

Overview and key changes*

Review date: Friday 15th February 2019

Changes since last time: There are some important changes since June 2018. We have highlighted them in **red**. [Make sure you read the new NHS England guidance carefully](#) as you will not automatically qualify based on previous Quality Payments.

How to claim: Claim via the NHS BSA 'Manage Your Service' application between 09.00 on Monday 4th February 2019 and 23.59 on Friday 1st March 2019. You must complete all questions and keep evidence showing you meet the gateway and quality criteria. **The system NHS BSA is using this time (Manage Your Service) will give you real-time confirmation of whether you have met the five gateway criteria.** There is more information below.

Points & payments: Pharmacies can claim up to 100 points in Quality Payments. **Payment-per-point will be between £32-£64**, depending on the total number of claims. The final value will be calculated to distribute the full £37.5m Quality Payments funding.

Registering with Manage Your Service:

Pharmacies will receive an email from NHS BSA in the week commencing 3rd December with a link to register with the new Manage Your Service application. **We would strongly advise doing this as soon as possible** to ensure you have no problems accessing it. You will need to use this system to claim Quality Payments. Contact nhsbsa.pharmacysupport@nhs.net if you haven't received this email by 10th December and it is not in your junk mail.

How to achieve your Quality Payments:

You now need to meet **5 gateway criteria** on 15th February 2019 to be eligible to claim any Quality Payments. NHS England has introduced a **new system for validating that pharmacies meet the gateway criteria – the claim form will be auto-populated from national datasets so we would advise starting your declaration when the claims portal opens on 4th February.**

***Note:** This is a summary. [You also need to read the full NHS England guidance](#) using the links at the end of this document.

Providing MUR/NMS or registered for NUMSAS pilot

There are no changes to this gateway criteria.

Up-to-date pharmacy profile on NHS.UK: New dates

Must include bank holiday opening hours on the following dates: Friday 19th April, Sunday 21st April, Monday 22nd April, Monday 6th May and Monday 27th May 2019. Profile must have been edited/validated between 00.00 on 3rd Dec 2018 and 23.59 on 15th Feb 2019). DSPs will need to email nhsbsa.pharmacysupport@nhs.net between 00.00 on 3rd Dec and 23.59 on 15th Feb. (Note: NHS.UK was previously called NHS Choices.)

Community Pharmacy Patient Questionnaire (CPPQ): New

Your last completed CPPQ results must be published on your NHS.UK page. (DSPs: It must be on your own website.) If you have already published your latest CPPQ results (e.g. for June 2018's Quality Payments), and the survey was within the last 12 months, you should already be compliant.

Ability to send and receive NHSmail: New requirements

As well as being able to access NHSmail using premises shared NHSmail account, **you must now have at least two live linked accounts**, i.e. accounts that have been activated and haven't been dormant for more than 90 days.

IT system compliant with NHS Digital Warranted Environment Specification (WES): New

Contractors need to consult the [WES specification](#) and/or your system supplier(s) and make sure your IT systems are compliant – i.e. your operating system (e.g. Windows) and web browsers (e.g. Chrome/Edge) are supported by NHS Digital to connect to NHS systems. You also need to be able to demonstrate your systems were compliant on 15th February – NHS Digital can assess this when you log onto the SCR portal.

WES-compliant operating systems:

Windows Server 2012 R2
Windows 7 SP1 32-bit / 64-bit
Windows 8.1 32-bit / 64-bit
Windows 10 64-bit

WES-compliant web browsers:

Microsoft Internet Explorer (IE) 11
Microsoft Edge
Google Chrome
Mozilla Firefox

You can then claim for the following Quality Payments if you meet the criteria on 15th February 2019:

Quality Payment	Points
Written patient safety report: <u>New requirements</u> Written report at premises level available for inspection on 15 th February 2019. The report must have been updated/published since 29 th June 2018. It must cover the pharmacy's analysis of incidents and patterns (taken from	20

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<p>ongoing log) with specified look-alike sound-alike errors (LASAs) identified from the National Reporting & Learning System (NRLS). You will need to demonstrate what actions you have put in place to prevent LASAs (e.g. physical separation of products, staff training). You will need to upload any LASAs to the NRLS, including the word 'LASA' in the report as a unique identifier, and keep evidence of this on your premises or electronically.</p>	
<p>CPPE Risk Management: <u>New</u></p> <p>80% registered pharmacy professionals working on the day of the review have satisfactorily completed CPPE's Risk Management training. The pharmacy must also have an example of a risk review drawn up by the team on the premises for a risk it has identified, with risk minimisation actions that the team is taking.</p>	20
<p>NSAID & gastro-protection audit: <u>New</u></p> <p>Pharmacy has completed this audit of non-steroidal anti-inflammatory drugs (NSAIDs) and gastro-protection for patients aged 65+. You also need to notify the patient's GP where professional concerns are identified, share their anonymised data with NHS England and incorporate learning from the audit into your practice.</p>	20
<p>Healthy Living Pharmacy Level 1: <u>New requirements</u></p> <p>In addition to being a Healthy Living Pharmacy Level 1 on 15th February (self-assessment), you also need to ensure that 80% of staff working at the pharmacy who provide healthcare advice to the public have successfully completed the CPPE children's oral health training assessment.</p>	15
<p>NHS 111 Directory of Services:</p> <p>Information about the pharmacy has been checked since 10.00 on Monday 5th November 2018 and is correct on 15th February 2019, including Easter and May bank holiday opening hours. Use the DoS Profile Updater to do this.</p>	2.5
<p>Asthma reviews & child asthma action plans: <u>New requirements</u></p> <p>Like last time, the pharmacy needs to show evidence it referred any asthma patients dispensed more than 6 short-acting bronchodilator inhalers without any corticosteroid inhalers within 6 months since 28th June 2018 to an appropriate healthcare professional for asthma review.</p> <p>In addition, you also now need evidence you have ensured any children aged 5-15 prescribed an inhaled corticosteroid for asthma have a spacer device</p>	20

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where appropriate in line with NICE TA38 , and a personalised asthma action plan – refer to an appropriate healthcare professional where this is not the case.	
Dementia Friends: As previously, 80% of all patient-facing staff are Dementia Friends. Check 80% of current patient-facing staff are Dementia Friends if you've had some staff turnover.	2.5
TOTAL POINTS AVAILABLE	100

[Full guidance from NHS England](#)

This tip-sheet is just a summary. **You must also read the [full NHS England guidance](#)** to make sure you meet the Quality Payments criteria. There are 3 key documents:

- Updated guidance for February 2019
- Gateway Criteria Guidance
- Quality Criteria Guidance

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