

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 Healthy Living Pharmacy (HLP) Prospectus**

**2016-2018**

**Partner Organisations**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Local Pharmaceutical Committee

Other i.e. Council, NHSE, CCG

This prospectus has been updated following release of   
Public Health England’s Healthy Living Pharmacy Level 1 Quality Criteria   
and changes to the Community Pharmacy Contractual Framework (CPCF)

November 2016

FOREWORD

The Healthy Living Pharmacy (HLP) framework is a tiered commissioning framework aimed at achieving consistent delivery of a broad range of high quality services through community pharmacies to meet local need, improving the health and wellbeing of the local population and helping to reduce health inequalities.

The framework comprises of three levels of increasing complexity and required expertise with pharmacies aspiring to go from one level to the next.

It is also an organisational development framework underpinned by three enablers of:

* workforce development – a skilled team to pro-actively support and promote behaviour change, improving public health and wellbeing
* premises that are fit for purpose
* engagement with the local community, other health professionals (especially GPs), social care and public health professionals and Local Authorities.

In July 2016, Public Health England released national Quality Criteria. These quality criteria, and compliance with them, form part of the profession-led self-assessment process of becoming level 1 Healthy Living Pharmacies.

What is a Healthy Living Pharmacy?

What are the benefits of implementing HLP in my pharmacy?

* Improvements in outcomes, quality and productivity
* Being a priority pharmacy for future service commissioning
* Ability to demonstrate to both present and future commissioners what community pharmacy can deliver to improve the health and wellbeing of the local population
* Supports raising awareness of the role of community pharmacy in support of healthy living to local populations so that increasingly community pharmacy becomes an access point of choice for patients seeking solutions to their health and wellbeing needs
* A recognisable branding for HLP that represents excellent quality to the public and health professionals
* An engaged and motivated pharmacy team able to deliver proactive health and wellbeing interventions and improved performance
* Improved involvement and engagement of the wider pharmacy team through the development of trained Health Champions
* Enhanced engagement and collaboration with other health professionals
* A commissioning framework and evidenced health outcomes that highlight the community pharmacy’s role in public health intervention for new commissioners.

**Being a HLP and the HLP kite mark demonstrates consistent delivery of high quality services and a health and wellbeing ethos in the pharmacy.**

Healthy Living Pharmacy requirements 2016-2018

This model has been developed locally but is based on the findings of the national HLP pathfinder programme and the national quality criteria published by Public Health England in July 2016. From April 2017, HLP also forms part of the new Community Pharmacy Contractual Framework (CPCF) Quality Criteria and is worth 20 quality points to each pharmacy. These are worth £64 per point as a minimum. If not all pharmacies achieve all the quality criteria those who have undertaken some or all of them will receive an additional payment. This will be capped to a total of £128 per point available.

Overarching Requirements

Before you complete HLP assessment of compliance you must ensure you meet:

* The General Pharmaceutical Council (GPhC) standards for the safe and effective practice of pharmacy from pharmacy premises, and
* The NHS Community Pharmacy Contractual Frameworks (CPCF) requirements which determine the services and standards that must be provided by community pharmacies. Compliance of these is assessed by the Community Pharmacy Assurance Framework (CPAF)

Workforce Development

The pharmacy staff should be developed in order so that they are well equipped to embrace the healthy living ethos and proactively promote health and wellbeing messages,

* The pharmacy has **at least one full time equivalent (FTE)** trained Health Champion that has passed the specified Royal Society of Public Health Understanding Health Improvement Level 2 course. In practice this may require you to train two members of staff if part time. Training will be provided free of charge to participating pharmacies and delivered locally.
* An individual from the pharmacy team has undergone leadership training through an organisation that maps to/encompasses the following domains:
  + **Inspiring a shared purpose** – Valuing a service ethos, curious about how to improve services and care, behaving in a way that reflects the principles and values of the organisation.
  + **Sharing the vision** – Communicating a compelling and credible vision of the future in a way that makes it feel achievable and exciting.
  + **Engaging the team –** Involving individuals and demonstrating that their contributions and ideas are valued and important for delivering outcomes and continuous improvements to the service.
  + **Developing capability –** Building capability to enable people to meet future challenges, using a range of experiences as a vehicle for individual and organisational learning, acting as a role model for personal development.
  + **Influencing for results** – Deciding how to have a positive impact on other people, building relationships to recognise other people’s passions and concerns, using interpersonal and organisational understanding to persuade and build collaboration.
* The pharmacy staff are able to access NHS Choices and local public health information
* The pharmacy team is friendly, welcoming and sensitive to the need for privacy for different individuals
* All pharmacy staff receive training on how to approach people to discuss difficult or sensitive matters
* All pharmacy staff are able to provide brief health and wellbeing advice and have an awareness that the person may need additional support for behaviour change. MECC training has been recommended as a mechanism for this for front facing staff.

Engagement

The pharmacy must be able to demonstrate that it is actively engaging with the local community and other healthcare professionals, commissioners and local organisations

* The pharmacy team proactively engage with patients and the public, to offer advice, support and signposting where applicable
* The pharmacy team actively works in collaboration with other community organisations to deliver pharmacy outreach and or services
* The pharmacy encourages local charities and other providers to work with the pharmacy for delivery of key health messages/displays where appropriate
* The pharmacy team is aware of appropriate health and social care providers in their community
* The pharmacy team is aware of local commissioners and how to contact them

Environment

* The pharmacy has a dedicated **Health Promotion Zone** with professional regularly updated displays. It must:
  + Be clearly marked and accessible
  + Be professional in appearance
  + Be appropriately equipped with up to date professional health and wellbeing messages
* The Health Promotion Zone resources should be updated at least every two months to ensure information provided is relevant, up to date and appropriate
* All material on the Health Promotion Zone should be generic and not promoting a specific brand, which can be seen as endorsement or promotional
* Emails should be checked regularly and must be appropriately secure
* The pharmacy should contribute to a sustainable environment
* Participate in the NHSE mandated health promotion campaigns

Advanced Services

* The identified pharmacist lead/regular manager is MUR accredited.
* The pharmacy delivers MURs on patients annually (level 1) and feeds back any actions to the patient’s GP according to national requirements for the advanced   
    
  service. 70% of MURs to be conducted on patients in national target groups defined as patients on high risk medicines, patients recently discharged from hospital, patients with respiratory conditions and patients with or at risk of cardiovascular disease.\*
* The pharmacy has set up a system for actively recruiting patients for the New Medicines Service. The pharmacy actively delivers NMS.

\*Current MUR requirements must be met if different to that detailed here

Quality criteria

The pharmacy has completed and complies 100% with the current HLP assessment on PharmOutcomes. Reaccreditation will be required every two years.

How to Apply

* Complete the HLP Expression of Interest form and send to the HLP Lead \_\_\_\_\_\_\_\_\_\_. You are responsible for ensuring that the application is supported and authorised by the appropriate staff from your organisation. As part of the application you will need to identify which staff will require Health Champion and leadership training and provide their contact details.
* In submitting the application, applicants are consenting to the information and data regarding Healthy Living Pharmacy to be shared with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
* Ensure you have read and understood the prospectus and quality criteria.

What happens after an application is made?

* Pharmacy completes HLP assessment on PharmOutcomes. This will help identify action plans they will need to develop and implement to achieve HLP status. Pharmacy should continue to update and record evidence of actions completed in the template until they are happy they have achieved requirements for required level. The template should be viewed as an on-going record of actions and activity – so please add to the template rather than deleting or overtyping information.

How will Pharmacies be supported to become a HLP?

* Pharmacies will be provided with the opportunity to train up to two Health Champions - training dates to be confirmed.
* Pharmacies will be provided with opportunity to have a member of staff attend leadership training. Training dates to be confirmed.
* Health Champions will be supported by \_\_\_\_\_\_\_\_\_\_. They will provide practical support and advice to Health Champions. They will also advise and support some elements of the accreditation process.
* \_\_\_\_\_\_\_\_\_\_\_\_ will provide support and mentorship to participating pharmacies and help support community engagement activity. They will also co-ordinate HLP specific training.

What if a pharmacy was accredited under requirements of a previous prospectus?

All pharmacies will be reviewed for reaccreditation every two years. For 2016-2018 all pharmacies will be expected to be to working towards the new prospectus and quality criteria.

What happens when a Pharmacy is ready to be accredited / reaccredited?

Self-accreditation is now available via Pharmoutcomes; please complete required pages under ‘assessments’. You may get a visit from the national quality assurance provider; a number of HLP Level 1 pharmacies will be chosen at random to have their Compliance of Self-Assessment document and supporting evidence verified, every five years. These visits will assure the public, commissioners, and other healthcare professionals that the HLP quality criteria are met consistently across the country. The proportionate quality assurance process will provide the underpinning governance. As part of this process, should your pharmacy be selected for a quality assurance visit, you will be notified in advance by the quality assurance organisation (to be confirmed).

Assessment of achievement of HLP standards

Responsibility for accreditation will at present sit with WLPC until more details emerge regarding the quality assurance provider.

Assessment will be by:

1. PharmOutcomes

* Completed and 100% compliant with the HLP 16/18 assessment on PharmOutcomes

2. Inspection of HLP Evidence Folder e.g.

* Copies of certificates e.g. Health Champion, Leadership skills training
* Pharmacy public health campaign log
* Reports or photographs from public health campaigns
* CPD entries (optional but may prevent need for duplicate recording)
* Signposting resources

Recognition of HLP accreditation

* On accreditation as a Healthy Living Pharmacy, the pharmacy will receive a certificate and promotional resources.
* The pharmacy will be able to use the Healthy Living Pharmacy logo.

Maintenance of HLP accreditation

* The pharmacy continues to comply with all the requirements of this prospectus on a rolling basis.
* The pharmacy owner and Responsible Pharmacist in each Healthy Living Pharmacy are responsible for reassessing their pharmacy against the HLP Quality Criteria every 2 years by re-completing the assessment process/Declaration of Compliance.

**Public Health England Assessment of compliance**

**HLP Level 1**

Introduction to the assessment process

This process builds on the fact that pharmacy professionals are responsible and accountable for maintaining and improving the quality of the services and advice they and their team provide. This HLP assessment process provides pharmacists with a framework to demonstrate to themselves, their employers, and service commissioners that they, their team and their pharmacy comply with the requirements in the HLP Quality Criteria to attain Healthy Living pharmacy Level 1 status. In addition to this it is expected that pharmacists and their teams:

• practise within the GPhC Standards of Conduct, Ethics and Performance

• observe the GPhC Standards for Registered Premises

• comply with the terms of the NHS Community Pharmacy Contractual Framework

How to use this assessment process

• in Part 1 of the assessment of compliance you have to indicate if you comply with each of the statements by confirming Yes or No.

• in Part 2 you have to provide evidence of compliance with each of the statements detailing where any supporting documentation can be accessed if required for a Quality Assurance visit.

• Part 3 is where the Declaration of Compliance is made.

• details on how to obtain your certificate of compliance is in Part 4.

Quality assurance (QA)

The Quality Assurance process is the governance process for HLP status, where a number of HLP level 1 pharmacies will be chosen at random to have their Declaration of Compliance document and supporting evidence verified. If your pharmacy is chosen for a QA visit you will be notified in advance of the visit.

Reassessment of competency

The pharmacy owner and Responsible Pharmacist in each HLP pharmacy are responsible for reassessing their pharmacy against the HLP Quality Criteria every 2 years by re-completing the assessment process/Declaration of Compliance.

Part 1

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.

|  |  |
| --- | --- |
| The pharmacy has a consultation room which is compliant with the Advanced Services standards and is appropriate for the services on offer. | Y/N |
| The pharmacy has trained at least one Full Time Equivalent (FTE) to Health Champion RSPH Understand Health Improvement level 2. | Y/N  (name(s) of staff member(s)) |
| The pharmacist or other relevant individual has undertaken leadership development to motivate and engage the pharmacy team in the HLP concept. | Y/N  (name(s) of staff member(s)) |
| In the past year the pharmacy has participated in the provision of both MUR and NMS, and has proactively engaged in health promoting conversations. | Y/N |
| 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. | Y/N |
| The pharmacy complies with GPhC Standards for Registered Premises and Standards of Conduct, Ethics and Performance. | Y/N |
| The pharmacy complies with NHS Community Pharmacy Contractual Framework (CPCF) requirements. | Y/N |

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.

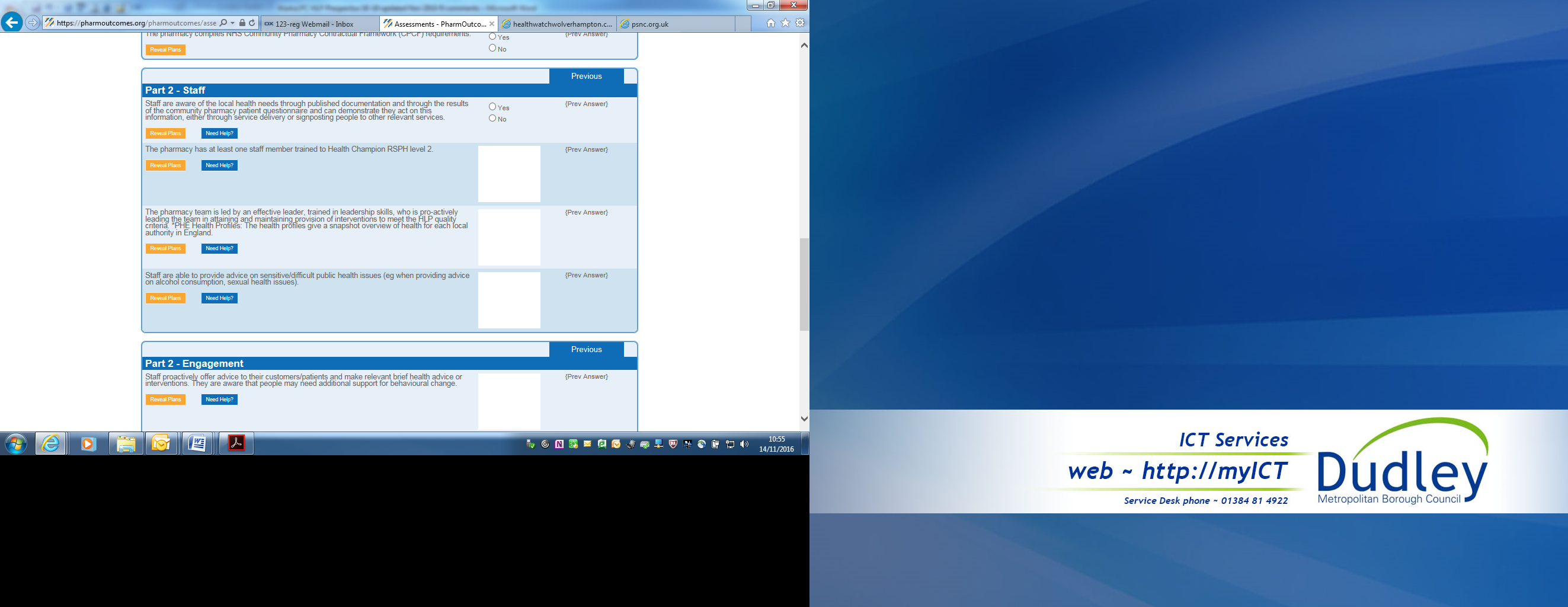
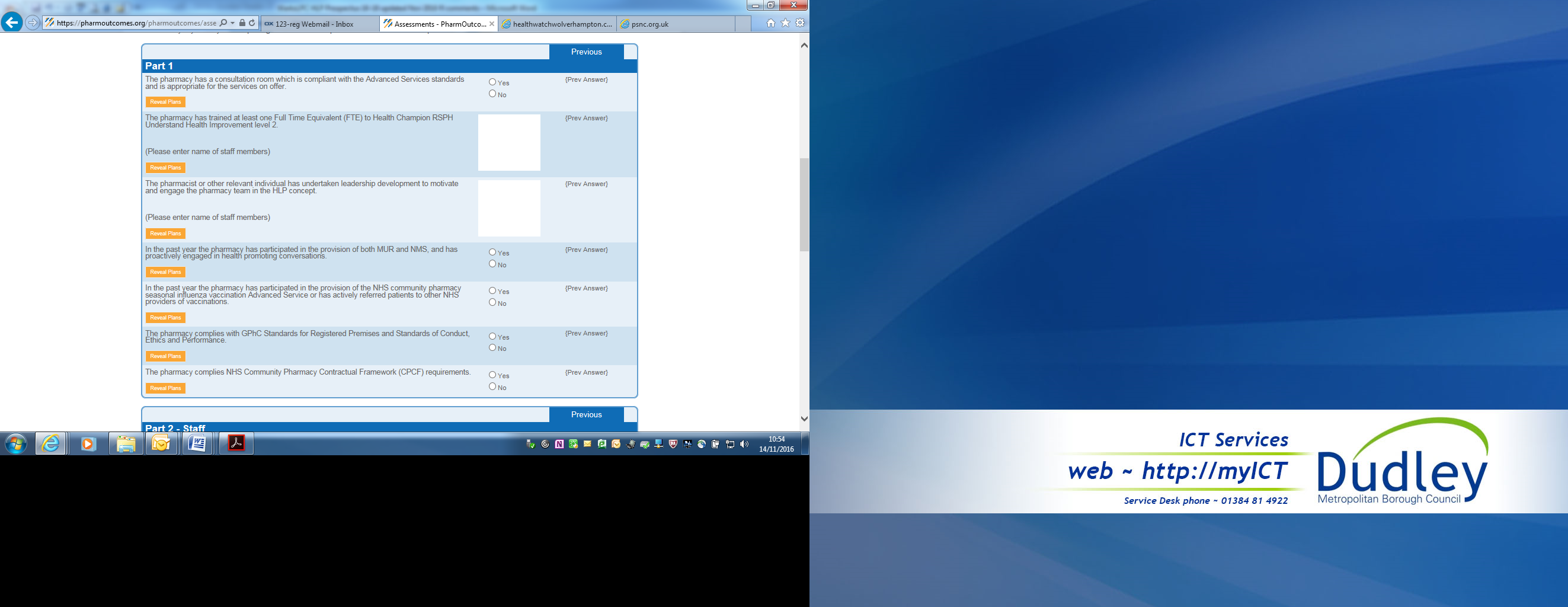
The “brief description of evidence” section only provides examples of the kinds of evidence that could be used and is not an exhaustive list.

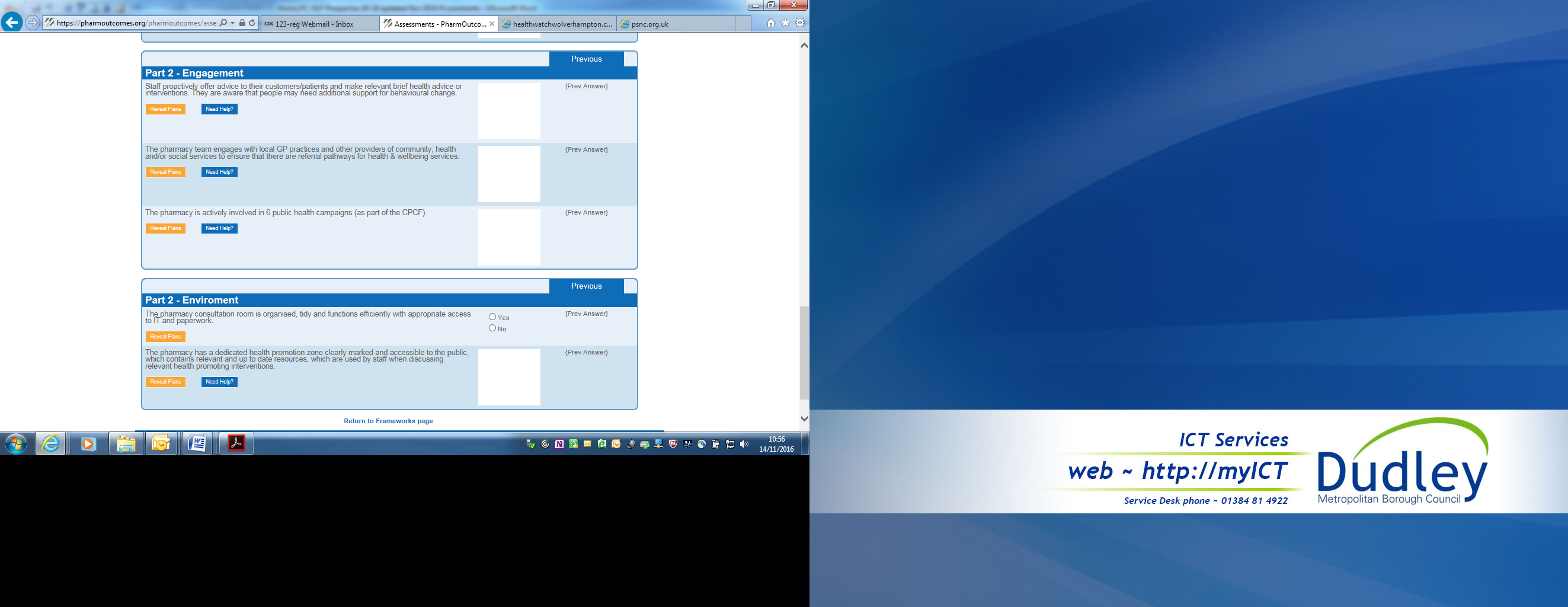
|  |  |
| --- | --- |
| **Requirement** | **Brief description of evidence**  (Evidence can include photos, copies of leaflets and posters, policies and other documents, electronic data records, etc.) |
| **Staff** | |
| Staff are aware of the local health needs through published documentation and through 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. | Yes they are because of the following:  Staff are aware of the PHE Health Profiles\* and tailor their activity to support the needs identified, eg smoking cessation, health promotion event held every 4 months, events documented in HLP file. Yes they have because of the following: |
| The pharmacy has at least one staff member trained to Health Champion RSPH level 2. | Mary Jones completed XXX on yy/yy/yy, certificate in HLP folder. |
| 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.  See http://www.apho.org.uk/default.aspx?QN=P\_HEALTH\_PROFILES for more information. | Yes they are because of the following:  Mary Jones completed XXX on yy/yy/yy,  Training log in HLP folder. |
| Staff are able to provide advice on sensitive/difficult public health issues (eg when providing advice on alcohol consumption, sexual health issues). | Yes they are because of the following: the following members of staff received “Dealing with Difficult discussion” training on yy/yy/yy |
| **Engagement** | |
| 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. | Yes they are because of the following:  Staff log interactions over a set period and have patient testimonials in HLP folder. |
| 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. | Yes they are because of the following: |
| The pharmacy is actively involved in 6 public health campaigns (as part of the CPCF). | Yes they are because of the following:  Photographic evidence and referrals to other services logged in HLP folder.  Examples of community outreach initiatives or in-pharmacy promotional campaigns |
| **Environment** | |
| The pharmacy consultation room is organised, tidy and functions efficiently with appropriate access to IT and paperwork. |  |
| 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. | Yes there is because of the following: |

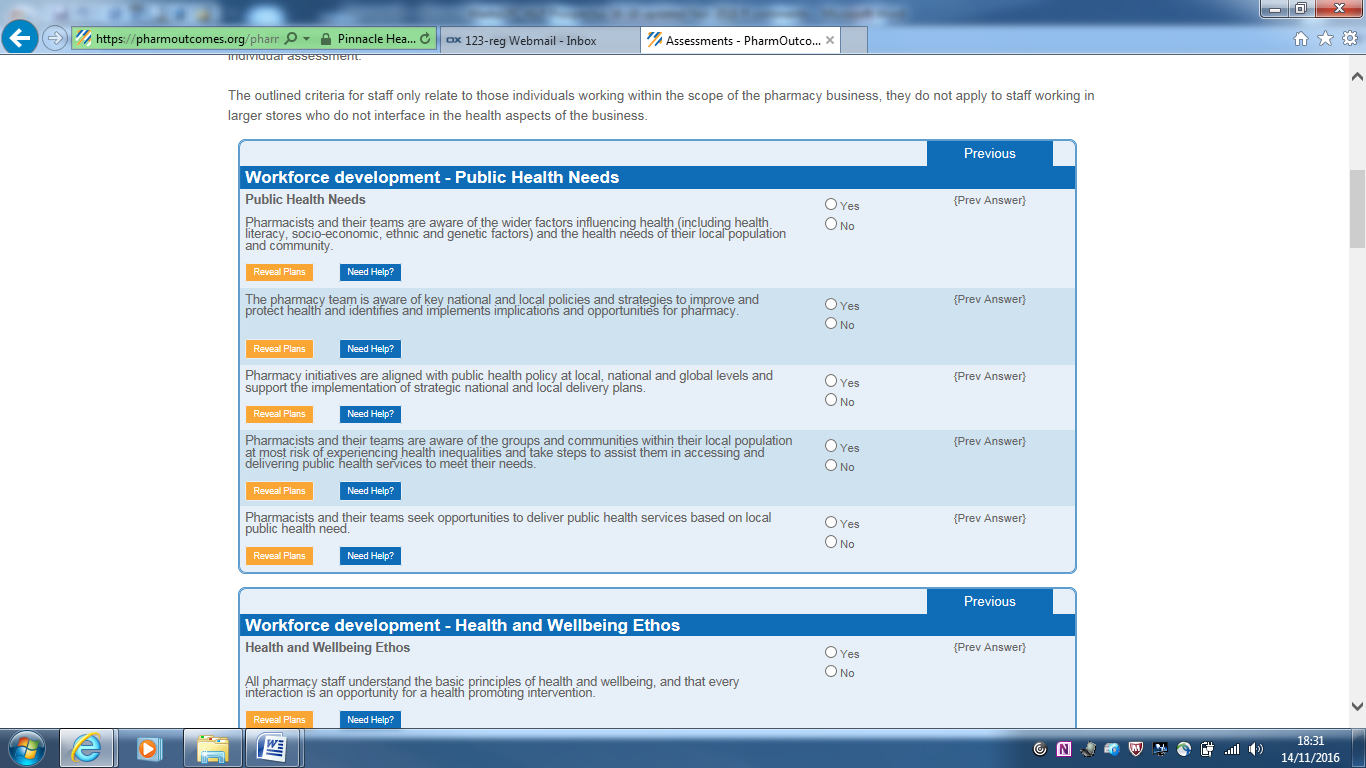
This has been taken from the Public Health England Quality Criteria document which can be found in full here:  
<https://www.gov.uk/government/publications/healthy-living-pharmacy-level-1-quality-criteria>

Pharmoutcomes

* The Level 1 HLP Assessment of Compliance and Quality Criteria are now available on Pharmoutcomes
* Complete both parts as part of your accreditation process

**Assessment of Compliance**

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**Quality criteria**

