



## Quality Payments Scheme 2017

Uploading the Community Pharmacy Patient Questionnaire 2016/17  
User guide

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# 1. Introduction

This user guide shows you how to upload your Community Pharmacy Patient Questionnaire (CPPQ) 2016/17 onto your NHS Choices profile(s) in order to meet one of the quality criteria of the 2017 Pharmacy Payments Scheme.

## 1.1 What is required?

To meet this quality criterion, you need to load the results of the CPPQ onto your pharmacy profile in a Portable Document Format (PDF) file format.

You can do this by creating a news item within the overview section of the profile. To avoid failing to be validated as meeting this criterion, you must:

- a) Add the text **Community Pharmacy Patient Questionnaire 2016/17** in the 'Title' field of the news item.
- b) Load a PDF titled **CPPQ**.
- c) Add **Pharmacy Patient Questionnaire** as the document title.
- d) Add '1' in the Display order field.

In order that the CPPQ is presented in a way that NHS Choices users can easily understand and interpret, the following introductory text must be cut & pasted (inserted) into the Description Text field:

Every year we undertake an annual patient survey to enable our patients to provide valuable feedback on the services that we provide. The survey, undertaken by all community pharmacies in England, is called the Community Pharmacy Patient Questionnaire. The report of our survey results allows us to identify the areas where we are performing most strongly, the areas for improvement and the actions required to address issues raised by respondents. Our results for 2016/17 are provided here.

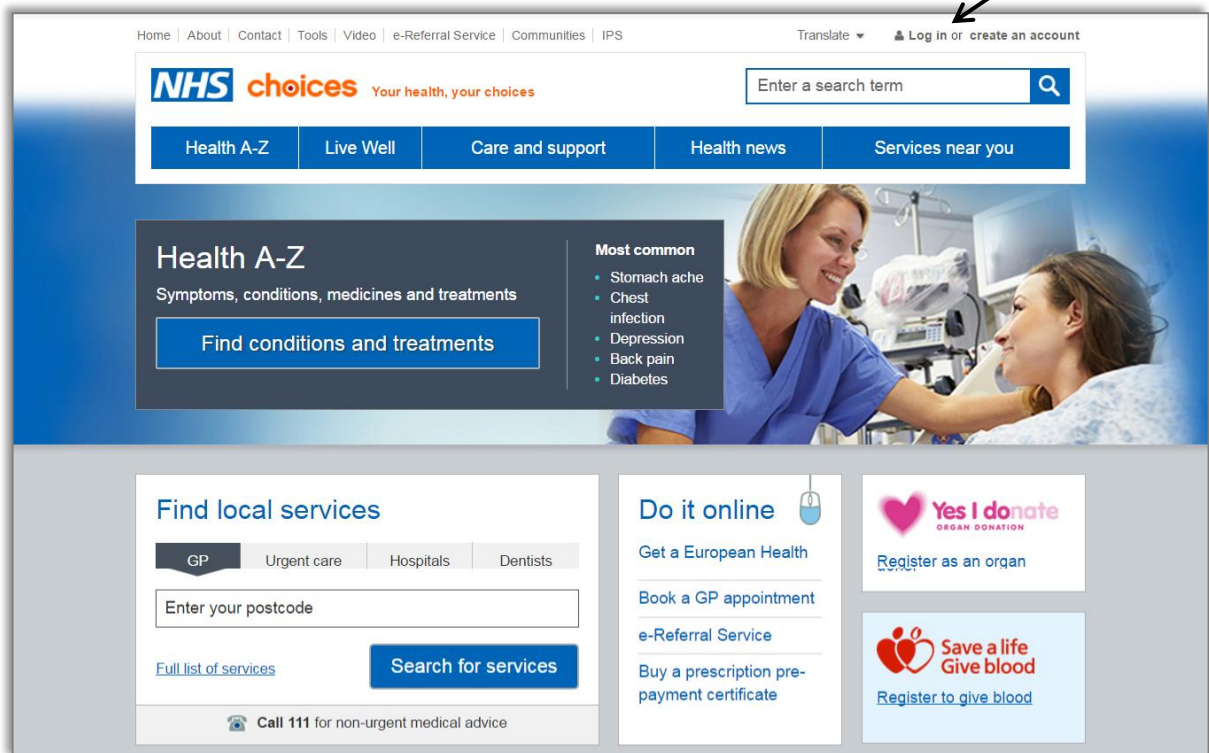
You are required to declare through the NHS Business Services Authority online declaration page that you have uploaded the report.

## 2. The upload process

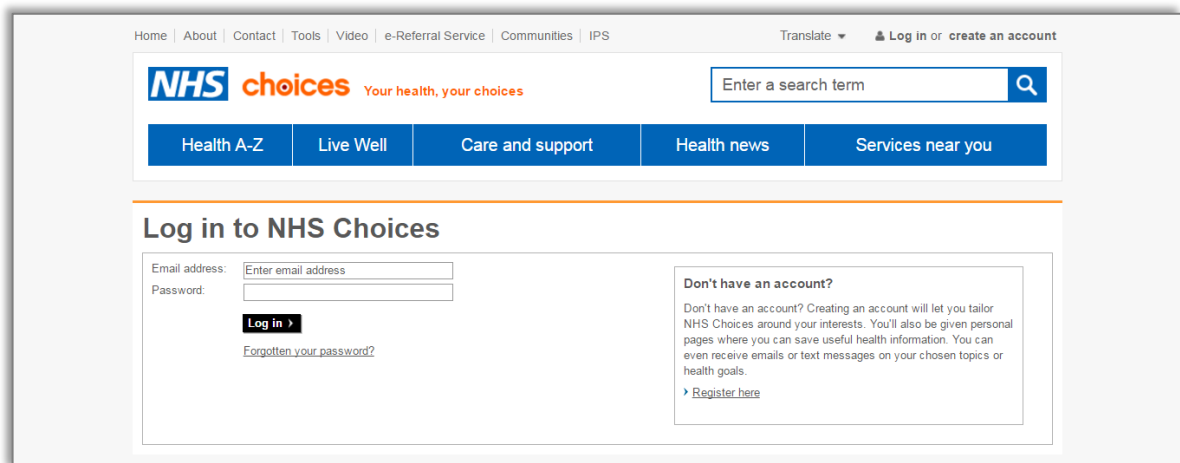
### Step one: log into your account

- 1) Go to [www.nhs.uk](http://www.nhs.uk).
- 2) Click 'Log in' – located at the top right corner of any page.

Click here to log in

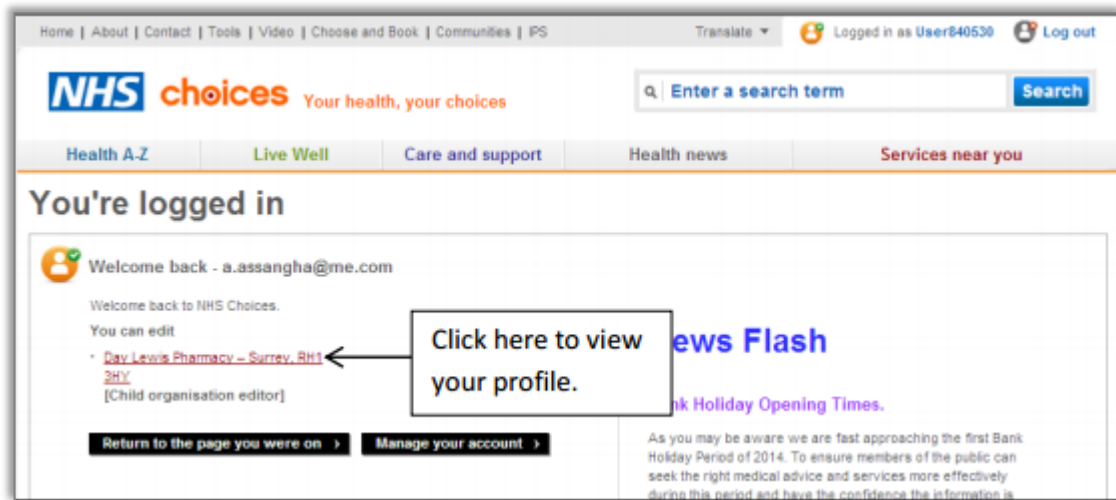


- 3) Enter your username and password.

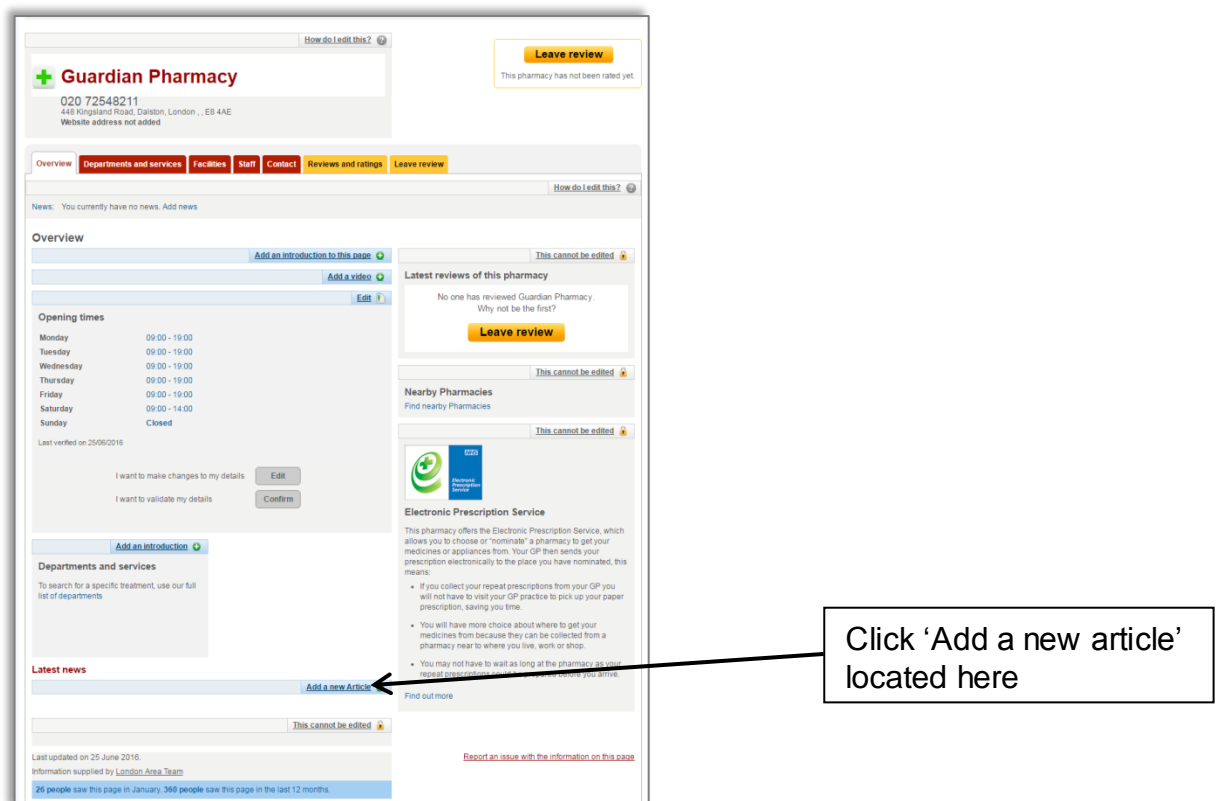


4) Select the profile to edit.

After logging in you will be presented with a list of pharmacies for which you have editing rights. Click on the pharmacy that you want to edit from the list displayed.



## Step two: create a news item



- Add the text **Community Pharmacy Patient Questionnaire 2016/17** in the 'title' of the news item.
- Add the recommended text in the 'Description text' box.
- Upload the PDF.

**Latest news**

Cancel

Title: Community Pharmacy Patient Qu

**Description Text**

Every year we undertake an annual patient survey to enable our patients to provide valuable feedback on the services that we provide. The survey, undertaken by all community pharmacies in England, is called the Community Pharmacy Patient Questionnaire. It allows us to identify the areas where we are performing most strongly, the areas for improvement and the actions

3537 characters remaining

**Image**

Images must be jpg, gif or png, at least 173 pixels wide and a maximum of 4MB in size.

Add image

(There is currently no image associated with this content)

**Associated document**

You can associate a document with this information by uploading a file below. Accepted file formats are doc, docx, pdf, ppt, pptx, xls, xlsx, csv, jpg, gif, png. Max file size 5MB.

Choose file Document title (max 30 chars) Remove

Choose File

**Display Order**

By default, the most recently added article appears at the top. You may enter a number here to re-arrange articles in numerical order (The article with order number 1 appears at the top).

SAVE

**Title**

**Description text**

Click 'Choose file' to upload your PDF which should be labelled **CPPQ**

## Step three: add the document title

**Associated document**

You can associate a document with this information by uploading a file below. Accepted file formats are doc, docx, pdf, ppt, pptx, xls, xlsx, csv, jpg, gif, png. Max file size 5MB.

Choose file Document title (max 30 chars) Remove

CPPQ.pdf Change Pharmacy Patient Questionnaire

**Display Order**

By default, the most recently added article appears at the top. You may enter a number here to re-arrange articles in numerical order (The article with order number 1 appears at the top).

SAVE

Add the text **Pharmacy Patient Questionnaire** in the Document title box

If you uploaded the wrong file you can Click 'Change' to upload another file

## Step four: set the 'Display order' to 1

You need to set the 'Display order' to 1 to ensure that the news item always appears first in your list.

**Display Order**

By default, the most recently added article appears at the top. You may enter a number here to re-arrange articles in numerical order (The article with order number 1 appears at the top).

1

SAVE

## Step five: click 'Save' and check your entry to ensure that you comply with the Scheme requirements

After clicking 'Save', a confirmation will appear on the screen and you will be able to see the news item in your profile. You should then check your entry to ensure that you meet the requirements as outlined in Section 1.

The screenshot shows the 'Guardian Pharmacy' profile page. At the top, there's a header with the pharmacy name, address (020 72548211, 448 Kingsland Road, Dalston, London, E8 4AE), and a 'Leave review' button. Below the header is a navigation bar with tabs: Overview, Departments and services, Facilities, Staff, Contact, Reviews and ratings, and Leave review. The 'Overview' tab is selected. The main content area is divided into several sections: 'Opening times' (Monday-Sunday), 'Latest reviews of this pharmacy' (No one has reviewed), 'Nearby Pharmacies' (Find nearby Pharmacies), and 'Electronic Prescription Service' (This pharmacy offers the Electronic Prescription Service). The 'Latest news' section is highlighted with a green bar and contains a confirmation message: 'Changes have been saved'. Below this, a new news article titled 'Community Pharmacy Patient Questionnaire 2016/17' is displayed, including a description, an associated document, and a posting date of '01 February 2017'. The article has 'Edit' and 'Delete' buttons next to it. A 'Back to top' link is also present.

Confirmation that the news article has been added to the profile

If you have made a mistake and would like to make a change, click 'Edit'. Click 'Delete' to remove the entry

The posting date is added to the news article. We will use this date to ensure that you meet the scheme's review dates