



April 2018

## PSNC Briefing 025/18: Quality Payments – How to become a Healthy Living Pharmacy Level 1

This PSNC Briefing provides an overview of how to achieve the Healthy Living Pharmacy (HLP) criterion of the Quality Payments (QP) Scheme for the June 2018 review point.

PSNC Briefings 003/17, 016/17 and 047/17, published in January 2017, March 2017 and July 2017 respectively, provided an overview of how to achieve the 'HLP Level 1' quality criterion of the QP Scheme for the April 2017 review point. This PSNC Briefing provides revised guidance to contractors on meeting the 'HLP Level 1' quality criterion of the QP Scheme for the June 2018 review point.

The main revision to this new Briefing is that for the June 2018 review point, NHS England and Public Health England (PHE) have agreed that contractors whose pharmacies become HLPs locally between 30th June 2016 and 29th June 2018 (this period was 1st December 2014 and 24th November 2017 for the 2017 review points) will not need to complete the profession led self-assessment process led by PHE to meet the quality criterion (further information on the process that these contractors will need to follow can be found on page 3). All other contractors will need to follow the same process as for the 2017 review points.

### Introduction

A Quality Payments Scheme (QPS), which forms part of the Community Pharmacy Contractual Framework, was introduced from 1st December 2016 until 31st March 2018. As part of the interim arrangements for the first six months of 2018/19, it has been agreed that a further £37.5 million is to be invested into an extension of the scheme, with a June 2018 declaration. One of the domains of the QPS is 'public health' and the criteria for achieving this is:

***'On the day of the review, the pharmacy is a Healthy Living Pharmacy level 1 (self-assessment)'***

### What is a HLP?

HLP is an organisational development framework underpinned by three enablers of:

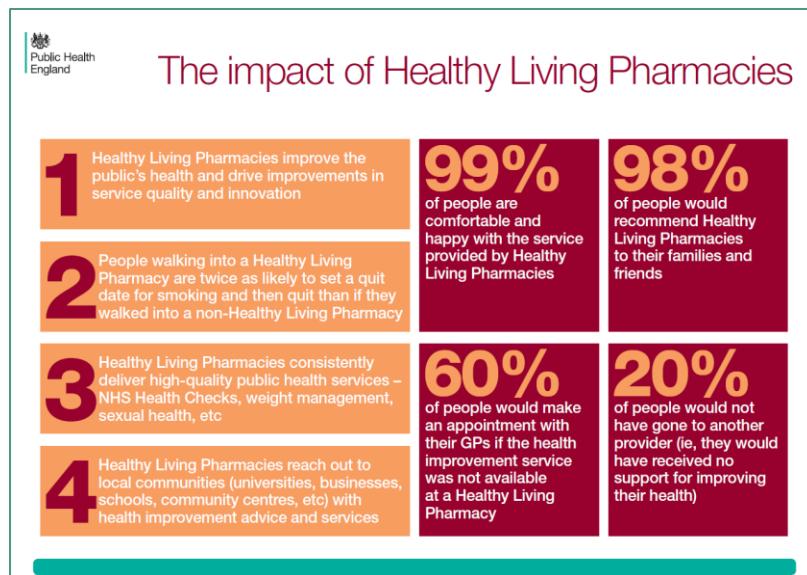
1. workforce development – a skilled team to pro-actively support and promote behaviour change, improving health and wellbeing;
2. premises that are fit for purpose; and
3. engagement with the local community, other health professionals (especially GPs), social care and public health professionals and local authorities.

The HLP concept provides a framework for commissioning public health services through three levels of increasing complexity and required expertise with pharmacies aspiring to go from one level to the next.

There are three levels of service delivery within the HLP framework:

- **Level 1: Promotion** – Promoting health, wellbeing and self-care (in July 2016, Level 1 changed from a commissioner-led process to a profession-led self-assessment process) – **this is the level required to claim the quality criterion;**
- **Level 2: Prevention** – Providing services (commissioner-led); and
- **Level 3: Protection** – Providing treatment (commissioner-led).

PHE has published the below infographics to illustrate the role of HLPs in the health and care system:



## How to meet this quality criterion

Contractors can meet this quality criterion in the following ways:

HLP status of pharmacy	Action required
Contractors whose pharmacies have not been previously accredited as an HLP	<p>Contractors will need to meet the requirements of a HLP Level 1 as defined by PHE.</p> <p>Once contractors have met the requirements, a pharmacy professional will need to register the pharmacy as an HLP Level 1 on the Royal Society for Public Health (RSPH) website.</p> <p><b>Follow stages 1-3 below.</b></p>
Contractor whose pharmacies became HLPs locally between 30th June 2016 and 29th June 2018	<p>Contractors will need to retain a copy of the signed and dated documentation that demonstrates that between 30th June 2016 and 29th June 2018 the pharmacy was accredited as an HLP Level 1 locally.</p> <p>Contractors do not need to complete the profession led self-assessment process led by PHE to meet the quality criterion.</p> <p>Contractors do not need to register their pharmacy as an HLP Level 1 on the RSPH website.</p>
Contractors whose pharmacies became HLPs locally before 30th June 2016	<p>Contractors will need a copy of the signed and dated documentation that demonstrates that the pharmacy was accredited locally as an HLP Level 1 prior to 30th June 2016.</p> <p>Contractors will also need to meet the requirements of a HLP Level 1 as defined by PHE.</p> <p>Once contractors have met the requirements, a pharmacy professional will need to complete an assessment of compliance.</p> <p>Contractors do not need to register their pharmacy as an HLP Level 1 on the RSPH website.</p> <p><b>Follow stages 1, 2 and 4 below.</b></p>

## Distance selling pharmacies

Any pharmacy that wishes to be an HLP must fully meet the requirements defined by PHE (except contractors whose pharmacies became HLPs between 30th June 2016 and 20th June 2018). These requirements were developed for bricks and mortar pharmacies, not pharmacies that operate via a distance selling model. Distance selling pharmacies (DSPs) are also prohibited from providing Essential Services, including the Public Health (Promotion of Healthy Lifestyles service), on the pharmacy premises. NHS England or PHE have not issued any guidance on this matter, but

for the reasons set out above, PSNC believes it is unlikely that a DSP could fully meet the requirements for being an HLP.

## Stage 1 – Key requirements that must be met before becoming an HLP Level 1

The following requirements must be met before a pharmacy can be registered as an HLP Level 1, therefore contractors should ensure that they meet the requirements before they start working their way through the HLP quality criteria:

- the pharmacy has a consultation room which is compliant with the Advanced Services standards and is appropriate for the services on offer;
- in the past year, the pharmacy has participated in the provision of both Medicines Use Reviews (MURs) and the New Medicine Service (NMS), and has proactively engaged in health promoting conversations;
- in the past year, the pharmacy has participated in the provision of the NHS Community Pharmacy Seasonal Influenza Vaccination Advanced Service or has actively referred patients to other NHS providers of vaccinations;
- the pharmacy complies with the General Pharmaceutical Council's [Standards for Registered Premises and Standards of Conduct, Ethics and Performance](#); and
- the pharmacy complies with the NHS [Community Pharmacy Contractual Framework](#) requirements.

## Stage 2 – How to achieve HLP Level 1

In July 2016, the HLP Task Group of the [Pharmacy and Public Health Forum](#) developed a new process for the implementation of Level 1 HLPs. The intention was to move from a totally commissioner-led HLP accreditation system to a profession-led self-assessment process for Level 1 HLPs, based on clear quality criteria and underpinned by a proportionate quality assurance (QA) process; PHE published a [letter](#) explaining this in more detail.

PHE has published a [self-assessment quality criteria guide](#), which sets out the quality criteria that pharmacies must achieve to gain HLP Level 1 status and lists suggested evidence which can be used to demonstrate that the pharmacy meets the criteria. Pharmacy teams must be able to provide evidence of their behaviours and activities as well as the physical environment. A checklist of the 27 quality criteria which need to be met can be found in [Annex A](#) (this is also available as a standalone document at [psnc.org.uk/hlp](http://psnc.org.uk/hlp)).

PSNC has published a [HLP Level 1 Evidence Portfolio Workbook](#) (available at [psnc.org.uk/hlp](http://psnc.org.uk/hlp)) which pharmacy teams can use to guide them through the HLP quality criteria and assist them with recording their evidence to show they have reached HLP Level 1.

A flow chart detailing the process to follow to achieve HLP Level 1 can be found in [Annex B](#) (this is also available as a standalone document at [psnc.org.uk/hlp](http://psnc.org.uk/hlp)).

### PharmOutcomes support

If an LPC or a commissioner has a full [PharmOutcomes](#) licence, they can make available a HLP Level 1 framework for contractors to access on PharmOutcomes. This framework will allow contractors to track their progress with achieving the HLP quality criteria. If contractors would like to consider using the framework, they should contact their LPC to see if this is available in their area.

More information on the use of PharmOutcomes can be found on the HLP page of the PSNC website ([psnc.org.uk/hlp](http://psnc.org.uk/hlp)).

## Training providers

There are several organisations that provide HLP training for pharmacy staff and those that PSNC has been made aware of are listed at: [psnc.org.uk/hlp](http://psnc.org.uk/hlp) (listing on the PSNC website **does not** constitute endorsement of the course or provider by PSNC).

Some LPCs are also arranging local HLP training for their contractors and may be exploring alternative avenues to fund training, for example, funding from Health Education England; contact your [LPC](#) to see if they are organising any training or other support.

## Stage 3 – Action once a contractor has met the requirements for HLP Level 1 (for contractors whose pharmacies have not been previously accredited as HLPs)

PHE has appointed RSPH as the organisation that will register pharmacies that have successfully completed the self-assessment process for Level 1 HLPs and to provide a quality assurance process. Please note, that registration with the RSPH is only open to those pharmacies that have undertaken the profession led self-assessment process and have not been previously accredited as an HLP. This registry is a pilot and is open to a limited number of pharmacies for a limited period.

Once a contractor has met all the requirements for HLP Level 1, they should use the self-assessment tool available on the [RSPH website](#) to make notes on how they meet each criterion.

**Part 1** of the assessment of compliance should then be [completed](#) which relates to the key requirements that the pharmacy must have in place before HLP Level 1 status can be granted and the HLP logo displayed. Pharmacy professionals must be able to indicate YES to all statements by ticking the appropriate boxes to be compliant (this web-based form must be completed by a registered pharmacy professional (pharmacist or pharmacy technician) in the pharmacy, who must provide their General Pharmaceutical Council registration number).

**Part 2** of the assessment of compliance should then be completed, which is the section of the framework that asks the pharmacy professional to state the evidence they possess in the pharmacy, which they can use to demonstrate compliance with the requirements. Evidence must be provided against all requirements.

**Part 3** requires the pharmacy professional to declare compliance with the HLP Level 1 quality criteria and to submit this electronically.

Once submitted, the form will be sent electronically to the RSPH and after receipt and review, a copy will be sent to the pharmacy email address that the pharmacy professional provided in Part 3. A copy of this email should be retained in the pharmacy so it is available for inspection.

RSPH will endeavour to contact contractors by mail or email within 10 working days after they have received the submitted online assessment of compliance form to confirm registration and provide the HLP logo and certificate.

The HLP logo and if possible, the certificate, should then be displayed in the pharmacy.

## Confirming registration

Contractors should be aware that when members of staff complete the RSPH Level 2 Award in Understanding Health Improvement course, which is provided by several national and local organisations, it may take a few weeks after completion of the assessment before staff members receive their certificate from the course provider (RSPH return certificates to the course provider and aim to do that within 10 working days).

There is also a time delay, after completing the assessment of compliance on the RSPH website (RSPH will endeavour to contact contractors by mail or email within 10 working days) before registration is confirmed.

Contractors are therefore advised to consider these time frames when planning how long it will take to achieve HLP Level 1 to ensure these ‘processing times’ do not prevent contractors from achieving the Quality Payment criterion at the June 2018 review point.

### Quality assurance visits

The QA process, overseen by the RSPH, is intended to assure the public, commissioners, and other healthcare professionals that the HLP quality criteria are met consistently across the country.

Contractors may be required to provide evidence to the RSPH to show that they have met the HLP Level 1 criteria. Several HLP Level 1 pharmacies will be chosen at random to be visited by an examiner, working on behalf of the RSPH, to have their compliance of assessment document and supporting evidence verified.

If your pharmacy is selected for a QA visit, you will be notified in advance by the RSPH.

Further information about the QA process is available on the [RSPH website](#).

### Stage 4 - Action once a contractor has met the requirements for HLP Level 1 (for contractors whose pharmacies became HLPs before 30th June 2016)

Although contractors whose pharmacies became HLPs before 30th June 2016 are not required to register with the RSPH, a pharmacy professional (pharmacist or pharmacy technician) will be required to complete the assessment of compliance ([Annex C](#)) to declare that the pharmacy meets the requirements of a HLP Level 1 as defined by PHE.

**Part 1** of the assessment of compliance should be [completed](#) which relates to the key requirements that the pharmacy must have in place before HLP Level 1 status can be achieved. Pharmacy professionals must be able to indicate YES to all statements.

**Part 2** of the assessment of compliance should then be completed, which is the section of the framework that asks the pharmacy professional to state the evidence they possess in the pharmacy, which they can use to demonstrate compliance with the requirements. Evidence must be provided against all requirements.

**Part 3** requires the pharmacy professional to declare compliance with the HLP Level 1 quality criteria.

The assessment of compliance should be retained in the pharmacy and contractors should also ensure they have the signed and dated documentation that demonstrates that the pharmacy was accredited as an HLP Level 1 prior to 30th June 2016.

### PSNC resources to support contractors

The HLP page on the PSNC website ([psnc.org.uk/hlp](http://psnc.org.uk/hlp)) has further information, documents and links to various websites including:

- PSNC HLP Level 1 Evidence Portfolio Workbook;
- PSNC Briefing 011/17: Healthy Living Pharmacy – Holding a health promotion event/campaign;
- Checklist for holding a health promotion campaign/event;
- Event/campaign questionnaire; and
- A health promotion ideas for pharmacy teams hub page.

## Other resources to support contractors

- Frequently asked questions can be found on the [RSPH website](#);
- The assessment of compliance can be found on the [RSPH website](#);
- PHE publish a quarterly e-newsletter to provide updates on national HLP development and share innovative practice from across the country. To sign up to receive future quarterly issues, email: [hlpnewsletter@phe.gov.uk](mailto:hlpnewsletter@phe.gov.uk).

If having read this PSNC Briefing and the information and resources on the PSNC website you have further queries about HLP or you require more information please contact [Zainab Al-Kharsan, Service Development Pharmacist](#).

## Annex A: HLP Level 1 checklist

### Workforce development

Public health needs		Completed
1.	All pharmacy staff have an awareness of the local public health and pharmaceutical needs outlined in the Joint Strategic Needs Assessment (JSNA), Pharmaceutical Needs Assessment (PNA) and Health Profiles for their area including where and how to access them.	<input type="checkbox"/>
<b>Health and Wellbeing Ethos</b>		
2.	All pharmacy staff understand the basic principles of health and wellbeing, and that every interaction is an opportunity for a health promoting intervention.	<input type="checkbox"/>
3.	At least one member of pharmacy staff (1 Full Time Equivalent) has completed the training and assessment of the Royal Society for Public Health (RSPH) Level 2 Award in Understanding Health Improvement and is therefore a Health Champion.	<input type="checkbox"/>
<b>Team leadership</b>		
4.	<p>An individual from the pharmacy team has undergone leadership training internally or through an organisation that maps to/encompasses the following domains:</p> <ul style="list-style-type: none"> <li>• <b>Inspiring a shared purpose</b> – Valuing a service ethos, curious about how to improve services and care, behaving in a way that reflects the principles and values of the organisation;</li> <li>• <b>Sharing the vision</b> – Communicating a compelling and credible vision of the future in a way that makes it feel achievable and exciting;</li> <li>• <b>Engaging the team</b> – Involving individuals and demonstrating that their contributions and ideas are valued and important for delivering outcomes and continuous improvements to the service;</li> <li>• <b>Developing capability</b> – Building capability to enable people to meet future challenges, using a range of experiences as a vehicle for individual and organisational learning, acting as a role model for personal development; and</li> <li>• <b>Influencing for results</b> – Deciding how to have a positive impact on other people, building relationships to recognise other people's passions and concerns, using interpersonal and organisational understanding to persuade and build collaboration.</li> </ul>	<input type="checkbox"/>
5.	There is a clear leader within the team who is responsible for creating an ethos of proactive health and wellbeing within the pharmacy.	<input type="checkbox"/>
6.	There is effective leadership within the team that encourages the best use of team members' skills and creates an environment that supports and mentors other team members.	<input type="checkbox"/>
7.	The leader, jointly with the pharmacy team, has developed an action plan on achieving Level 1 HLP.	<input type="checkbox"/>

<b>Communication</b>		
<b>8.</b>	All pharmacy staff can use NHS choices, the local public health information and pharmaceutical needs information, bearing in mind the findings of, e.g. PNAs and JSNAs such as location of services, when providing advice on health issues when appropriate.	<input type="checkbox"/>
<b>9.</b>	The pharmacy team is friendly, welcoming and sensitive to the need for privacy for different individuals seeking advice including respecting people's values and beliefs.	<input type="checkbox"/>
<b>10.</b>	The pharmacy team routinely explain who they are, wear a name badge and inform people about the information and/or services on offer.	<input type="checkbox"/>
<b>11.</b>	All pharmacy staff receive training on how to approach people to discuss difficult or sensitive public health issues.	<input type="checkbox"/>
<b>12.</b>	All pharmacy staff are able to provide brief health and wellbeing advice (2-3 minutes) and have an awareness that the person may need additional support for behavioural change.	<input type="checkbox"/>
<b>Engagement</b>		
<b>Community engagement</b>		<b>Completed</b>
<b>13.</b>	The pharmacy team proactively engages with patients and the public in the pharmacy, to offer them advice, support and signposting to other providers of services in the community where applicable.	<input type="checkbox"/>
<b>14.</b>	The pharmacy team actively works in collaboration with other community organisations (e.g. schools, care homes, local events, charities) to deliver pharmacy outreach and or services.	<input type="checkbox"/>
<b>15.</b>	The pharmacy team is aware of health and wellbeing resources available in the community to direct the public/patients to (e.g. support groups, community exercise groups).	<input type="checkbox"/>
<b>16.</b>	The pharmacy encourages local charities and other providers to work with the pharmacy for delivery of key health messages/displays where appropriate.	<input type="checkbox"/>
<b>17.</b>	The pharmacy team is aware of appropriate health and social care providers in their community (e.g. specialist clinics, Healthwatch, Smoking Cessation, Drug and Alcohol Services, Health Trainer Service), which Local Authorities could provide information about.	<input type="checkbox"/>
<b>Commissioner engagement</b>		
<b>18.</b>	The HLP lead is aware of the local commissioners for public health services, which may include Local Authority, NHS England, Clinical Commissioning Group, etc.	<input type="checkbox"/>
<b>19.</b>	The pharmacy team is aware of the commissioner contacts if seeking to submit bids for public health services.	<input type="checkbox"/>

## Environment

<b>Health promoting environment</b>		
<b>20.</b>	It is clear to the public that free, confidential advice on their health and wellbeing can be accessed.	<input type="checkbox"/>
<b>21.</b>	The pharmacy has a dedicated Health Promotion Zone, that: <ul style="list-style-type: none"> <li>• Is clearly marked and accessible;</li> <li>• Has a professional appearance; and</li> <li>• Is appropriately equipped with up-to-date professional health and wellbeing information that meets the local public health needs as suggested in the JSNA/PNA, Annual Report of the Director of Public Health or after discussion with commissioners/public health professionals.</li> </ul>	<input type="checkbox"/>
<b>22.</b>	The health and wellbeing information available appeals to a wide range of the public including men and women, young people, smokers, people with long term conditions, learning difficulties and older people. Where the community includes a significant ethnic minority group, then their needs must be accommodated.	<input type="checkbox"/>
<b>23.</b>	All materials should be generic and not promoting a specific brand over another, which can be seen as endorsement or promotional.	<input type="checkbox"/>
<b>24.</b>	The Health Promotion Zone resources should be updated at least every two months to ensure information provided is relevant, up-to-date and appropriate.	<input type="checkbox"/>
<b>25.</b>	Once accredited, the HLP logo is displayed in prominent places.	<input type="checkbox"/>
<b>Data collection</b>		
<b>26.</b>	Procedures are in place to ensure emails are checked regularly and that they are appropriately secure. Internet access enabled for accessing locally and nationally recognised websites.	<input type="checkbox"/>
<b>Sustainability</b>		
<b>27.</b>	The pharmacy contributes to a sustainable environment and this is reflected in the way they operate their business (e.g. using recyclable materials).	<input type="checkbox"/>

## Annex B: Flow chart detailing the process for HLP Level 1

This is available as a standalone document at: [psnc.org.uk/hlp](http://psnc.org.uk/hlp)



## Annex C: Healthy Living Pharmacy Level 1 Quality Criteria: Assessment of compliance

This is available as a standalone document at: [psnc.org.uk/hlp](http://psnc.org.uk/hlp)

### Part 1

This section of the framework relates to key requirements that the pharmacy must have in place before HLP level 1 status can be granted and the HLP logo displayed. N.B. you must be able to answer yes to all questions in order to be compliant.

The pharmacy has a consultation room which is compliant with the Advanced Services standards and is appropriate for the services on offer.	<input type="checkbox"/> Yes <input type="checkbox"/> No
The pharmacy has trained at least one Full Time Equivalent (FTE) to Health Champion RSPH Understand Health Improvement level 2.	<input type="checkbox"/> Yes <input type="checkbox"/> No  (Name(s) of staff member(s))  [Redacted]
The pharmacist or other relevant individual has undertaken leadership development to motivate and engage the pharmacy team in the HLP concept.	<input type="checkbox"/> Yes <input type="checkbox"/> No  (Name(s) of staff member(s))  [Redacted]
In the past year the pharmacy has participated in the provision of both MUR and NMS, and has proactively engaged in health promoting conversations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
In the past year the pharmacy has participated in the provision of the NHS community pharmacy seasonal influenza vaccination Advanced Service or has actively referred patients to other NHS providers of vaccinations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
The pharmacy complies with GPhC Standards for Registered Premises and Standards of Conduct, Ethics and Performance.	<input type="checkbox"/> Yes <input type="checkbox"/> No
The pharmacy complies with the NHS Community Pharmacy Contractual Framework (CPCF) requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No

## Part 2

This section of the framework asks you to think about what evidence you possess in the pharmacy, which you can use to demonstrate compliance with the requirements below. Evidence must be provided against all requirements.

An example completed form can be found on page 14-15 of the PHE [self-assessment quality criteria guide](#).

Requirement	Brief description of evidence (Evidence can include photos, copies of leaflets and posters, policies and other documents, electronic data records, etc.)
<b>Staff</b>	
Staff are aware of the local health needs through published documentation and through the results of the community pharmacy patient questionnaire and can demonstrate they act on this information, either through service delivery or signposting people to other relevant services.	
The pharmacy has at least one staff member trained to Health Champion RSPH level 2.	
The pharmacy team is led by an effective leader, trained in leadership skills, who is pro-actively leading the team in attaining and maintaining provision of interventions to meet the HLP quality criteria. *PHE Health Profiles: The health profiles give a snapshot overview of health for each local authority in England.	
See <a href="http://www.apho.org.uk/default.aspx?QN=P_HEALTH_PROFILES">http://www.apho.org.uk/default.aspx?QN=P_HEALTH_PROFILES</a> for more information.	
Staff are able to provide advice on sensitive/difficult public health issues (e.g. when providing advice on alcohol consumption, sexual health issues).	
<b>Engagement</b>	
Staff proactively offer advice to their customers/patients and make relevant brief health advice or interventions. They are aware that people may need additional support for behavioural change.	

<b>Requirement</b>	<b>Brief description of evidence (Evidence can include photos, copies of leaflets and posters, policies and other documents, electronic data records, etc.)</b>
The pharmacy team engages with local GP practices and other providers of community, health and/or social services to ensure that there are referral pathways for health & wellbeing services.	
The pharmacy is actively involved in 6 public health campaigns (as part of the CPCF).	
<b>Environment</b>	
The pharmacy consultation room is organised, tidy and functions efficiently with appropriate access to IT and paperwork.	
The pharmacy has a dedicated health promotion zone clearly marked and accessible to the public, which contains relevant and up to date resources, which are used by staff when discussing relevant health promoting interventions.	

## Part 3 – Declaration of compliance

Pharmacist or Pharmacy Technician Name:	[REDACTED]
Pharmacist or Pharmacy Technician GPhC number:	[REDACTED]
<b>I declare that</b>	
Pharmacy Name:	[REDACTED]
Pharmacy Address:	[REDACTED]
Pharmacy GPhC number:	[REDACTED]
<b>Complies with the requirements set out in this document for attaining HLP level 1 status and possesses the evidence and items declared above. I understand that a false declaration may affect my GPhC registration.</b>	
Pharmacist or Pharmacy Technician Signature:	[REDACTED]
Date:	[REDACTED]

This declaration, once signed, must be retained securely in the pharmacy and should be available for inspection by:

- The Pharmacy Owner
- GPhC inspectors
- NHS England
- Public Health England
- The Quality Assurance provider

Compliance against these requirements must be reassessed every 2 years.

## Part 4

You will need to contact the Quality Assurance provider for the HLP certificate (please note, this part is just for pharmacies who have not been previously accredited as HLPs).