

Quality Payments: February 2019



Gateway: Updating & validating your NHS.UK pharmacy entry*

Having an up-to-date entry on the NHS website NHS.UK (previously NHS Choices) is one of the five gateway criteria that pharmacies must pass in order to be eligible for any Quality Payments. 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 have recently done this (before 3rd Dec), you must do it again or you will not qualify for Quality Payments.

The 3 sections you must check are:

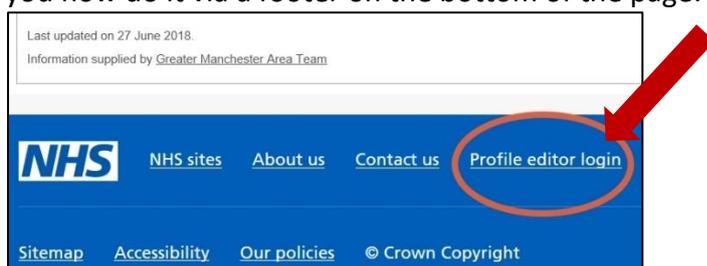
- Opening times: Only enter your core and supplementary hours. You can set up to three opening time slots to account for lunch breaks etc. (Don't include additional hours where NHS pharmacy services are not provided)
- Services provided: Include any advanced services you provide (except NUMSAS)
- Facilities available

You must include your bank holiday opening details for the following days:

- Friday 19th April 2019 (Good Friday)
- Sunday 21st April 2019 (Easter Sunday)
- Monday 22nd April 2019 (Easter Monday)
- Monday 6th May 2019
- Monday 27th May 2019

Bricks-and-mortar pharmacies

Follow this [NHS.UK Quality Payments user guide](#) to make sure you check, update and validate your entry correctly. The way you log in to edit your NHS.UK profile has changed – you now do it via a footer on the bottom of the page:



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

Adding bank holiday opening hours:

To do this, create a 'Public holiday and other special day' entry on your profile. If you don't do this, your pharmacy will be listed as being open its usual hours on those dates.

Bricks-and-mortar pharmacies without access to your NHS.UK profile:

Email nhswebsite.servicedesk@nhs.net immediately including the information listed on page 14 of the [February 2019 guidance](#). Put 'QPSAPPLICATION' as the email subject header. Use your NHSmail premises shared account if possible, as this will speed up your application. Only pharmacies that request editing rights before 5pm on 8th February 2019 using their shared NHSmail account are guaranteed to receive it in time.

You may also find this [further information and general guidance](#) helpful on the NHS.UK website and the key changes from NHS Choices.

Distance-selling pharmacies

Find your entry via [NHS.UK's DSP directory](#) and check it has the correct details for your:

- Pharmacy name: this must be your trading name, not the registered company name if that's different
- Phone number
- Website URL
- Check the provision of EPS is correct (yes/no)

Then email nhsbsa.pharmacysupport@nhs.net using the **subject header 'QPSFEBREVIEW'** **AND your pharmacy's ODS code** (e.g. Subject: QPSFEBREVIEW FAB12) either confirming the information is correct or including the corrections that need to be made. If you don't include this information in the subject header, your email won't be recorded and you will fail NHS BSA's validation test. You must send that email **between 00.00 on Monday 3rd December 2018 and 23.59 on Friday 15th February 2019.**

If your DSP is not listed on NHS.UK:

- Email nhsbsa.pharmacysupport@nhs.net with the subject header 'UNABLETOVERIFYPROFILE'. Include your pharmacy trading name, ODS code, address, phone number, website URL and whether you are EPS-enabled (yes/no).

If your DSP is listed as a community pharmacy:

- Inform nhsbsa.pharmacysupport@nhs.net as above to let them know you are listed in the wrong section, instead of the [DSP section here](#).

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

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