**Quality Payments – PSNC’s suggested plan for contractors V2 February 2017**

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|  | **Criteria** | **Review point** | **Met the criteria** |
| **1** | **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 (from Monday 27 June 2016 to Sunday 27 November 2016 compared to Monday 28 November 2016 to Sunday 30 April 2017); and on the day of the second review, the pharmacy can demonstrate a total increase in access to Summary Care Records (from Monday 3 October 2016 to Sunday 30 April 2017 compared to Monday 1 May 2017 to Sunday 26 November 2017.* (Note – the wording of this requirement was amended in the March 2017 Drug Tariff.)  [PSNC guidance and resources to support contractors to meet this criterion](http://psnc.org.uk/services-commissioning/essential-services/quality-payments-use-of-the-nhs-summary-care-record-scr/) | 28th April 2017  **AND**  24th November 2017 |  |
| **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.*  **This is a gateway criterion and it must therefore be complied with before any payment can be achieved.**  [PSNC guidance and resources to support contractors to meet this criterion](http://psnc.org.uk/services-commissioning/essential-services/quality-payments-ongoing-utilisation-of-the-eps/) | 28th April 2017  **AND**  24th November 2017 |  |
| **3** | **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.*  **This is a gateway criterion and it must therefore be complied with before any payment can be achieved.**  [PSNC guidance and resources to support contractors to meet this criterion](http://psnc.org.uk/services-commissioning/essential-services/quality-payments-provision-of-one-specified-advanced-service/) | 28th April 2017  **AND**  24th November 2017 |  |
| **4** | **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).*  **This is a gateway criterion and it must therefore be complied with before any payment can be achieved.**  [PSNC guidance and resources to support contractors to meet this criterion](http://psnc.org.uk/services-commissioning/essential-services/quality-payments-nhsmail/) | 28th April 2017  **AND**  24th November 2017 |  |
| **5** | **NHS Choices entry**  *On the day of the review, the NHS Choices entry for the pharmacy must be up to date.*  **This is a gateway criterion and it must therefore be complied with before any payment can be achieved.**  [PSNC guidance and resources to support contractors to meet this criterion](http://psnc.org.uk/services-commissioning/essential-services/quality-payments-nhs-choices-entry/) | 28th April 2017  **AND**  24th November 2017 |  |
| **6** | **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*  [PSNC guidance and resources to support contractors to meet this criterion](http://psnc.org.uk/services-commissioning/essential-services/quality-payments-safeguarding/) | 28th April 2017  **AND**  24th November 2017 |  |
| **7** | **Dementia Friends**  *On the day of the review, 80% of all pharmacy staff working in patient facing roles are trained ‘Dementia Friends’*  [PSNC guidance and resources to support contractors to meet this criterion](http://psnc.org.uk/services-commissioning/essential-services/quality-payments-dementia-friends/) | 28th April 2017  **AND**  24th November 2017 |  |
| **8** | **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.*  [PSNC guidance and resources to support contractors to meet this criterion](http://psnc.org.uk/services-commissioning/essential-services/quality-payments-over-use-of-asthma-treatments/) | 28th April 2017  **AND**  24th November 2017 |  |
| **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.*  [PSNC guidance and resources to support contractors to meet this criterion](http://psnc.org.uk/services-commissioning/essential-services/quality-payments-nhs-111-directory-of-services/) | 28th April 2017  **AND**  24th November 2017 |  |
| **10** | **Healthy Living Pharmacy (HLP) self-assessment**  *On the day of the review, the pharmacy is a Healthy Living Pharmacy level 1 (self-assessment).*  [PSNC guidance and resources to support contractors to meet this criterion](http://psnc.org.uk/services-commissioning/essential-services/quality-payments-healthy-living-pharmacy-hlp-self-assessment/) | 28th April 2017  **OR**  24th November 2017\* |  |
| **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 or for distance selling pharmacies it is displayed on their website and the NHS Choices service desk has been notified as per the NHS England guidance document, “Pharmacy Quality Payments – Quality Criteria Guidance”.* (Note – the wording of this requirement was amended in the March 2017 Drug Tariff.)  [PSNC guidance and resources to support contractors to meet this criterion](http://psnc.org.uk/services-commissioning/essential-services/quality-payments-community-pharmacy-patient-questionnaire-cppq-results/) | 28th April 2017  **OR**  24th November 2017\* |  |
| **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.*  [PSNC guidance and resources to support contractors to meet this criterion](http://psnc.org.uk/services-commissioning/essential-services/quality-payments-patient-safety-report/) | 28th April 2017  **OR**  24th November 2017\* |  |

\*The last three criteria only need to be met at one of the review points and can therefore only be claimed for once.