

Quality Payments: February 2019



Final checks before 23.59 on Fri 15th Feb*

Deadline for compliance: 23.59 on Friday 15th February 2019

Gateway criteria: You must achieve all FIVE gateway criteria by 23.59 on Friday 15th February to be eligible for any Quality Payments

Quality criteria: If you meet the five gateway criteria, you can then claim Quality Payments for the quality criteria you meet by 23.59 on Friday 15th February

Claiming: You then have until 23.59 on Friday 1st March to submit your Quality Payments claim to NHS BSA

IMPORTANT:

The [NHS England guidance](#) (Feb 2019) explains what's required and how to demonstrate you meet the criteria. **It is important you follow it carefully.** The table below is only a summary.

Final checklist before 23.59 on Friday 15th February:

Check your compliance with the gateway criteria:

- [Click here](#) and find your pharmacy using the ODS code. Any crosses mean you don't currently meet that gateway requirement.
- Check your pharmacy's NHSmail account and find the email from NHS BSA confirming whether you meet the WES gateway requirement.

Bite-sized guides from GMLPC:

Our [bite-sized guides](#) include further detail and useful links to help you meet the gateway and quality criteria and achieve your maximum possible points tomorrow.

Gateway criteria	What to check
Advanced service: provision of MUR/NMS or registered to provide NUMSAS	Make sure MUR/NMS is listed on your NHS website profile (bricks and mortar) or your own website (distance-selling). Pharmacies using NUMSAS to qualify must be registered as NUMSAS providers with NHS BSA. If you've not claimed for MUR/NMS in the last

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	year, you may be asked for further evidence to validate your claim. See pp10-11 of the NHS England guidance
NHS website (www.nhs.uk)	This is not your DoS profile – it's your pharmacy's entry on www.nhs.uk . Bricks and mortar: make sure you checked & validated the services, facilities and opening times sections of your entry since 3 rd Dec. You must have done all three sections. Make sure your bank holiday opening times are on there and that the services section includes MUR/NMS if you're using that to qualify for advanced services. Don't mention NUMSAS. See pp11-14 of the NHS England guidance. Distance-selling: check your pharmacy's entry in the list of internet pharmacies, then follow the instructions on pp14-15 of the NHS England guidance to notify NHS BSA correctly. You must use the exact wording provided.
CPPQ (Community Pharmacy Patient Questionnaire)	Bricks and mortar: Make sure your most recent (i.e. within last 12 months) CPPQ results are on your NHS website entry. You must use the exact wording specified by NHS England when uploading it. See pp16-17 of the guidance. Distance-selling: Make sure your CPPQ report is on your own website and you have notified NHS BSA using the exact wording specified. See pp17-18 of the NHS England guidance.
NHSmail	You must have at least two live linked accounts associated with your pharmacy's shared NHSmail account. Send emails to these accounts to demonstrate they're live and keep them as evidence. Contact NHSmail if you need help: 0333 200 1133 / pharmacyadmin@nhs.net . See pp18-21 of the guidance.
WES IT specifications	You must be using one of the Windows operating systems and one of the browsers listed on p21 of the NHS England guidance. Log into SCR so NHS Digital can see you're using the correct browsers/operating systems. Contact NHS BSA if you haven't received an email confirming whether you meet this requirement.
Once you meet these gateway criteria, you can then claim payments for the quality criteria you meet	

Quality Payment	Points
Written patient safety report: Written report specific to your branch and available for inspection on 15 th February 2019. The report must have been updated/published since 29 th June	20

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<p>2018 and must cover the pharmacy’s analysis of incidents and patterns (taken from ongoing log) with specified look-alike sound-alike errors (LASAs) identified from the National Reporting & Learning System (NRLS). You’ll need to demonstrate what actions you have put in place to prevent LASAs (e.g. physical separation of products, staff training). You’ll also 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. Here are some new tools from the Community Pharmacy Patient Safety group to help you with the LASA requirements. See pp25-26 of the NHS England guidance.</p>	
<p>CPPE Risk Management: 80% registered pharmacy professionals working on Fri 15th Feb must have satisfactorily completed CPPE’s Risk Management training. Your pharmacy also needs to have completed a risk review for a risk it has identified, with risk minimisation actions that the team is taking. The review must be available for inspection. See pp26-28 of the NHS England guidance.</p>	20
<p>NSAID & gastro-protection audit: Make sure you have submitted your NSAID audit results to NHS England by 23.59 on Friday 15th February. 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. See pp28-30 of the NHS England guidance.</p> <p>You can still claim this payment if you did not have any patients eligible for the audit during the extended four-week period: To do this, email the NHSBSA Provider Assurance Team at: nhsbsa.pharmacysupport@nhs.net with the following details: The subject should state “QPS NSAID AUDIT Nil return for [F code]” The main body of the email should contain:</p> <ul style="list-style-type: none"> • Pharmacy F code • Pharmacy name • Pharmacy address • Start date of the audit • End date of the audit • Name of person making declaration and their role in the pharmacy • The following text should be included in the body of the email: <p><i>“I declare that this pharmacy has undertaken the audit of non-steroidal anti-inflammatory drugs and gastro-protection for patients aged 65 or over during the period stated above but no suitable patients have been identified. I am therefore unable to complete the on-line audit tool. I acknowledge that NHSBSA may carry out checks on behalf of NHS England to determine if any patients over 65 have received dispensed NSAID items from the pharmacy during the period advised.”</i></p>	20

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<p>Healthy Living Pharmacy Level 1: <u>New requirements</u></p> <p>Make sure you are currently accredited as HLP Level 1. If you were originally accredited before 16th February 2017, you need to reaccredit your pharmacy by completing the self-assessment and keeping a copy in your pharmacy. In addition, 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. See pp30-32 of the NHS England guidance.</p>	15
<p>NHS 111 Directory of Services:</p> <p>Make sure you have checked and validated ALL your pharmacy’s DoS profiles since 10.00 on Monday 5th November 2018 and that the information is correct by 23.59 on Friday 15th February 2019, including Easter and May bank holiday opening hours. Use the DoS Profile Updater to do this. Your pharmacy may have up to three profiles:</p> <ul style="list-style-type: none"> • Pharmacist – all pharmacies will have this • Pharmacist Extended Hours – if you do extended hours • NUMSAS – if you do NUMSAS <p>See pp32-35 of the NHS England guidance.</p>	2.5
<p>Asthma reviews & child asthma action plans:</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. 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 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. See pp35-37 of the NHS England guidance.</p>	20
<p>Dementia Friends:</p> <p>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. See pp37 of the NHS England guidance.</p>	2.5
<p>TOTAL POINTS AVAILABLE</p>	100

[Bite-sized guides from GMLPC](#)

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