

Meeting the 5 Gateway Criteria*

Essential: If you don't meet all 5 criteria on the review date (15th February 2019), you won't be eligible to claim Quality Payments. These criteria have changed since June 2018.

What's involved:

1: Provision of Advanced Services

Your pharmacy must offer MUR, NMS or be registered to provide NUMSAS; other advanced services don't count:

- If you provide MUR or NMS, make sure your NHS.UK (NHS website) profile mentions this. Don't add NUMSAS as patients can only access this by NHS111 referral.
- Make sure you have claimed for some MUR/NMS activity in the last 12 months.
- That's because your NHS.UK profile and MUR/NMS claim history may be checked in the validation process for Quality Payments claims to verify you are actually providing the service. If you have not claimed for MUR/NMS in the last 12 months, think carefully about how you can prove you provide the service.

2: Up-to-date NHS.UK (NHS website) profile

This is the gateway criterion that caused most validation issues for pharmacies claiming previous Quality Payments, so don't leave it to the last minute. **You must edit/validate all three sections of your profile between 00.00 on Monday 3rd December 2018 and 23.59 on Friday 15th February 2019.** If you last did this before 3rd December 2018, you must do it again or you will not qualify for Quality Payments.

[Read our separate guide on how to check, update and validate your NHS.UK entry](#) whether you are a bricks-and-mortar pharmacy or distance-selling pharmacy.

3: Community Pharmacy Patient Questionnaire

This is now a gateway criterion rather than one of the quality criteria. You must have published your most recent (i.e. within the last 12 months) Community Pharmacy Patient Questionnaire (CPPQ) results:

- Bricks-and-mortar pharmacies: You must have published it on your NHS.UK profile

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

- Distance-selling pharmacies: You must have published it on your own website and informed nhsbsa.pharmacysupport@nhs.net

[Read our separate guide explaining how to upload your CPPQ results to NHS.UK and/or inform NHS BSA if you are a distance-selling pharmacy.](#) You **MUST** follow the process exactly or you may find you are ineligible for Quality Payments.

4: Ability to send and receive NHSmail

The requirements have changed since 2018. **Pharmacies must now have at least two live linked accounts to their shared premises NHSmail account**, as well as being able to send and receive NHSmail on 15th February 2019. This will be validated by information from NHS Digital based on usage of the pharmacy NHSmail and its linked NHSmail accounts. The linked accounts must be for staff working at the pharmacy or regular locums. You cannot have accounts linked to former staff members. [Read our separate guide to ensuring compliance with the NHSmail gateway requirements.](#)

5: Compliance with NHS Digital Warranted Environment Specification (WES)

Contractors need to consult the [WES specification](#) and/or your system supplier(s) and make sure your IT systems are compliant – i.e. that your operating system (e.g. Windows) and web browsers (e.g. Chrome/Edge) are supported by NHS Digital to connect to NHS systems. You need to **make sure all computers in your pharmacy are compliant**. Pharmacies should also **log into the Summary Care Record at least once between 14th November 2018 and 15th February 2019**, so NHS Digital can confirm your systems are compliant.

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

Checking you meet the gateway criteria before 15th February:

Advanced Service, NHS website (NHS.UK), CPPQ, NHSmail

NHS BSA is publishing weekly datasets so pharmacies can see whether they have met these four gateway criteria. To check, go to the [NHS BSA Quality Payments webpage](#). Scroll down to 'Datasets for gateway criteria', click on the link to the Excel spreadsheet and find your pharmacy. It looks like this:

Pharmacy Details			Gateway Validation							*Where an explanation mark is listed on the NHS website column this is indicator only and validation cannot be confirmed until the contractor has submitted their declaration. If the NHS website data is highlighted green but the validation column is showing a fail this is because the advanced services you have claimed for are not advertised on your NHS website page. The WES Gateway criterion is not included in this data file. For further information regarding the validation of this criterion please click this link to the NHSBSA Quality Payment webpage.	
ODS Code	Pharmacy Name	Post Code	NHS website data taken from 1.30pm 20/12/2018				Data correct as of 20/12/2018	Data correct as of 18/01/2019	Data correct as of 20/12/2018		
			NHS website Opening Times	NHS website Services	NHS website Facilities	NHS website*	Advanced Services	CPPQ	NHS Mail		
FA002	L ROWLAND & CO (RETAIL) LTD	SK7 5LD	20/12/2018	20/12/2018	20/12/2018	20/12/2018	✓	✓	✓	✓	
FA007	L ROWLAND & CO (RETAIL) LTD	CM9 4GD	19/12/2018	19/12/2018	19/12/2018	19/12/2018	✓	✓	✓	✓	
FA008	SCOTTS UK LIMITED	L52 9PJ	19/12/2018	20/12/2018	19/12/2018	19/12/2018	✓	✓	✓	✓	
FA012	BRIGHT BRIDGE LTD	E1 4LR	19/12/2018	19/12/2018	19/12/2018	19/12/2018	✓	✓	✓	✓	
FA015	FRESHNAME 376 LTD	TN27 6AA	19/12/2018	19/12/2018	19/12/2018	19/12/2018	✓	✓	✓	✓	
FA020	LLOYDS PHARMACY LTD	HE18 1AB	07/12/2018	07/12/2018	07/12/2018	07/12/2018	✓	✓	✓	✓	
FA026	AA RX LIMITED	CV9 2EW	21/02/2019	21/02/2019	21/02/2019	21/02/2019	✓	✓	✓	✓	
FA029	L ROWLAND & CO (RETAIL) LTD	PK2 9AN	19/12/2018	19/12/2018	19/12/2018	19/12/2018	✓	✓	✓	✓	
FA031	PETER JAMES (BRIDGEGATE CHEMIST) LIMITED	DN22 7JZ	20/12/2018	20/12/2018	20/12/2018	20/12/2018	✓	✓	✓	✓	
FA037	NEVILINE PHARMACY LIMITED	NE22 5UR	21/12/2018	21/12/2018	21/12/2018	21/12/2018	✓	✓	✓	✓	
FA040	DAY LEWIS PLC	PO19 2AZ	19/12/2018	20/12/2018	19/12/2018	19/12/2018	✓	✓	✓	✓	
FA041	BESTWAY NATIONAL CHEMISTS LIMITED	TQ3 3EF	19/12/2018	19/12/2018	19/12/2018	19/12/2018	✓	✓	✓	✓	

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

The ticks and crosses indicate whether you have met that particular gateway requirement. The red/green boxes are linked to the NHS website (NHS.UK) – you must have checked/validated all three sections (opening hours, services & facilities) to meet the NHS website criteria. If these three boxes are green but there's a cross in your NHS website, then double-check you have included MUR/NMS in the services part of your NHS.UK entry.

WES IT specification

NHS BSA is emailing pharmacies from early 2019 to confirm whether they meet the WES gateway criteria. **Keep this email as evidence of your compliance. Make sure you have also logged into Summary Care Record at least once since 14th November 2018.**

Pharmacies that are not compliant will receive weekly updates until they are compliant or until March. All computers in the pharmacy must be compliant. You can check your own compliance by going to <https://www.whatsmybrowser.org/> to see what browser and operating system you're using.

Checking your compliance when you claim your Quality Payments:

NHS BSA is using a new system called **Manage Your Service** for submitting Quality Payments claims. The system will give you real-time confirmation of whether you have met the five gateway criteria, based on national datasets e.g. from NHS Digital. [You will also be able to claim via a 'snap survey' but this won't confirm you meet the gateway criteria.]

We would recommend starting your Quality Payments claim as soon as the portal opens on Monday 4th February so you can confirm you meet the gateway criteria and take action if required. Gateway criteria performance (e.g. when you updated your NHS.UK profile and provision of advanced services) will be updated weekly from national datasets.

If you know you met the gateway criteria by 15th February, but the Manage Your Service application doesn't confirm that when you make your submission, you need to contact nhsbsa.pharmacysupport@nhs.net by 29th March 2019 to explain how you met the criteria.

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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