



April 2018

PSNC Briefing 027/18: Quality Payments – PSNC resources

This PSNC Briefing provides a list of all the PSNC resources available to community pharmacy contractors to assist them with meeting the gateway and quality criteria of the [interim Quality Payments Scheme 2018/19](#).

Contractors are also reminded of the NHS England guidance documents on the Quality Payments Scheme listed below which are available on the [NHS England website](#):

- NHS England – Pharmacy Quality Payments Gateway Criteria Guidance (published December 2016)
- NHS England – Pharmacy Quality Payments Quality Criteria Guidance (published February 2017)
- NHS England – Pharmacy Quality Payments Guidance for the June 2018 Declaration (published 30th April 2018)

Contractors are strongly encouraged to read both the above documents to ensure they are fully briefed on the Quality Payments Scheme.

Resource	Description
General Quality Payment info – resources available at: psnc.org.uk/quality	
Quality Payments hub page	Contains information and links to other pages on the PSNC website providing information on the interim Quality Payments Scheme 2018/19.
PSNC Briefing 016/18: The interim Quality Payments Scheme 2018/19 – A summary of changes to the Scheme	This Briefing outlines the changes that have been made to the interim Quality Payments Scheme 2018/19.
PSNC Briefing 026/18: Quality Payments – Evidence checklist	This Briefing provides contractors with examples of what constitutes acceptable evidence in a checklist format.
Recorded presentation	Zainab Al-Kharsan, Service Development Pharmacist at PSNC, has recorded a presentation which provides a summary of the changes that have been made for the June 2018 review point. Accessible at: psnc.org.uk/qualitywebinar

Written safety report quality criterion – resources available at: psnc.org.uk/safetyreport

Template monthly patient safety report	PSNC, the Pharmacy Voice Patient Safety Group and NHS Improvement created these templates, which contractors may choose to use to create their report.
Template annual patient safety report	
Guidance on completing the written report	PSNC and the Community Pharmacy Patient Safety Group created this resource which explains how contractors can use the monthly and annual reports above to meet the quality criterion.
PSNC Patient safety information page	This page is a quick reference guide to patient safety alerts, recalls, advice and guidance relating to patient safety which have previously been highlighted as news stories on the PSNC website.

Safeguarding quality criterion – resources available at: psnc.org.uk/safeguarding

Safeguarding record sheet	Contractors can use this to keep a record of pharmacists and pharmacy technicians that have undertaken level 2 safeguarding training.
---------------------------	---

CPPQ quality criterion – resources available at: psnc.org.uk/cppq

Template worksheet	PSNC and NHS Employers created these resources to help contractors collate and analyse the responses and then use the data to populate the template report for publication.
Template report for publication	

HLP quality criterion – resources available at: psnc.org.uk/hlp

PSNC Briefing 025/18: Quality Payments – How to become a Healthy Living Pharmacy Level 1	This Briefing provides an overview of how to achieve the HLP criterion of the Quality Payments (QP) Scheme for the June 2018 review point.
HLP Level 1 Checklist	Details the 27 criteria which pharmacy teams need to achieve the gain HLP Level 1 status.
HLP Level 1 Flow chart	A flow chart detailing the process to follow to achieve HLP Level 1.
HLP Level 1 Evidence portfolio workbook	A workbook that pharmacy teams can use to guide them through the HLP quality criteria and assist them with recording their evidence to show they reached HLP Level 1.
PSNC Briefing 011/17: Healthy Living Pharmacy – Holding a health promotion event/campaign	This Briefing provides guidance for community pharmacy contractors and their teams on holding a health promotion event/campaign.

Checklist for holding a health promotion event/campaign	A suggested checklist to help pharmacy teams when planning a health promotion event/campaign.
Event/campaign questionnaire	A template questionnaire that pharmacy teams may wish to use to help them evaluate their health promotion event/campaign.
Health promotion ideas for pharmacy teams hub page	Contains links to different topics which pharmacy teams can use as a focus for their HLP Health Promotion Zone or in other health promotion work within or outside the pharmacy. The webpage can also be accessed at: psnc.org.uk/healthpromotion
Assessment of compliance template	Contractors whose pharmacies became HLPs before 1st December 2014 are not required to register with the Royal Society for Public Health as a HLP; however, they will still be required to complete an assessment of compliance once they meet the 27 quality criteria required to become a HLP Level 1.
Asthma referrals quality criterion – resources available at: psnc.org.uk/asthmareferrals	
PSNC Briefing 020/18: Quality Payments – referrals for asthma reviews	This Briefing provides contractors with updated guidance for the June 2018 review point on meeting the ‘referrals for asthma review’ quality criterion.
Suggested process for referring patients for an asthma review	A suggested process for pharmacy teams to follow to incorporate this quality criterion into their daily practice.
Data collection form – Patients referred for an asthma review	Contractors should retain evidence that this process has been carried out in the pharmacy and may be required to provide evidence to local NHS England teams to show that they have met the quality criterion. The data collection form could be used to aid this process.
GP practice briefing document	This briefing document can be used by contractors to talk local GP practice teams through the new referral process. This includes the main points that could be discussed with the local GP practice teams as well as frequently asked questions that contractors or team members may be asked, along with suggested answers.
Template letter for GP practice	This template letter can be used by contractors in addition to the briefing document (above). Although the letter could be used instead of the briefing document, it may be useful for contractors to speak to the local GP practice teams to inform them of the referral requirement rather than just sending a letter. This will allow contractors to hear what feedback the

	local GP practice teams would like to receive or how they would like patients to be referred.
Community pharmacy referral form	Where the notification to the GP practice is undertaken via hardcopy/fax the Community pharmacy referral form can be used.
Dementia Friends quality criterion - resources available at: psnc.org.uk/dementiafriends	
PSNC Briefing 021/18: Quality Payments – How to become a Dementia Friend	This Briefing provides contractors with updated guidance for the June 2018 review point on meeting the ‘Dementia Friends’ quality criterion.
Dementia Friends Record Sheet	This is a record sheet which contractors can choose to use to keep a record of their staff members and temporary staff, such as locums, that have become Dementia Friends.

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