have completed this. Electronic copies of the learning can be downloaded from the Centre for Pharmacy Postgraduate Education (CPPE) website. CPPE has created a Quality Payments page
	Risk Review	The pharmacy has available for inspection at the review point, at premises level, an example of a risk review that the pharmacy team at the premises have drawn up for a risk in that pharmacy that has been identified and prioritised with identified risk minimisation actions that the pharmacy team is taking		
	NSAID audit	On the day of the review the pharmacy must have completed the audit of non-steroidal anti-inflammatory drugs and gastro-protection for patients 65 or over, notified the patient's GP where professional concerns were identified, share their anonymised data with NHS England and incorporated the learning of the audit into future practice.	We're awaiting release of this audit .	NSAID Audit following link - https://www.sps.nhs.uk/articles/nsaid-safety-audit-2018-19/ , (Not yet available)

<p>Public Health</p>	<p>HLP</p>	<p>On the day of the review, the pharmacy is a Healthy Living Pharmacy level 1 (self- assessment).</p> <p>80% of staff working at the pharmacy that provide healthcare advice to the public have successfully completed the CPPE children’s oral health training and associated assessment.</p>	<p>The pharmacy is currently registered as a Healthy Living Pharmacy (level 1) and continues to meet HLP criteria, proactively participating in health promotion activities and having at least one FTE equivalent Healthy Living Champion</p> <p>All pharmacy colleagues have successfully completed the CPPE Children’s Oral Health learning and associated assessment.</p>	<p>Pharmacies are registered as Healthy Living Pharmacies for a period of two years. Check that your registration remains valid for the date of the review point (15th Feb 2019).</p> <p>Review the HLP Level 1 Criteria (available from PHE at https://www.gov.uk/government/publications/healthy-living-pharmacy-level-1-quality-criteria to ensure you continue to meet the necessary criteria, keeping evidence of key activities.</p> <p>Continue with active participation in local health campaigns, and ensure your store has at least one FTE Healthy Living Champion.</p> <p>The Centre for Pharmacy Postgraduate Education (CPPE) has created a Quality Payments page on their website. The page provides links to the CPPE training which is required to be completed to meet the Healthy Living Pharmacy and risk management quality criteria.</p> <p>Pharmacy Staff who aren’t registered with CPPE will need to register with the site using their email address. A video showing how to do this can be found at https://youtu.be/AdgUirA4TxE.</p>
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Digital / Urgent Care		On the day of the review, the pharmacy's NHS 111 Directory of Services (DoS) entry is up to date. This is a separate activity to NHS.uk entry	To meet this requirement, you must use the DoS Profile updater to check your details are correct.	For further information, please view the PSNC website.
Clinical	Asthma	On the day of the review, the pharmacy can show evidence of asthma patients, for whom more than 6 short-acting bronchodilator inhalers were dispensed without any corticosteroid inhaler within a 6-month period, have since (28 Can evidence that they have ensured that all children aged 5-15 prescribed an inhaled corticosteroid for asthma have a spacer device where appropriate in line with NICE TA38 and have a personalised asthma action plan. Refer to an appropriate healthcare professional where this is not the case.		
Workforce	Dementia	On the day of the review, 80% of all pharmacy staff working in patient facing roles are trained 'Dementia Friends'.	80% of pharmacy staff are Dementia Friends	Pharmacy Staff can become Dementia Friends via the Dementia Friends website