

Suggested process for checking if patients aged 12 years and over are due an annual foot check and/or eye screening (retinopathy) check

Encourage all the pharmacy team to read PSNC Briefing 042/19: Pharmacy Quality Scheme – Foot and eye screening (retinopathy) checks for patients with diabetes so they understand the new process.

Consider speaking to your local GP practice about the quality criterion –the GP practice Briefing or GP practice letter) could be used to assist with this (while this is not a requirement of the quality criterion, it may assist with collaborative working to advise GP practices about this new activity).

Prescription is received for a patient who is aged 12 years and over with diabetes.

Patient or representative is collecting the prescription

Ask a member of staff to speak to the patient or their representative while their medicine is being dispensed or speak to the patient when handing out their medicines.

with the patient about annual foot and eye checks. If this has already happened, for the purposes of the quality criterion, no further action is required.

Patient or representative is calling back to collect their prescription

Consider attaching one of the PSNC flyers to the bag to act as a reminder to talk to the patient when they return to collect their medicines.

Check the patient's PMR to see if someone has already had a discussion

Patient does not collect their medicine from the pharmacy, e.g. a delivery patient or care home patient

Try phoning the patient or representative to talk to them about the annual checks.

Explain to the patient (or representative, where appropriate) that you just want to check if they have had a foot check and eye screening check (for retinopathy) in the last 12 months.

If patients have not had either or both of these or are not sure if they've had either or both of these, they should be advised to contact the GP practice and speak to the receptionist about who they need to speak to, to 'book in' for one of these checks. Patients should be discouraged from just making an appointment with their GP as this may not be the person that completes the checks at the GP practice and may lead to the patient then having to attend the GP practice on another occasion and also may be an inappropriate use of a GP appointment.

Pharmacy teams could consider printing out the '[What to expect at your annual foot check](#)' resource to help patients get the most out of their foot check or this could be used to assist pharmacy teams with answering any questions their patients may have about foot checks.

Pharmacy team members could also consider talking about the importance of the 15 checks and services that patients with diabetes are entitled to every year. Diabetes UK has a '[15 healthcare essentials – Getting the care you need](#)' checklist, which could be providing to the patient to aid discussions. There is also more information on the 15 checks and services on the [Diabetes UK website](#).

Consider checking if the patient has had their annual flu vaccination and if not, ask the patient if they would like to receive this at the pharmacy (if the pharmacy offers the Flu Vaccination Service). If the service is not offered, the patient could be signposted to another pharmacy or their GP practice.

Complete the data collection form and make a record on the patient's PMR which states whether or not the patient has had their annual foot and eye checks or if they did not know and if not or the patient did not know, a record should be made to state who the patient was referred to. If attempts to contact the patient have failed, this should also be noted on their record.

Calculate the totals on the data collection form and input these into the Manage Your Service (MYS) application when making the Pharmacy Quality Scheme (PQS) declaration. Do not include any patient identifiable information when making the PQS declaration.