

## FAQ

### **Standard NHS Contract Initial Returns (Appendix 1 & Appendix B) for the Pharmacy First Service (and Inhaler Therapy Services in Plymouth)**

May 2021

**N.B This FAQ refers to the first stage of the contract process, more actions will be required.**

**Q: What is the purpose of these initial returns (Appendix 1 & Appendix B)?**

The purpose of these returns is to provide the NHS Devon CCG with basic details regarding roles and responsibilities within your pharmacy business, and to establish which premises wish to provide the service/s beyond the 31<sup>st</sup> of July 2021. Once these returns are received, the information provided will be incorporated into your contract with NHS Devon CCG. Please note, the CCG contract process utilises the Standard NHS Contract and the information requested will not exceed previous requests for this type of contract.

**Q: I am responsible for a number of pharmacies within a chain/ multiple, do I need to complete individual returns for each of my pharmacies?**


No. Please do not request individual Appendix 1 and Appendix B returns from your individual pharmacy branches. If all pharmacies are owned by the same company, then all pharmacies that you wish to provide the Pharmacy First Service, and continue to provide the Inhaler Therapy Services, need to be listed in your Appendix 1 and Appendix B.

One set of returns (i.e. one Appendix 1 and one Appendix B) need to be completed on behalf of the company/ organisation for all relevant Devon pharmacies in your chain/ multiple.

**Q: I am the contract lead for more than one pharmacy business/ company, do I need to complete multiple returns?**

Only one Appendix 1 and one Appendix B is needed per provider/ organisation. If your pharmacies are not part of the same company, separate returns will need to be produced for each organisation.

**Q: I am the pharmacist responsible for the branch, what do I need to do in order to ensure we continue/ start the Pharmacy First Service (or Inhaler Therapy Services if applicable)?**



With regards to the contract documentation, if your pharmacy is part of a chain or multiple, the required returns are completed centrally by the contract lead either for your area or within your head office, on behalf of all premises within the chain/multiple in Devon.

If you are the pharmacist and owner/ director of the pharmacy business please complete the contract documentation as requested (Appendix 1 & Appendix B), on behalf of the pharmacy premises you work in, and all pharmacies you own within that company. Only one Appendix 1 and one Appendix B is needed per provider/ organisation.

**Q: I am currently in the process of selling my pharmacy business, what should I do in this situation if the pharmacy wishes to continue with the Pharmacy First Service (or Inhaler Therapy Services if applicable)?**

Please complete the initial returns (Appendix 1 and Appendix B) and submit to us via [D-CCG.medicinesoptimisation@nhs.net](mailto:D-CCG.medicinesoptimisation@nhs.net). Within your email please highlight your current situation and give the date or approximate timescale your pharmacy business will be sold (if possible), and any queries you may have regarding the continuation of the service. It is important that we receive this information as early as possible in the contract process and will work through any queries with you on an individual basis.

#### Appendix 1 Queries

**Q: Do I need to provide any additional information in Appendix 1 beyond the Standard NHS Contract requirements?**

No, all information requested within Appendix 1 is information you have already provided for the Standard NHS Contract with NHS England.

**Q: My pharmacy is a small business; I am unsure who I can name as lead for each role listed within Appendix 1; can I use the same named individual/ myself for all lead roles listed in Appendix 1?**

In a small business, one individual can hold numerous roles. We do strongly encourage you to check with colleagues who is assigned each role dependant on relevant training/ knowledge, as this information will be included in your contract.

Please note, direct employers of small business can hold multiple roles in their company but should name a different individual for the Freedom to Speak Up Guardian. Please see below an excerpt from the NHS Freedom to Speak Up guidance:

*‘...named individual as Freedom to Speak Up Guardian who is independent of the line management chain and not the direct employer, who can ensure that policies are in place and that staff know where to go to raise a concern’.*



Appendix B Queries

**Q: As well as the separate Appendix B template you have provided, I have located an Appendix B within the Service Specification document – does this also need completing?**

No, please only complete and return the Appendix B in the separate word template document. The separate Appendix B template includes tick boxes to indicate which service/s each premises currently delivers/ wishes to deliver. This is important information which will be used to finalise your contract with us.

**Q: My pharmacy does not currently provide the Pharmacy First Service, but would like to, which box should I tick?**

Please tick either the 'Pharmacy First ONLY' box or alternatively, if you are already currently providing the Inhaler Therapy Services, please tick 'BOTH'.

New premises are encouraged to sign up to the Pharmacy First Service in addition to existing premises, however, please note you will only be able to become accredited with NHS Devon CCG and provide the service once the contract process is fully signed and agreed.

At this stage, we are simply looking to agree contracts with pharmacy contractors and for them to stipulate the premises they wish to provide the service from. In order for pharmacists to deliver the service, they must comply with PGD legislation, and competency checks will need to be completed once these contracts are in place.

If you are new to the Service, further information and guidance regarding these requirements are provided within each Pharmacy First PGD.

**Q: My pharmacy does not currently provide the Inhaler Therapy Services, but would like to, which box should I tick?**

Please note, your pharmacy is unable to start providing the Inhaler Therapy Services at this stage. Currently, the Inhaler Therapy Services are only open to existing contractors offering this service in Plymouth. Please tick the 'Pharmacy First ONLY' box, as your new contract with NHS Devon CCG will be solely for the Pharmacy First Service.

The CCG are working with Devon LPC to expand the Inhaler Therapy Services across Devon however and future and separate communication will be circulated on this specific service development.

**Q: What are the other requirements for pharmacies providing the Pharmacy First Service (apart from the contract), e.g. pharmacist training?**

Aside from the contractual arrangements and the service as specified in the service specifications, each pharmacist that delivers the service must comply with all the PGD legislative framework. The lead pharmacist at each premises (often the pharmacist manager within a premises, though could be an area manager or



superintendent or governance lead) must sign the PGD paperwork that each and every pharmacist offering the service in their premises are competent to provide that service.

Additionally, each pharmacist providing the service must sign the PGD paperwork to firmly state that they have undertaken the necessary education and a declaration of competency through training undertaken.

### The Next Step

Once we have received your submissions for Appendix 1 & Appendix B, this information will be used to generate your contract with NHS Devon CCG. The next part of the process will involve submission of further returns, e.g. all relevant policy documentation and indemnity insurance.

### **Q: My pharmacy business does not have a specific policy requested in Appendix 2, can I leave this blank? What are my options?**

As indicated, the first stage of the process requires Appendix 1 & Appendix B returns only.

With regards to Appendix 2 and policy submissions, we acknowledge that not all pharmacies will have separate policies on all the key stipulated areas, however they may be covered within other existing policy documents or SOPs, as part of general operations and as previously submitted to NHS England. If you have any queries, please contact the Medicines Optimisation Team via [D-CCG.medicinesoptimisation@nhs.net](mailto:D-CCG.medicinesoptimisation@nhs.net).

The Medicines Optimisation Team

NHS Devon Clinical Commissioning Group

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