

Healthy Living Pharmacy Level 1 Quality Criteria: Assessment of compliance Part 1 (with local LLR Implementation Guidance and resources)

This section of the framework relates to key requirements that the pharmacy must have in place before HLP level 1 status can be granted and the HLP logo displayed. N.B. you must be able to answer yes to all questions in order to be compliant. <http://psnc.org.uk/services-commissioning/locally-commissioned-services/healthy-living-pharmacies/>

Work through the PSNC Evidence Portfolio Workbook before completing the Assessment of Compliance .

<p>The pharmacy has a consultation room which is compliant with the Advanced Services standards and is appropriate for the services on offer. http://psnc.org.uk/services-commissioning/advanced-services/murs/mur-premises-requirements/</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>The pharmacy has trained at least one Full Time Equivalent (FTE) to Health Champion RSPH Understand Health Improvement level 2. <i>Ensure certificates are kept in your HLP Evidence portfolio</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No (Name(s) of staff member(s))</p>
<p>The pharmacist or other relevant individual has undertaken leadership development to motivate and engage the pharmacy team in the HLP concept. <i>Ensure certificates are kept in your HLP Evidence portfolio</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No (Name(s) of staff member(s))</p>
<p>In the past year the pharmacy has participated in the provision of both MUR and NMS, and has proactively engaged in health promoting conversations. 1.http://psnc.org.uk/services-commissioning/advanced-services/murs/ 2.http://psnc.org.uk/services-commissioning/advanced-services/nms/</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>In the past year the pharmacy has participated in the provision of the NHS community pharmacy seasonal influenza vaccination Advanced Service or has actively referred patients to other NHS providers of vaccinations. http://psnc.org.uk/services-commissioning/advanced-services/flu-vaccination-service/</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>The pharmacy complies with GPhC Standards for Registered Premises and Standards of Conduct, Ethics and Performance. https://www.pharmacyregulation.org/standards</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>The pharmacy complies with the NHS Community Pharmacy Contractual Framework (CPCF) requirements. LLRLPC guidance - http://psnc.org.uk/leicestershire-and-rutland-lpc/cpaf-2016-17/ PSNC guidance - http://psnc.org.uk/contract-it/the-pharmacy-contract/contract-monitoring/</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

LLR local contact details and resources briefings to download and print
<http://psnc.org.uk/leicestershire-and-rutland-lpc/llrlpc-local-contacts-and-resources/>

Part 2

This section of the framework asks you to think about what evidence you possess in the pharmacy, which you can use to demonstrate compliance with the requirements below. Evidence must be provided against all requirements. An example completed form can be found on page 14-15 of the PHE [self-assessment quality criteria guide](#).

Requirement	Brief description of evidence (Evidence can include photos, copies of leaflets and posters, policies and other documents, electronic data records, etc.)
<p>Staff</p> <p>Staff are aware of the local health needs through published documentation and through the results of the community pharmacy patient questionnaire and can demonstrate they act on this information, either through service delivery or signposting people to other relevant services.</p> <p><i>1. PSNC guidance Including CPPQ templates and analysing your results guidance</i> http://psnc.org.uk/contract-it/essential-service-clinical-governance/cppq/</p> <p><i>2. Use the CPPQ questionnaire analysis, Public Health profiles and JSNA to identify key local needs and document what you found and next steps in a HLP action plan summarising what you found with printed copies of the supporting evidence</i> <i>(see appendix 1 for HLP action plan template)</i></p> <p><i>3. For Pharmacists – complete the introduction to Public Health CPPE module</i> https://www.cppe.ac.uk/programmes/l/intropub-p-01/</p> <p><i>4. Links for LLR PNA and JSNA (For printing, reading and storing as part of your HLP evidence portfolio)</i></p> <p>Leicester City JSNA https://www.leicester.gov.uk/your-council/policies-plans-and-strategies/health-and-social-care/data-reports-information/jsna/jsna-2016/</p>	

<p>Leicester City PNA:</p> <p>http://www.leicester.gov.uk/your-council/policies-plans-and-strategies/health-and-social-care/data-reports-information/pharmaceutical-needs-assessment-pna/</p> <p>Leicestershire County JSNA</p> <p>http://www.lsr-online.org/leicestershire-2015-jsna.html</p> <p>Leicestershire County PNA</p> <p>http://www.lsr-online.org/search.html?query=leicestershire+county+pna+&index=</p> <p>http://www.lsr-online.org/uploads/leicestershire-pna-2015.pdf</p> <p>4.Link to Public Health Profiles – use the search facility to find your area)</p> <p>https://fingertips.phe.org.uk/profile/health-profiles</p>	
<p>The pharmacy has at least one staff member working full time trained Health Champion RSPH level 2.</p> <p><i>Ensure certificates of training accreditation are kept in the HLP evidence portfolio in the Pharmacy. If a member of staff leaves then the Pharmacy will need to arrange training for new members of staff</i></p>	
<p>The pharmacy team is led by an effective leader, trained in leadership skills, who is pro-actively leading the team in attaining and maintaining provision of interventions to meet the HLP quality criteria. *PHE Health Profiles: The health profiles give a snapshot overview of health for each local authority in England.</p> <p><i>Ensure certificates of training accreditation are kept in the HLP evidence portfolio in the Pharmacy</i></p> <p><i>Use appendix one HLP action plan template to ensure you have plan in place to achieve QPS in November. If a Pharmacist or HLP leader leaves the store, ensure that the new Pharmacist or</i></p>	

<p><i>leader is trained and certificates are kept in the evidence portfolio.</i></p> <p>See http://www.apho.org.uk/default.aspx?QN=P_HEALTH_PROFILES for more information.</p>	
<p>Staff are able to provide advice on sensitive/difficult public health issues (e.g. when providing advice on alcohol consumption, sexual health issues).</p> <p>1. http://www.thelearningpharmacy.com/content/howtouse.asp</p> <p><i>a fun and interactive online learning environment designed by CPPE for the whole pharmacy team with bite size instantly available learning activities, resource links and more to help the pharmacy team develop and learn together – Topics include smoking, sexual health, antibiotic resistance, substance misuse, consultation skills and much more to help develop your teams enabling them to support and provide advice to patients</i></p> <p>2. For Pharmacists and Technicians – complete the introduction to Public Health CPPE module https://www.cppe.ac.uk/programmes/1/intropub-p-01/</p> <p>3. Keep records and evidence of training attended for Public Health promotion e.g events, conferences, e-learning, local LPC, local Public Health training (e.g. oral health, EHC, substance misuse, stop smoking etc) or training previously attended by Pharmacists and team members in appendix 2</p>	
<p>Engagement</p>	
<p>Staff proactively offer advice to their customers/patients and make relevant brief health advice or interventions. They are aware that people may need additional support for behavioural change.</p>	

<p>1. All Pharmacists and teams to Complete MECC (making every contact count -elearning module – provided by Health Education England and keep evidence in HLP evidence portfolio http://psnc.org.uk/leicestershire-and-rutland-lpc/wp-content/uploads/sites/103/2017/04/mecc-briefing-llrlpc.pdf</p> <p>2. Ensure you keep a record of 6 health promotions and interventions your Health Promotion Campaigns using the template provided By NHSE to meet the Community Pharmacy Contractual Framework</p> <p>3. Generic template for recording HLP evidence of briefs and interventions (see number 11). Ensure you keep records In your evidence portfolio as evidence http://psnc.org.uk/leicestershire-and-rutland-lpc/hlp-guidance-and-resources/</p>	
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Requirement	Brief description of evidence (Evidence can include photos, copies of leaflets and posters, policies and other documents, electronic data records, etc.)
<p>The pharmacy team engages with local GP practices and other providers of community, health and/or social services to ensure that there are referral pathways for health & wellbeing services.</p> <p>Ensure you keep records of signposting, referrals and meetings/engagement with GP practices, LA, Public Health, commissioners and other providers as evidence in your HLP evidence portfolio.</p> <p><u>Leicester City Public Health signposting directory (printable)</u></p> <p>http://psnc.org.uk/leicestershire-and-rutland-lpc/wp-content/uploads/sites/103/2017/04/Signposting-list-Leicester-City-Feb-2017-V2.1-002.pdf</p>	

Leicestershire County Public Health – signposting

Single Online hub of support, referral and signposting for patients including links to local pharmacies, GP practices and dentists

<http://www.firstcontactplus.org.uk/>

<http://www.firstcontactplus.org.uk/our-services/improving-your-health/>

(smoking, alcohol, active lifestyle, weight management, and sexual health etc)

Rutland (signposting directory Printable briefing)

http://psnc.org.uk/leicestershire-and-rutland-lpc/wp-content/uploads/sites/103/2017/04/health_social_care_signposting_directory-rutland.pdf

online signposting hub

<http://ris.rutland.gov.uk/kb5/rutland/directory/adult.page?adultchannel=0>

(see wellbeing for health promotion information)

The pharmacy is actively involved in 6 public health campaigns (as part of the CPCF).

This information will be provided by the local NHSE team – ensure you keep evidence of the campaign, i) records of interventions ii) copies of leaflets iii) photos and other evidence

Environment

The pharmacy consultation room is organised, tidy and functions efficiently with appropriate access to IT and paperwork.

See : <http://psnc.org.uk/services-commissioning/advanced-services/murs/mur-premises-requirements/>

Ensure you meet the requirements as set out in the PSNC guidance and GPhC guidance. Ensure you keep evidence such as photos at regular intervals as evidence of compliance.

The pharmacy has a dedicated health promotion zone clearly marked and accessible to the public, which contains relevant and up to date resources, which are used by staff when discussing relevant health promoting interventions.

Health Promotion zone briefing

<http://psnc.org.uk/cumbria-lpc/wp-content/uploads/sites/48/2014/05/6-Health-Promotion-Zone-HLZ-Guide.pdf>

Health Promotion zone set up checklist

<http://psnc.org.uk/wp-content/uploads/2013/04/PSNC-Briefing-011.17-Holding-a-health-promotion-event-campaign.pdf>

Online Calendar for all Health awareness days with additional subscription options to sign up to

<https://www.awarenessdays.com/awareness-days-calendar/>

Annual plan for ALL National Health Promotion campaigns

<http://psnc.org.uk/leicestershire-and-rutland-lpc/wp-content/uploads/sites/103/2017/04/List-of-Annual-National-Campaigns-and-Awareness-days-2017.pdf>

Health Promotion Ideas Page

<http://psnc.org.uk/services-commissioning/locally-commissioned-services/healthy-living-pharmacies/healthy-living-pharmacy-health-promotion-ideas-for-pharmacy-teams/>

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Part 3 – Declaration of compliance

Pharmacist or Pharmacy Technician Name:	
Pharmacist or Pharmacy Technician GPhC number:	
I declare that	
Pharmacy Name:	
Pharmacy Address:	
Pharmacy GPhC number:	
Complies with the requirements set out in this document for attaining HLP level 1 status and possesses the evidence and items declared above. I understand that a false declaration may affect my GPhC registration.	
Pharmacist or Pharmacy Technician Signature:	
Date:	

This declaration, once signed, must be retained securely in the pharmacy and should be available for inspection by:

- The Pharmacy Owner
- GPhC inspectors
- NHS England
- Public Health England
- The Quality Assurance provider

Compliance against these requirements must be reassessed every 2 years.

Part 4

You will need to contact the Quality Assurance provider for the HLP certificate (please note, this part is just for pharmacies who have not been previously accredited as HLPs).

APPENDIX 1 HLP Action Plan template This can be accessed as a standalone document at: psnc.org.uk/hlp

Key area	Objective and Action Points	To be done by (whom)	By when
Engage everyone in the pharmacy team so that they understand what Healthy Living Pharmacy is all about			
Agree what difference you all want to make to your local community: identify two or three keys health areas relevant for the community that you will get involved with			
Identify who in the team will develop as a Health Champion and enrol on the relevant training			
Ensure that the pharmacist or manager has undertaken the appropriate leadership development			

<p>Review your pharmacy's performance against the HLP Quality Criteria identifying where you meet them and where you need to do more work; put together specific action plan</p>			

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Table 13 can be used to record whether written feedback of pharmacy team members on their team leader is available. If so, these should be kept with this evidence portfolio workbook.

Pharmacy team members	Feedback available
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

Table 14 can be used to record details of any other evidence collected.

Details of additional evidence collected:

