

Quality Payments: February 2019



Submit your Quality Payments claim by 23.59 tonight (Fri 1st Mar)

Tonight is the deadline for claiming this round of Quality Payments, with a potential £3,200-£6,400 of extra income available for pharmacies that achieve all 100 points. If you've not already submitted your claim to NHS BSA, you must do so before **midnight tonight (Fri 1st March)**.

There are two ways to claim:

- **Manage Your Service** – this is a new system that gives you real-time feedback on whether you've achieved the five gateway criteria so you can take corrective action if not. To use this system, you must already have registered for a [Manage Your Service account](#).
- **Snap Survey** – this is the [online survey](#) used for previous Quality Payments. You don't need to register to use it, although it doesn't give real-time feedback on whether you meet the gateway criteria. Instead, you'll get an email within seven days to let you know if you've achieved them.

Make sure you check your claim carefully before you submit it, as you can only claim once and can't make any changes or corrections afterwards.

What happens next?

- You will get an email from NHS BSA confirming they have received your submission. (Make sure that noreply@services.nhsbsa.nhs.uk is in your 'safe senders' list of emails so the email doesn't get blocked or end up in your junk/spam.) Keep this email as evidence of your claim for Quality Payments. If you haven't received the email within 24 hours of submitting your claim, contact nhsbsa.pharmacysupport@nhs.net urgently.
- **Pharmacies that claimed using Manage Your Service:** This email will also confirm whether you are validated as meeting the five gateway criteria.
- **Pharmacies that claimed using Snap Survey:** You will get another email within seven days to confirm whether you are validated as meeting the five gateway criteria. Keep this email as proof.

What if my pharmacy isn't confirmed as meeting the five gateway criteria?

- Unlike previous Quality Payments, you have another chance to take action so you meet the five gateway criteria. E.g. if you forgot to update part of your NHS.UK website entry, you can go back in and update it.
- **You must do this by Friday 29th March** but we would strongly advise doing it immediately. That's because you'll get another email within seven days to confirm

whether you have now been validated as meeting the gateway criteria. If not, you can then try again. NHS BSA will email you every week to let you know if you've been validated.

- Friday 29th March is your last chance to take corrective action to meet the gateway criteria. After that, you won't be eligible for Quality Payments.

Further information

- This [PSNC briefing](#) explains the claims process in detail.
- Our bite-sized guides to Quality Payments explain how to achieve the [gateway criteria](#) and [other key information](#).
- The [NHS England guidance](#) explains all the requirements for this round of Quality Payments.
- If you have any queries, please contact us on enquiries@gmlpc.org.uk or 0161 228 6163.