

The Department of Health (DH) is introducing a [Quality Payment scheme](#) as part of the Community Pharmacy Contractual Framework in 2017/18. This will involve payments being made to community pharmacy contractors meeting certain quality criteria, with funding taken from the overall funding for 2017/18 of £2.592 billion.

DH has advised that further guidance on Quality Payments will be available by 1st December 2016.

To be eligible to collect the points necessary to claim the Quality Payment, the contractor must meet four gateway criteria:

- provision of at least one specified Advanced Service;
- have their [NHS Choices](#) entry up to date;
- have the ability for staff to send and receive [NHS mail](#); and
- ongoing utilisation of the [Electronic Prescription Service](#).

Contractors passing the gateway criteria will only receive a Quality Payment if they meet one or more of the criteria listed in the table under the 'Quality Payment criteria' subheading below. Therefore, meeting the gateway criteria will not, in itself, attract a Quality Payment; it is subject to how many of the quality criteria the contractor meets.

Contractors passing the gateway criteria will receive a Quality Payment if they meet one or more of the criteria listed in the table below. DH has weighted these based on an assessment of the difficulty of achieving them and the benefit to patients for doing so, with each criterion being designated a number of points.

The total number of points that each contractor can qualify for over the two reviews is 100. Three of the quality criteria, which account for 45 points between them, only need to be met once in the year and therefore can only be claimed for once at one of the two review points.

The following table highlights resources and materials that are available from CPPE which may be of use in supporting pharmacy contractors to meet the criteria

(please note these details are not prescriptive or a complete indication of all activities that may be required to satisfy achievement of the standard):

Domain	Criteria	Number of review points at which it can be claimed	Points at any one review point	Total points over the two reviews points	CPPE resources that may support a contractor to achieve
Patient Safety	Production of a written report that demonstrates evidence of analysis, learning and action taken in response to near misses and patient safety incidents, including implementation of national patient safety alerts and having shared learning	One	20	20	<p>CPPE resources:</p> <p><i>CPPE risk management guide</i>; supports pharmacists and pharmacy technicians who want to learn more about how they can manage the risks that are inherent in their practice. Case studies throughout this guide so can apply the learning to the pharmacy contractual framework and consider how you can manage risk in your regular practice.</p> <p>Available from: CPPE Risk Management Guide (https://www.cppe.ac.uk/programmes/l/riskman-g-00/)</p>
Patient Safety	80% of registered pharmacy professionals have achieved level 2 safeguarding status for children and vulnerable adults within the last two years	Two	5	10	<p>CPPE resources:</p> <p><i>CPPE Safeguarding children and vulnerable adults e-learning 2017</i></p> <p>This programme provides learners with the knowledge required to meet the competencies for safeguarding at level 1 and level 2. It is also accessible to non-GPhC registrants free of charge. (https://www.cppe.ac.uk/programmes/l/safegrding-e-01/)</p> <p><i>CPPE Safeguarding assessment Level 2 (2017)</i></p> <p>This e-assessment is linked with the CPPE <i>Safeguarding children and vulnerable adults</i> e-learning programme and assesses you on the learning objectives within that programme. From February 2017 there will also be a Level 1</p>

					<p>assessment to allow team members who are not GPhC registered to prove their knowledge in this area (https://www.cppe.ac.uk/programmes/l/safegrding-a-04/)</p> <p><u>CPPE Safeguarding children and vulnerable adults workshop</u></p> <p>Check for workshops which may be running in your local region. The aim of this learning resource is to give you the skills, knowledge and confidence to deal professionally with safeguarding issues, ensuring that you are able to complete local safeguarding paperwork. (https://www.cppe.ac.uk/programmes/l/safegrding-w-05/)</p>
Patient Experience	Results of patient experience survey from the last 12 months published on the pharmacy's NHS Choices page	One	5	5	
Public Health	Healthy Living Pharmacy level 1 (self-assessment)	One	20	20	<p><u>CPPE resources:</u></p> <p>TEAM LEADERSHIP</p> <p>The Team Leadership section requires that an individual from the pharmacy team has undergone leadership training that will map to certain dimensions of the NHS Leadership Academy's Healthcare Leadership Model. The following CPPE learning programmes meet this requirement:</p> <p><u>CPPE e-course Healthy Living Pharmacy - developing your services</u> (next cohort expected Feb 2017)</p> <p>This online course will lead you through the self-assessment framework and help you to gather the evidence that you need to assure commissioners that you comply with HLP Level 1 Quality Criteria.</p>

<p>Public Health</p>				<p>(https://www.cppe.ac.uk/programmes/l/hlp-e-00/)</p> <p><u>CPPE e-course: Leadership for Healthy Living Pharmacy</u></p> <p>This short online course covers the leadership requirements of the self-assessment framework for HLP Level 1 Quality Criteria.</p> <p>(https://www.cppe.ac.uk/programmes/l/leadership-e-01/)</p> <p><u>CPPE Leadership for healthy living pharmacies (all day event)</u></p> <p>This event supports pharmacy professionals who are interested in developing their leadership skills and behaviours to help their pharmacies work towards Healthy Living Pharmacy Level 1 Quality Criteria. During the event you will work through the dimensions of the Healthcare Leadership Model™ to identify your leadership strengths and weaknesses and explore the challenges and rewards of leadership.</p> <p>(https://www.cppe.ac.uk/programmes/l/leadership-w-02/)</p> <p>CPPE also has a number of Guides available to complement the face-to-face and e-learning on leadership available at https://www.cppe.ac.uk/programme-listings/guide</p> <p>These include:</p> <ul style="list-style-type: none"> • Being influential • Customer service • Delegating • Effective Change • Managing people
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<p>Public Health</p>					<ul style="list-style-type: none"> • Managing Teams <p>PUBLIC HEALTH NEEDS:</p> <p><u>CPPE Introduction to Healthy Living Pharmacy e-course (self-directed)</u></p> <p>This programme has been developed for pharmacy professionals with an interest in the Healthy Living Pharmacy concept. It will equip pharmacy professionals with the key knowledge, skills and behaviours to successfully implement the principles of the Healthy Living Pharmacy; whether they intend to apply for accreditation as part of a local initiative, or just want to find out more about what is involved.</p> <p><u>https://www.cppe.ac.uk/programmes/l/intropub-p-01</u></p> <p><u>CPPE An introduction to Public health</u></p> <p>CPPE are developing a new distance learning package which will be available in 2017.</p> <p>This learning programme aims to provide you with an understanding of public health, to enhance your interpretation of public health policy, and to facilitate your engagement with the wider public health community. It will also improve your understanding of public health research and the resulting approaches to improving health. It recognises the roles that pharmacists may play in public health and the consequent need for them to deliver public health-orientated services, and to increasingly engage with the wider public health community. (<u>https://www.cppe.ac.uk/programmes/l/intropub-p-01/</u>)</p> <p>COMMUNICATION:</p>
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<p>Public Health</p>					<p>The Communication section requires that the pharmacy team is friendly, welcoming and respects people’s values and beliefs. CPPE has developed a set of resources to support pharmacy team members to develop their consultation and communication skills including how to approach people to discuss difficult or sensitive public health issues http://www.consultationskillsforpharmacy.com/docs/CounterCairdsforweb.pdf</p> <p>Visit the Consultation Skills for Pharmacy Practice website for full information on how CPPE can support you and your team to meet the national practice standards for consultation skills. http://www.consultationskillsforpharmacy.com/</p> <p>PART ONE:</p> <p>Part 1 of the framework relates to key requirements that the pharmacy must have in place before HLP level 1 status can be granted. This includes the requirement for the pharmacist or other team member to have undertaken leadership development to motivate and engage the pharmacy team in the HLP concept as well as the provision of the Medicines Use Review (MUR) service, the New Medicine Service (NMS) and the Influenza Vaccination Service in the previous year and participation in health promoting conversations.</p> <p>New Medicine Service (NMS)</p> <p>The following learning programmes can support you in the provision of NMS:</p> <p><i>New medicine service: improving quality and getting it right</i> e-course https://www.cppe.ac.uk/programmes/l/nms-e-01/</p> <p><i>Champions of the new medicine service: Making a difference</i> podcast https://www.cppe.ac.uk/programmes/l/nms-m-00/</p> <p><i>New medicine service</i> distance learning</p>
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<p>Public Health</p>				<p>https://www.cppe.ac.uk/programmes/l/nms-p-02/ <i>New medicine service – anti-hypertensives</i> distance learning https://www.cppe.ac.uk/programmes/l/anticoagi-p-01/ <i>New medicine service – type 2 diabetes</i> distance learning https://www.cppe.ac.uk/programmes/l/nmsdiab-p-01/ <i>New medicine service – anticoagulants and antiplatelets</i> distance learning https://www.cppe.ac.uk/programmes/l/anticoag-p-04/ <i>New medicine service – asthma and COPD</i> distance learning https://www.cppe.ac.uk/programmes/l/nmsasthcopd-p-01/ <i>Transfer of care: supporting patients moving into and out of hospital</i> e-learning https://www.cppe.ac.uk/programmes/l/transfer-e-01/</p> <p>MURs</p> <p>The following learning programmes can support you in the provision of MURs:</p> <p><i>High-risk medicines and MURs</i> distance learning https://www.cppe.ac.uk/programmes/l/murrisk-p-01/</p> <p><i>Targeting your MURs more effectively</i> guide https://www.cppe.ac.uk/programmes/l/targetmur-g-00/</p> <p><i>MURs: preparing to become accredited</i> guide https://www.cppe.ac.uk/programmes/l/mur-g-00/</p> <p>NHS community pharmacy seasonal influenza vaccination Advanced Service</p> <p>The following learning programmes and e-assessments can help you to declare your competence to provide the seasonal influenza service:</p> <p><i>Immunisation in pharmacies: developing your service</i> distance learning programme</p>
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<p>Public Health</p>					<p>https://www.cppe.ac.uk/programmes/l/imms-p-02 <i>Immunisation in pharmacies: developing your service e-assessment</i></p> <p>https://www.cppe.ac.uk/programmes/l/influenzapt1-a-01 <i>Influenza e-learning</i></p> <p>https://www.cppe.ac.uk/programmes/l/influenza-e-01 The Declaration of Competence (DoC) system has been developed to support you in assuring commissioners that you are service-ready and have the appropriate knowledge, skills and behaviours to deliver high-quality, consistent services. You can learn more and work through the DoC for seasonal influenza vaccination here:</p> <p>https://www.cppe.ac.uk/services/declaration-of-competence#navTop</p> <p>Participation in health promoting conversations</p> <p>As well as a number of learning programme on consultation and communication skills, CPPE's exciting online learning environment, www.thelearningpharmacy.com/, provides fun and interactive learning activities for the whole community pharmacy team.</p> <p>Current topics include:</p> <ul style="list-style-type: none"> • Sexual health • Smoking • Substance misuse • Supporting carers • Type 2 diabetes • COPD
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					<ul style="list-style-type: none"> • Dementia • NSAIDs
Digital	Demonstration of having accessed the summary care record and increase in access since the last review point	Two	5	10	<p><u>CPPE resources:</u></p> <p><u>CPPE Summary Care Records in community pharmacy (SCR) e-learning</u></p> <p>This e-learning programme provides information about how to access and use Summary Care Records (SCRs) in community pharmacy to support patient care. The programme defines the NHS policy and context for using SCRs in community pharmacy and the practicalities of how to access and interpret the record are explained. The programme addresses information governance to ensure correct record keeping and confidentiality of patient data.</p> <p>Passing the associated CPPE e-assessment is a pre-requisite for all pharmacy professionals who intend to access via their NHS Smartcard. Once you have completed the assessment you can share your data with the Registration Authority and SCR project team (on behalf of NHS Digital, formerly HSCIC). This will allow them to see that you have passed the e-assessment so they can give you access to Summary Care Records through your NHS Smartcard.</p> <p>(https://www.cppe.ac.uk/programmes/l/summary-a-02/)</p> <p><u>CPPE workshop to support the application of SCR in pharmacy practice</u></p> <p>CPPE will be releasing a workshop which can support pharmacy professionals in the application of using SCR in practice. These workshops will be available for delivery in collaboration with LPCs until June 2017.</p>

Digital	NHS111 Directory of Services entry up to date at review point	Two	5	5	
Clinical Effectiveness	Asthma patients dispensed more than 6 short acting bronchodilator inhalers without any corticosteroid inhaler within a 6 month period are referred to an appropriate health care professional for an asthma review	Two	10	20	<p>CPPE resources:</p> <p><u>CPPE Asthma - focal point (distance learning and workshop available)</u></p> <p>This programme will help you to optimise medicines use in people with asthma, and you will consider how to apply the evidence base for treatment of asthma to improve outcomes for your patients.</p> <p>(https://www.cppe.ac.uk/programmes/l/asthma-p-02/)</p> <p><u>CPPE distance learning: New medicine service - asthma and COPD</u></p> <p>This programme provides learning and signposting to help pharmacists to conduct effective new medicine service (NMS) consultations for people taking respiratory medicines.</p> <p>(https://www.cppe.ac.uk/programmes/l/nmsasthcopd-p-01/)</p> <p><u>CPPE Medicines use reviews: improving patient outcomes (all day event)</u></p> <p>This resource will enable you to improve outcomes for your patients by considering the NHS outcomes framework and the Royal Pharmaceutical Society good practice guidance on medicines optimisation, enhancing your knowledge of asthma and chronic obstructive pulmonary disease (COPD) and sharing best practice in the delivery of outcome focused medicines use reviews (MURs).</p> <p>(https://www.cppe.ac.uk/programmes/l/nmsasthcopd-p-01/)</p> <p><u>CPPE guide - Targeting your MURs more effectively</u></p> <p>The aim of this guide is to help the pharmacy team work together to undertake effective, high quality MURs. It will help</p>

					<p>you explore ways of targeting those patients who will benefit most from MURs, identify key medicines usage issues for each of the target groups and use these to improve the quality of the MURs you undertake.</p> <p>(https://www.cppe.ac.uk/programmes/l/targetmur-g-00/)</p> <p><u>CPPE workshop: Inhaler technique</u></p> <p>This workshop will provide an overview of the clinical skills required to support respiratory patients to manage their condition and maximise the patient's quality of life.</p> <p>(https://www.cppe.ac.uk/programmes/l/inhalers-w-00/)</p> <p><u>CPPE e-learning: Inhaler technique for health professionals: getting it right</u></p> <p>This programme explores the reasons why we need to improve how we help patients with their inhaler devices. We look at how the devices work and why making simple changes when we are counselling patients could improve outcomes for both the patient and the health professional.</p> <p>(https://www.cppe.ac.uk/programmes/l/inhalers-e-02/)</p>
Workforce	80% of all pharmacy staff working in patient facing roles are trained 'Dementia Friends'	Two	5	10	<p><u>CPPE resources:</u></p> <p><u>CPPE Dementia friends and focal point workshop</u></p> <p>The focus of this event is to explore the role of the pharmacy team in supporting people with dementia and their carers. This event consists of a Dementia Friends information session and CPPE dementia focal point programme.</p> <p>(https://www.cppe.ac.uk/programmes/l/dementiafr-w-03)</p>