



Community pharmacy in 2016/17 and beyond

The Quality Payments Scheme





Overview

- Background to the Quality Payments (QP) scheme
- Funding and approach to claiming payments
- The gateway and quality criteria
- Should contractors engage with QP?
- Suggested approach to meeting the requirements
 - The detail of the requirements
 - Resources to help contractors and their teams
- Questions





Introduction

- DH is introducing the Quality Payments scheme as part of the CPCF imposition
- Voluntary engagement – contractors don't have to participate
- Derived from a PSNC proposal
 - but the PSNC proposal was with full funding to recognise costs
 - to tackle their move to even greater Rx volume focussed funding
- Payments will be made to community pharmacy contractors who meet certain quality criteria
- Payments will be made in 2017/18
- Implementation from December 2016





Eligibility to participate

- All pharmacies on the pharmaceutical list in England
 - including Distance Selling Pharmacies
 - including pharmacies receiving a Pharmacy Access Scheme (PhAS) payment
- Does not include Local Pharmaceutical Services (LPS) contracts
 - but NHS England local teams and LPS contractors can theoretically include a similar concept in LPS contracts when they are reviewed





Funding

- £75m value in 2017/18 (from the overall £2.592bn CPCF funding)
- 100 points maximum per contractor
- **Value of each point set at £64 = 'max' of £6,400**
- £128 cap on points value



Claiming payment

- 2 review points during the year at which contractors assess which requirements they have met and how many points they have achieved:
 - 28th April 2017
 - 24th November 2017
- Declarations will be made to the BSA in April and November – form still to be published
 - payments made with the final payment for those months
 - i.e. April claim paid in end June/early July payment



Gateway criteria

- Pharmacies must first meet four gateway criteria:
 1. Offering MURs or the NMS or must be registered to provide the NHS Urgent Medicine Supply Advanced Service (NUMSAS)
 2. NHS Choices entry up to date
 3. Ability to send and receive email via NHSmail
 4. Ongoing utilisation of EPS
- There is no payment for passing the gateway criteria

Quality criteria



Domain	Criteria	Number of review points at which it can be claimed	Points at any one review point	Total points over the two review points
Patient Safety	Written safety report 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	One	20	20
Patient Safety	On the day of the review 80% of registered pharmacy professionals working at the pharmacy have achieved level 2 safeguarding status for children and vulnerable adults in the last two years	Two	5	10
Patient Experience	On the day of the review, the results of the Community Pharmacy Patient Questionnaire from the last 12 months is publicly available on the pharmacy's NHS Choices page	One	5	5



Quality criteria



Domain	Criteria	Number of review points at which it can be claimed	Points at any one review point	Total points over the two review points
Public Health	On the day of the review, the pharmacy is a Healthy Living Pharmacy level 1 (self-assessment)	One	20	20
Digital	On the day of the first review, the pharmacy can demonstrate a total increase in access to Summary Care Records between 1 December 2016 and 28 April 2017 in comparison to the previous 5 months; and on the day of the second review, the pharmacy can demonstrate a total increase to access to Summary Care Records between 1 May 2017 and 24 November in comparison to the previous 7 months	Two	5	10
Digital	On the day of the review, the pharmacy's NHS 111 Directory of Services entry is up to date	Two	2.5	5



Quality criteria



Domain	Criteria	Number of review points at which it can be claimed	Points at any one review point	Total points over the two review points
Clinical Effectiveness	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, are referred to an appropriate health care professional for an asthma review.	Two	10	20
Workforce	On the day of the review, 80% of all pharmacy staff working in patient facing roles are trained 'Dementia Friends'	Two	5	10
				Total number of points: 100





PSNC's view on the scheme

- Direction of travel is right and some useful enablers for the future
- Lack of specific funding is an issue, particularly for HLP
- Advise contractors to carefully consider which elements of the scheme they engage with and the costs that they will incur in comparison to the funding available for each element
- But we expect that most contractors will want to participate
- Longevity of the scheme is unclear and will be influenced by the Murray Review
- **We still need to do some work with NHS England to sort out some details related to implementation - this should have been finalised by DH/NHS England before imposition**

How to get going with meeting the requirements



- If you are going to participate, get going as soon as possible
- Decide which QP criteria you plan to meet and by which review point
 - consider the costs you are likely to incur to achieve each criterion
 - some will take more time and staff resource to achieve (e.g. Healthy Living Pharmacy (HLP) level 1), and some are much more complex than others
- Develop a timed plan for achieving the gateway and quality criteria
 - timing of meeting the gateway criteria – not all can be achieved now
 - start with the easy ‘quick wins’, particularly those that have two review points
 - consider which gateway and quality criteria you will initially find easiest to achieve during late 2016 and early 2017



Our suggested plan for contractors

- No 'one size fits all' approach
- But the following approach is ordered based on the criteria on the previous slide
- All the criteria are included – both gateway and quality criteria





Our suggested plan for contractors

1. Provision of Advanced service
2. Use of EPS
3. Use of SCR
4. Dementia Friends
5. Safeguarding
6. Clin effectiveness – asthma
7. NHS Choices entry
8. **NHSmail**
9. **NHS 111 DoS**
10. HLP
11. CPPQ publication
12. **Patient safety report**





1. Provision of one specified Advanced Service

On the day of the review, 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.

- **Gateway criterion**
- Consider provision of MUR or NMS if not doing so already, or signing up for NUMSAS





2. Ongoing utilisation of the EPS

On the day of the review, the pharmacy contractor must be able to demonstrate ongoing utilisation of the Electronic Prescription Service at the pharmacy premises.

- **Gateway criterion**
- If your pharmacy is not enabled to provide EPS, speak to your PMR system supplier about how to get enabled as soon as possible





3. Use of the NHS Summary Care Record (SCR)

On the day of the first review, the pharmacy can demonstrate a total increase in access to Summary Care Records between 1 December 2016 and 28 April 2017 in comparison to the previous 5 months; and on the day of the second review, the pharmacy can demonstrate a total increase to access to Summary Care Records between 1 May 2017 and 24 November in comparison to the previous 7 months.

- Claim at both review points - 10 points (£640)
- PSNC will publish details of SCR access for each pharmacy or 'Privacy Officer' should be able to obtain the number of records accessed



3. Use of the NHS Summary Care Record (SCR)

- Consider how to make use of SCR part of 'business as usual'
- Lots of resources available via psnc.org.uk/scr
- If you haven't got SCR access yet – start that process ASAP



4. Dementia Friends



On the day of the review, 80% of all pharmacy staff working in patient facing roles are trained 'Dementia Friends'

- Claim at both review points - 10 points (£640)
- Two routes by which people can become a Dementia Friend:
 - attending a face-to-face Dementia Friends Information Session
 - watching a short online video
- www.dementiafriends.org.uk or local Dementia Action Alliance
- All staff – including locums
- Record sheet on the PSNC website / keep copies of certificate/webpage print out

5. Safeguarding

On the day of the review 80% of registered pharmacy professionals working at the pharmacy have achieved level 2 safeguarding status for children and vulnerable adults in the last two years

- Claim at both review points - 10 points (£640)
- Pharmacy professionals = Pharmacists and pharmacy technicians
- Local face-to-face training or CPPE e-learning and assessment
- <https://www.cppe.ac.uk/services/safeguarding>
- All pharmacy professionals – including locums
- **Record sheet on the PSNC website / keep copies of certificate/webpage print out**

6. Clinical effectiveness - over use of asthma treatments



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, are referred to an appropriate health care professional for an asthma review.

- Claim at both review points - 20 points (£1,280)
- **PSNC Briefing on this subject – record sheet/referral form & PharmOutcomes module (to be developed)**
- Talk to local GP practices about this
- Inhaler technique checks and MURs...



7. NHS Choices entry

On the day of the review, the NHS Choices entry for the pharmacy must be up to date.

- Gateway criterion
- Changes needed to NHS Choices to allow a record to be made of when a contractor updates / verifies their details
- Register for self-management rights and check content, but a 'formal' review will need to be undertaken once the changes to NHS Choices have been made



8. NHSmail

On the day of the review, Pharmacy staff at the pharmacy must be able to send and receive NHS mail (Note: For the April 2017 Review, evidence of application for an NHS Mail account by 1 February 2017 will be acceptable).

- Gateway criterion
- NHS England and NHS Digital are considering how NHSmail accounts for pharmacies could be set up via a centralised process, rather than via local NHSmail administrators
- Likely to be a rollout on an area by area basis
- NHS England currently advise contractors without an NHSmail address to await further information on the rollout process



9. NHS 111 Directory of Services

On the day of the review, the pharmacy's NHS 111 Directory of Services entry is up to date.

- Claim at both review points - 5 points (£320)
- What is DoS?
- Pharmacy access to DoS information
- **Currently no action can be taken by contractors to comply with this QP criterion**

10. Health Living Pharmacy level 1



On the day of the review, the pharmacy is a Healthy Living Pharmacy level 1 (self-assessment).

- Claim at ONE review point - 20 points (£1,280)
- Self-assessment process and the RSPH
- Grandparenting of existing HLPs?
- Hardest to achieve if starting from scratch – LLRLPC support
- Links to resources at psnc.org.uk/hlp

11. Community Pharmacy Patient Questionnaire (CPPQ) results



On the day of the review, the results of the Community Pharmacy Patient Questionnaire from the last 12 months is publicly available on the pharmacy's NHS Choices page.

- Claim at ONE review point - 5 points (£320)
- **Discussing with NHS England and the NHS Choices team about how this is to be undertaken by contractors**
- Upload a PDF – probably using a standard template





12. Patient safety report

- *Written safety report 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.*
- Claim at ONE review point - 20 points (£1,280)
- **Discussing with NHS England what needs to be included in the report**
- Likely to be a template made available to assist completion

Next steps

- Further guidance is due to be published by NHS England by 1st December
- PSNC Briefings and associated resources available at psnc.org.uk/quality
- PharmOutcomes support being discussed with Pinnacle Health Partnership LLP



Questions



PSNC Pharmaceutical Services Negotiating Committee

PHARMACY the Heart of our Community

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PSNC's Work Funding and Statistics Contract and IT Dispensing and Supply Services and Commissioning The Healthcare Landscape LPCs



Community pharmacy in 2016/17 and beyond Final package

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Check 34 Schedule of payment analysis

Check Rx Prescription item analysis

PharmOutcomes Healthcare Together

Key updates on community pharmacy:
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