

PSNC Briefing 024/20: Part 1 2020/21 Pharmacy Quality Scheme - Essential Criteria Checklist for COVID-19 – Evidence checklist

This PSNC Briefing provides community pharmacy contractors with examples of suggested evidence, in a checklist format, that they can use to confirm they have the necessary evidence ready to make their Pharmacy Quality Scheme (PQS) declaration.

It is important that contractors have this evidence to assure themselves that they meet all the requirements in the Essential Criteria Checklist for COVID-19 response, as well as to be able to provide this evidence to the NHS Business Services Authority (NHSBSA) Provider Assurance Team (if requested) who may undertake validation checks on behalf of NHS England and NHS Improvement (NHSE&I).

The examples provided as suggested evidence are not exhaustive; other evidence may also be suitable.

Criteria	Complete
<p>1a</p>	<p><i>The contractor has conducted a COVID-19 infection control risk assessment for the pharmacy premises and where risks have been identified, has implemented mitigating actions, e.g. physical barriers such as above head height protective screens, where possible and appropriate.</i></p> <p>PSNC guidance and links to other resources:</p> <ul style="list-style-type: none"> • Premises risk assessment and links to other resources at https://psnc.org.uk/the-healthcare-landscape/covid19/personal-protective-equipment-ppe/; • https://psnc.org.uk/services-commissioning/pharmacy-quality-scheme/pharmacy-quality-scheme-2020-21-faqs/ <p>Suggested evidence:</p> <ul style="list-style-type: none"> • Copy of your completed risk assessment, risks identified, and mitigating actions taken; and • Pictures of any physical changes or barriers put in place as risk mitigating actions, e.g. protective screens, changes in workstation layouts etc.

1b	<p><i>The contractor has made appropriate adjustments to maximise social distancing in accordance with the latest government guidance on COVID-19 secure workplaces: Working safely during coronavirus¹</i></p> <p>PSNC guidance and links to other resources:</p> <ul style="list-style-type: none"> • Premises risk assessment and links to other resources at https://psnc.org.uk/the-healthcare-landscape/covid19/personal-protective-equipment-ppe/; • https://psnc.org.uk/services-commissioning/pharmacy-quality-scheme/pharmacy-quality-scheme-2020-21-faqs/ <p>Suggested evidence:</p> <ul style="list-style-type: none"> • Copy of action plan created following review of the Government guidance; • Pictures of any physical changes made in response to the action plan; and • Records of training disseminated to other patient-facing staff, for example, counter assistants, dispensers, and delivery drivers. 	<input type="checkbox"/>
2	<p><i>The contractor has updated the pharmacy Standard Operating Procedures (SOPs) or related guidance, where appropriate, to minimise the risk of transmission of SARS-CoV-2, having considered the guidance within the latest NHSE&I COVID-19 Pharmacy SOP. All staff have been briefed on changes relevant to their role in the pharmacy and a record of this is maintained.</i></p> <p>PSNC guidance and links to other resources: https://psnc.org.uk/the-healthcare-landscape/covid19/contractor-guidance/</p> <p>Suggested evidence:</p> <ul style="list-style-type: none"> • Summary or list of SOPs amended, or guidance issued to supplement SOPs; and • Training record for team confirming briefing or training to support implementations of updated SOPs or guidance. 	<input type="checkbox"/>
3a	<p><i>The contractor has appropriate and up to date COVID-19 posters, warnings and information displayed so they are visible at entry points to the pharmacy premises.</i></p> <p>PSNC guidance and links to other resources: https://psnc.org.uk/the-healthcare-landscape/covid19/information-for-the-public/</p>	<input type="checkbox"/>

¹ <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

	<p>Suggested evidence:</p> <ul style="list-style-type: none"> • Pictures of current PHE or other appropriate posters on display to provide information to the public. 	
3b	<p><i>For Distance Selling Pharmacies, there are appropriate and up to date COVID-19 warnings and information displayed prominently on their website.</i></p> <p>PSNC guidance and links to other resources: https://psnc.org.uk/the-healthcare-landscape/covid19/information-for-the-public/</p> <p>Suggested evidence:</p> <ul style="list-style-type: none"> • Screenshot taken of the appropriate and up to date COVID-19 warning and information as displayed on your website. 	<input type="checkbox"/>
4	<p><i>Members of staff have been informed of risk factors for poorer outcomes of COVID-19 such as gender, age, BAME and comorbidities. Individual COVID-19 risk assessments have been offered to all members of staff. Where the staff members accepted the offer, the contractor has conducted an individual risk assessment for each member of staff and put in place any appropriate mitigations. A record of this is maintained.</i></p> <p>PSNC guidance and links to other resources:</p> <ul style="list-style-type: none"> • https://psnc.org.uk/our-news/nhsei-request-urgent-completion-of-staff-risk-assessments/ • https://psnc.org.uk/services-commissioning/pharmacy-quality-scheme/pharmacy-quality-scheme-2020-21-faqs/ <p>Suggested evidence:</p> <ul style="list-style-type: none"> • Copy of individual risk assessments or staff waivers on staff files. • Evidence of appropriate actions taken to mitigate risk to individuals. 	<input type="checkbox"/>
5	<p><i>The contractor has a process in place to advise and refer staff with symptoms of COVID-19 for testing in accordance with Government guidance².</i></p> <p>PSNC guidance and links to other resources: https://psnc.org.uk/the-healthcare-landscape/covid19/wellbeing-and-testing/</p>	<input type="checkbox"/>

² <https://www.gov.uk/apply-coronavirus-test-essential-workers>

	<p>Suggested evidence:</p> <ul style="list-style-type: none"> • Evidence of staff briefing/notification; • Record of where to find current information to refer staff to. 	
6a	<p><i>The contractor has available facilities and resources (e.g. alcohol handrub) to support staff to conduct hand hygiene procedures frequently, to reduce the transmission risk of SARS-CoV-2 and support infection control.</i></p> <p>Suggested evidence:</p> <ul style="list-style-type: none"> • Pictures of alcohol handrub provided for use by staff, in position within the pharmacy. 	<input type="checkbox"/>
6b	<p><i>The contractor has posters displayed in relevant areas to promote best hand hygiene practice, for example:</i> https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/886217/Best_practice_hand_wash.pdf</p> <p>Suggested evidence:</p> <ul style="list-style-type: none"> • Pictures of current PHE or other appropriate posters on display to provide information to staff and visitors. 	<input type="checkbox"/>
6c	<p><i>The contractor has posters displayed in relevant areas to promote best practice use of handrub for example:</i> https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/886216/Best_practice_hand_rub.pdf</p> <p>Suggested evidence:</p> <ul style="list-style-type: none"> • Pictures of current PHE or other appropriate posters on display to provide information to staff and visitors. 	<input type="checkbox"/>
7	<p><i>The contractor has reviewed and adopted, as a minimum, the <u>PPE recommendations</u>,³ for their staff working in the pharmacy.</i></p>	<input type="checkbox"/>

³[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/879108/T3_poster Recommended PPE for ambulance staff paramedics transport pharmacy.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/879108/T3_poster_Recommended_PPE_for_ambulance_staff_paramedics_transport_pharmacy.pdf)

	<p>PSNC guidance and links to other resources: https://psnc.org.uk/the-healthcare-landscape/covid19/personal-protective-equipment-ppe/</p> <p>Suggested evidence:</p> <ul style="list-style-type: none"> • Pictures of staff use of PPE; and • Wholesaler invoices showing ongoing orders of PPE. 	
8	<p><i>The contractor has reviewed and, as appropriate, updated business continuity plans for the COVID-19 pandemic including Emergency Business Continuity Planning for any potential closure(s), identifying one or more local pharmacies, which can support and provide pharmaceutical services to their patients, whilst the pharmacy is closed.</i></p> <p>PSNC guidance and links to other resources:</p> <ul style="list-style-type: none"> • https://psnc.org.uk/contract-it/essential-service-clinical-governance/emergency-planning/ • https://psnc.org.uk/our-news/covid-19-nhsei-issues-guidance-on-minimising-spread-of-infection/ <p>Suggested evidence:</p> <ul style="list-style-type: none"> • Copies of the updated Business Continuity plan reflecting plans for COVID-19 interruptions. 	<input type="checkbox"/>
9	<p><i>The contractor has identified an area of the pharmacy where symptomatic patients could be isolated if they are unable to leave the premises, e.g. if an ambulance is required, and can follow the process outlined in the latest COVID-19 Pharmacy SOP (including decontamination of the identified area after the symptomatic patient has left).</i></p> <p>PSNC guidance and links to other resources: https://psnc.org.uk/the-healthcare-landscape/covid19/contractor-guidance/</p> <p>Suggested evidence:</p> <ul style="list-style-type: none"> • A record sheet detailing the names of members of staff who have been briefed on the actions to take if a symptomatic patient presents in the pharmacy and the specified location for isolation. It is recommended staff have signed and dated this to confirm they have been briefed. 	<input type="checkbox"/>

10	<p>The contractor has reviewed examples of good practice during the pandemic and has adopted them as considered appropriate for the individual pharmacy. These include examples collated by the GPhC: https://inspections.pharmacyregulation.org/knowledge-hub/search?Themes=12&FreeText=&Themes=12</p> <p>Suggested evidence:</p> <ul style="list-style-type: none"> A record of examples reviewed, and any actions agreed to implement changes in the pharmacy to support their introduction. 	<input type="checkbox"/>
11	<p>The contractor and registered staff working at the pharmacy have read relevant COVID-19 guidance on the GPhC website⁴ and a record of this is maintained.</p> <p>Suggested evidence:</p> <ul style="list-style-type: none"> A record sheet detailing the relevant COVID-19 guidance which has been read by named GPhC registered members of staff. It is recommended that the GPhC registered staff sign and date the record once they have read the guidance. 	<input type="checkbox"/>
Submissions of declarations to NHSBSA		
	<p>Contractors will be able to claim for their PQS payment via the Manage Your Service (MYS) application. This will open for PQS declarations at 9am on 14th July 2020 and closes at 23:59 on 29th January 2021.</p> <p>DO NOT MISS THIS DEADLINE: CONTRACTORS WILL NOT BE ABLE TO CLAIM A PQS PAYMENT IF THEY MISS THIS DEADLINE.</p> <p>Information on how to register with MYS is available on the PSNC website.</p> <p>Once a contractor has completed and submitted their online declaration via MYS, it cannot be altered.</p> <p>The evidence of meeting the criteria should be retained as it may be required for post payment verification purposes.</p>	<input type="checkbox"/>

If you have queries on this PSNC Briefing or you require more information, please contact the [PSNC Services Team](#).

⁴ <https://www.pharmacyregulation.org/contact-us/coronavirus-latest-updates>