

## Gateway: Uploading your Community Pharmacy Patient Questionnaire (CPPQ)\*

Publishing your latest Community Pharmacy Patient Questionnaire (CPPWQ) results is one of the five gateway criteria that pharmacies must pass in order to be eligible for any Quality Payments. To meet the requirements, this must be a CPPQ for 2017/18 or your 2018/19 results, if you have already done this year's survey:

- **Bricks-and-mortar pharmacies:** You must have uploaded a PDF of the CPPQ results to your NHS.UK profile.
- **Distance-selling pharmacies:** You must have uploaded a PDF of the CPPQ results onto your website and sent the details to [nhsbsa.pharmacysupport@nhs.net](mailto:nhsbsa.pharmacysupport@nhs.net).

**Note:** It is **extremely important** that you follow the instructions exactly when uploading your survey and/or notifying NHS BSA. If you don't use the exact wording, you may not be eligible for any Quality Payments.

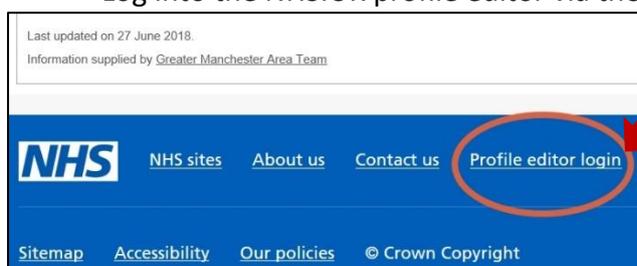
### Producing your CPPQ survey results for publication

PSNC has templates that you can use for your survey, analysing the results and producing a report for publication. You can access them on the [CPPQ page](#) on PSNC's website.

### Publishing your CPPQ: Bricks-and-mortar pharmacies

**You MUST follow the process exactly** using the wording and format specified in the guidance. If you have already uploaded your results but have not used the correct wording, you must amend it to be eligible for Quality Payments.

- Log into the NHS.UK profile editor via the link at the bottom of the NHS.UK website:



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

- Create a news item within the Overview section of your profile. In the Title box, write 'Community Pharmacy Patient Questionnaire 2017/18' or 'Community Pharmacy Patient Questionnaire 2018/19'. If you don't use that wording, you won't meet the criteria.
- Save your CPPQ results as a PDF file called 'CPPQ'.
- Upload this 'CPPQ' PDF to NHS.UK and enter the words 'Pharmacy Patient Questionnaire' into the 'Document Title' box.
- Add a '1' in the Display Order box – this will make your CPPQ results the top item.
- Enter this exact wording in the 'Description text' box:  
'Every year we undertake an annual patient survey to enable our patients to provide valuable feedback on the services that we provide. The survey, undertaken by all community pharmacies in England, is called the Community Pharmacy Patient Questionnaire. The report of our survey results allows us to identify the areas where we are performing most strongly, the areas for improvement and the actions required to address issues raised by respondents. Our results for **2017/18 or 2018/19** *[select the right year for your pharmacy's CPPQ results]* are provided here.'
- Check your NHS.UK profile 12 hours after uploading your CPPQ results to make sure they have appeared. If not, check you have followed this process correctly.
- Check the datasets on the [NHS BSA Quality Payments webpage](#) to make sure your pharmacy is correctly recorded as having met this gateway requirement.

If you don't follow this process exactly using the specified wording, NHS systems will not recognise that you have met this gateway criterion and you may not be eligible for Quality Payments.

This [general user guide](#) offers further support and information about managing your NHS Choices profile.

## Publishing your CPPQ: Distance-selling pharmacies

Distance-selling pharmacies must publish your latest CPPQ results on your own website and notify NHS BSA that you have done this. **You must follow this guidance exactly.** If you do not use the correct format and wording, you may not be eligible for Quality Payments.

- Save a PDF of your CPPQ survey results.
- Upload it onto your pharmacy's website: this must be the website listed on your NHS.UK profile.
- Notify NHS BSA by:
  - Creating an email to [nhsbsa.pharmacysupport@nhs.uk](mailto:nhsbsa.pharmacysupport@nhs.uk)
  - Using CPPQFEB and your pharmacy's ODS code as the subject header (e.g. CPPQFEB FAB12). You must use that exact format or you will not meet this gateway criterion.
  - Explaining in the email that you have published your CPPQ results on your website.
  - Including a link in this email to the webpage featuring your CPPQ results.
- Check the datasets on the [NHS BSA Quality Payments webpage](#) to make sure your pharmacy is correctly recorded as having met this gateway requirement.

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- Like bricks-and-mortar pharmacies, you also need to make the relevant declaration in your NHS BSA Quality Payments submission.

**TOP TIP:**

**Your NHS.UK profile (incl bank holiday details) must be up to date and validated to qualify for any Quality Payments. Why not update and validate your NHS.UK profile when you upload your CPPQ?**

**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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