



October 2017

PSNC Briefing 065/17: Quality Payments – Process for DSP contractors to meet the NHS Choices gateway criterion for the November 2017 review point (v2)

This PSNC Briefing provides an overview of how distance selling pharmacy (DSP) contractors can achieve the NHS Choices gateway criterion of the Quality Payments Scheme for the November 2017 review point.

1. Introduction

The Quality Payments Scheme introduced into the Community Pharmacy Contractual Framework in 2017/18 includes four gateway criteria which contractors must meet to be eligible to claim for a Quality Payment. One of the gateway criteria is:

‘On the day of the review, the NHS Choices entry for the pharmacy must be up to date.’

There are two review points for this criterion, the first was Friday 28th April 2017, which has now passed, and Friday 24th November 2017.

DSPs do not, currently, have full NHS Choices entries; they can currently list their:

- name;
- web address (if available);
- telephone number; and
- whether they provide the Electronic Prescription Service (EPS).

DSP contractors must therefore follow a different process to ‘bricks and mortar’ pharmacies to meet the NHS Choices gateway criterion for the November 2017 review point.

2. How to achieve this gateway criterion

The process that DSP contractors will need to follow is dependent on whether they met or did not meet the gateway criterion at the April review point. The different processes are set out below:

2.1 DSP contractors who met the gateway criterion at the April 2017 review point

NHS Choices have now engaged with a number of DSPs who met the criterion for the April review point, using the information they supplied at this point, to understand the list of services and other information that could be displayed on the NHS Choices website.

NHS Choices will email a link to a survey to collect additional profile information for each DSP that met the NHS Choices gateway criterion in April during week commencing 2nd October 2017 (see section 2.4 below for further information).

2.2 DSP contractors who did not meet the gateway criterion at the April review point and were on the Pharmaceutical List on 11th September 2017

DSP contractors who did not meet the gateway criterion at the April review point and who were on the Pharmaceutical List on 11th September 2017 will need to have supplied the information listed in the table below and have requested a copy of the survey from the NHS Choices service desk (nhschoicesservicedesk@nhs.net) including 'DSP survey' in the subject line by 11th September 2017.

NHS Choices will email a link to a survey to collect additional profile information for each DSP that supplied the required information and requested a copy of the survey, during week commencing 2nd October 2017 (see section 2.4 below for further information).

NHS Choices Public Information	Action Required
NHS ODS Code	Provide information
Pharmacy trading name	Confirm current information is accurate/provide if current information is inaccurate or missing or if no profile exists
Internet website (url)	Confirm current information is accurate/provide if current information is inaccurate or missing or if no profile exists
Phone number	Confirm current information is accurate/provide if current information is inaccurate or missing or if no profile exists
Premises address	Provide information
Pharmacy contact email address	Provide information
Provision of EPS	Confirm information held by NHS Choices is accurate/provide if current information is inaccurate or if no profile exists
NHS Choices Internal Information	Action Required
Contact details: name, email and phone number for a contact who will support further development of the pharmacy's NHS Choices profile.	Provide information: <ul style="list-style-type: none"> • Name • Contact (work) email address • Contact (work) phone number

2.3 DSP contractors who did not meet the gateway criterion at the April review point and joined the Pharmaceutical List after 11th September 2017

DSP contractors who joined the Pharmaceutical List after 11th September 2017 will be able to follow the same process for those who did not meet the gateway criterion in April but were on the Pharmaceutical List on 11th September 2017 (see section 2.2 for process to follow) but the email they send to the NHS Choices service desk which contains the required information will be processed after 11th September 2017.

Once the required information has been received, NHS Choices will email a link to a survey to collect additional profile information for DSPs that supplied the required information and requested a copy of the survey, either during week commencing 2nd October 2017 or after this date, if the DSP contractor joins the Pharmaceutical List after week commencing 2nd October 2017 (see section 2.4 below for further information).

2.4 Survey for the November review point

NHS Choices will issue a link to a survey to collect additional profile information for each DSP that has provided information to the NHS Choices service desk during week commencing 2nd October 2017 (or after this date if the DSP contractor has joined the Pharmaceutical List after 11 September 2017, see section 2.3 for further information). This additional information will be added to DSPs' profiles in the future.

To meet the gateway criteria for the second review point on 24th November 2017, DSP contractors will need to complete the survey; the link to the survey will be sent to the email address supplied when DSP contractors provided the required information to the NHS Choices service desk. This will need to be completed by **11.59pm on 24th November 2017**.

Once the survey has been submitted, a reference number will be displayed on the screen. The DSP contractor should keep a copy of this reference number, as evidence that they have completed the survey.

If a DSP contractor has not received the survey by 9th October 2017, but believes they should have done, they should email the NHS Choices service desk (nhschoicesservicedesk@nhs.net) with 'DSP survey' in the subject line to advise them that the survey has not been received.

If you have queries on this PSNC Briefing or you require more information please contact [Zainab Al-Kharsan, Service Development Pharmacist](#).