



February 2019

PSNC Briefing 007/19: Quality Payments – Completing your declaration

Community pharmacy contractors will be able to make a declaration for a Quality Payment for the 15th February 2019 review point between Monday 4th February 2019 at 9am and Friday 1st March 2019 at 11.59pm.

As for previous declarations, contractors wishing to claim a Quality Payment will be required to submit their declaration online to the NHS Business Services Authority (NHSBSA); however, for the February 2019 review point, contractors will be able to claim for a Quality Payment via one of two routes, the Snap Survey tool (as used for previous declarations) or the Manage Your Service (MYS) application.

In addition, there will be a new process for validating a contractor’s submission to confirm if they meet the gateway criteria and actions that contractors will need to take if NHSBSA cannot validate that a contractor’s submission meets all five of the gateway criteria.

This PSNC Briefing provides further information on how to make a declaration and the validation process for the gateway criteria.

Routes for claiming for a Quality Payment

Contractors will be able to claim for a Quality Payment via one of two routes, **either**:

1. SNAP survey (as used for previous declarations); or
2. MYS application.

Contractors should not submit a declaration via both routes.

If contractors do accidentally submit a declaration via both routes, the MYS declaration will be used to assess and calculate a contractor’s Quality Payment.

The table below details the main advantages and disadvantages of both routes to assist contractors with deciding on which route they would prefer to use.

Route	Advantages	Disadvantages
Snap Survey	<ul style="list-style-type: none"> • Many contractors will have used the Snap Survey for previous declarations so are familiar with the process • Registration is not required 	<ul style="list-style-type: none"> • Does not provide real time confirmation of meeting the gateway criteria; contractors will receive confirmation of this via email within seven days of making their declaration • The ODS code needs to be manually added to the Snap Survey so there is a

		risk that contractors could submit a declaration under an incorrect ODS code
MYS application	<ul style="list-style-type: none"> Provides real time confirmation of meeting the gateway criteria – this means if contractors have not met the five gateway criteria, they can take corrective action before they make their declaration thereby reducing the likelihood that they will need to take additional action after submitting their declaration Since the contractor has registered for MYS, it takes away the risk of entering an incorrect ODS code when submitting their declaration There are also longer-term benefits of MYS outside of the Quality Payments Scheme; further information can be found on the NHSBSA website 	<ul style="list-style-type: none"> Not used before so not as familiar with the process to follow Registration is required

Pharmacy teams should check with their business owner or head office which route they should use.

Registering for MYS

The NHSBSA Provider Assurance Team sent an email to pharmacy premises shared NHSmail accounts (pharmacy teams that work for an organisation that are part of the Company Chemists' Association or the Association of Independent Multiples pharmacies will not have received this email as this was, instead, sent to a representative at their head office) explaining the two routes on 10th December 2018, which also explained how contractors could register for MYS.

If a contractor did not receive this email and would like to register for MYS they can complete the Manage Your Service Access Authorisation Form on the [NHSBSA website](#) (please note, only the Business Owner, Director or an Individual previously verified via the NHSBSA Information Services Portal (ISP) registration process, can register pharmacies and authorise access for individuals for MYS). If contractors would like to register, they are encouraged to do so as soon as possible to ensure the application can be processed in time to allow the contractor to complete their declaration by 1st March 2019. Please note, if contractors register for MYS but are concerned the process may not be complete by 1st March 2019, the deadline for making a declaration, they can then choose to use the Snap Survey instead. However only one declaration submission should be made; contractors should NOT submit declarations via both the Snap Survey and the MYS application.

Contractors do not need to register to use the Snap Survey.

Declaration questions

The declaration questions which will be asked in both the Snap Survey and MYS application have been published on the [NHSBSA website](#); these are also included in **Annex A**.

Answers given by contractors to the declaration questions will determine whether they believe have met the gateway criteria (these must be met for contractors to be eligible to claim for a Quality Payment, however, meeting the gateway criteria will not in itself earn a Quality Payment) and which of the quality criteria they have met. The answers provided to the quality criteria questions will, therefore, determine the Quality Payment that contractors get paid.

Completing the declaration and validation of the gateway criteria

Both the Snap Survey and MYS application will open on Monday 4th February 2019 at 9am and will close on Friday 1st March 2019 at 11.59pm. Although the review date is not until Friday 15th February 2019, contractors can start adding data on the Snap Survey or MYS application and will be able to re-enter to add information later before the deadline. However, contractors must remember to re-enter either the Snap Survey or MYS application and submit the declaration before Friday 1st March 2019 11.59pm otherwise they will not be entitled to a Quality Payment.

Contractors can also submit their declaration before the review point, if they know they will definitely meet the criteria they are claiming for on or before the review date. **Contractors are, however, reminded that once their declaration has been submitted, even if submitted in error, it cannot then be altered. It is therefore imperative that contractors are satisfied and can demonstrate that the information they submit is correct.**

Snap Survey

As stated above, if contractors decide to use this route to make their declaration, validation of the gateway criteria cannot be confirmed at the time of making the declaration (as is the case for MYS). Contractors are encouraged, however, to check the status of their compliance with the gateway criteria before they make their declaration by accessing the [weekly gateway criteria report](#) on the NHSBSA website, which details contractors who have been assessed, using national datasets, as meeting four of the five gateway criteria: NHS website; Advanced Services; Community Pharmacy Patient Questionnaire (CPPQ); and NHSmail (due to cyber security reasons, the report does not contain confirmation on compliance with the Warranted Environment Specification gateway criterion, that has been separately confirmed to contractors via an email sent by the NHSBSA).

Contractors should be aware that the national datasets used for the report are updated weekly therefore any changes made in the week, will not show on the report until it is updated on the following Friday. For example, if a pharmacy's NHS website profile is updated on Monday 4th February 2019 this will not show on the report on the NHSBSA website until the updated report is published on Friday 8th February 2019.

If the contractor is confident and can demonstrate that they have met all five gateway criteria, they can continue and complete their declaration on the [Snap Survey](#).

If the contractor does not meet all five gateway criteria, the contractor is encouraged to postpone completing the declaration until they have reviewed the gateway criteria and taken any corrective action. Once they are sure all five gateway criteria are met, the contractor should then complete the declaration.

If a contractor wishes to continue with the declaration even though the weekly gateway criteria report shows that the pharmacy does not meet the five gateway criteria, the survey will allow for this. This may be applicable when a contractor has, for example, updated their NHS website profile on Monday 4th February 2019, and wants to make their declaration on Thursday 7th February 2019. The report on Thursday 7th February 2019 will show that the pharmacy does not meet the NHS website criterion, but this will be updated on Friday 8th February 2019 and then, if the contractor has updated their profile as required, the contractor will be shown on the updated report as meeting the NHS website gateway criterion.

Once the declaration has been submitted the contractor will receive an email from NHSBSA confirming that the declaration has been successfully submitted and will show how contractors have responded to each of the gateway and quality criteria (to ensure receipt of the confirmation email, contractors should add surveys@webhost.snapsurveys.com to their safe senders list before submitting). This email should be retained by the pharmacy as proof that the declaration was submitted and the date of submission. However, this is not evidence that the submission has been validated – please see ‘Important: Confirmation that your pharmacy has been validated as meeting the gateway criteria’ section below.

If contractors do not receive a confirmation email it could be because they have not submitted the declaration. In such cases the declaration is not complete, and contractors will **not** be eligible for a Quality Payment. Contractors should also check their junk email folder in case the email has been filed in there. If contractors do not receive the confirmation email within one day of submitting their declaration, they should email: nhsbsa.pharmacysupport@nhs.net

MYS application

If a contractor decides to use the [MYS application](#) to make their declaration, they should see a ‘Quality Payments’ tab once they have logged into the MYS application, which should be clicked on to allow a contractor to start their declaration. Once the contractor has pressed the ‘start’ button and read the introductory information, an assessment of whether their pharmacy has met the gateway criteria will be displayed on the MYS application.

Contractors should be aware that the national datasets used to make this assessment are updated weekly therefore any changes made in the week, will not show on MYS until the reports are updated on the following Friday. For example, if a pharmacy’s NHS website profile is updated on Monday 4th February 2019 this will not show on the report on the NHSBSA website until the updated report is published on Friday 8th February 2019.

If the MYS application shows that the contractor has met all five gateway criteria, they can continue and declare which quality criteria they wish to claim payment for. These contractors will not be asked to provide any further evidence of how they have met the gateway criteria.

If the contractor does not meet all five gateway criteria this will be stated by the MYS application. In such cases the contractor is encouraged to postpone completing the declaration until they have reviewed the gateway criteria, taken any corrective action, and once sure all five gateway criteria are met, complete the declaration. Contractors are therefore also encouraged to make their declaration early in the declaration window to maximise the time they have available to take any corrective action.

Once the declaration has been submitted the contractor will receive an email from NHSBSA confirming that the declaration has been successfully submitted and will show how contractors have responded to each of the gateway and quality criteria questions (to ensure receipt of the confirmation email, contractors should add noreply@services.nhsbsa.nhs.uk to their safe senders list before submitting). This email should be retained by the pharmacy as proof that the declaration was submitted and the date of submission.

If contractors do not receive a confirmation email it could be because they have not submitted the declaration. In such cases the declaration is not complete, and contractors will **not** be eligible for a Quality Payment. Contractors should also check their junk email folder in case the email has been filed in there. If contractors do not receive the confirmation email within one day of submitting their declaration, they should email: nhsbsa.pharmacysupport@nhs.net

If a contractor wishes to continue with the declaration at the point when they are told they do not meet the five gateway criteria, the system will allow for this. However, contractors will be advised in the confirmation email that they receive from NHSBSA, detailing their declaration, that they have been assessed as failing one or more

of the gateway criteria – please see the ‘Important: Confirmation that your pharmacy has been validated as meeting the gateway criteria’ section below.

Important: Confirmation that your pharmacy has been validated as meeting the gateway criteria

If a contractor uses the Snap Survey to submit their declaration, they will receive a second email from the NHSBSA Provider Assurance Team within seven days of their Snap Survey submission, which will confirm if they have been assessed as meeting the five gateway criteria. Contractors who used the MYS application, will be able to see when they start their declaration on MYS if they have been confirmed as having been assessed as meeting the five gateway criteria. This will also be detailed in the confirmation email that the contractor receives after they have submitted their declaration.

Contractors should read this email carefully as corrective action may be required to ensure their pharmacy can be validated as meeting the gateway criteria.

This email will either confirm that a contractor has had their declaration submission validated as meeting the gateway criteria or if this has not been possible, it will detail which criteria the contractor does not meet according to the national datasets.

If the email confirms that the contractor has had their declaration submission validated as meeting the gateway criteria, no further action is required. Contractors should retain a copy of the email as evidence of meeting the gateway criteria.

If the email states that the contractor has not met one or more of the gateway criteria, contractors are given the opportunity to take corrective action (a ‘second chance’) to meet the gateway criteria. For example, if one or two sections of a contractor’s NHS website profile have not been updated/validated within the required time period, contractors will be given another chance to do this correctly. Contractors should take corrective action as soon as possible, for example, within seven days so that this action can then be included in the national datasets (the final deadline for taking corrective action is 29th March 2019 – contractors will not be entitled to a Quality Payment if they do not take appropriate corrective action by this date).

Once the corrective action has been taken and has been reflected in the national datasets, contractors will receive an email to confirm that the gateway criteria has been validated and that the contractor is eligible to claim for a Quality Payment. If the email confirms that the contractor has had their declaration submission validated as meeting the gateway criteria, no further action is required. Contractors should retain a copy of the email as evidence of meeting the gateway criteria.

Please note, the national datasets for four of the gateway criteria (NHS website, Advanced Services, CPPQ and NHSmail) are only updated once a week on a Friday, therefore if you take corrective action between updates, for example, on Monday 18th February 2019, this will not be updated on the national datasets until the following update i.e. Friday 22nd February 2019; therefore, you will not receive a confirmation email of meeting the gateway criteria until the following week, week commencing Monday 25th February 2019.

However, you will be able to check on the weekly gateway criteria report on the NHSBSA website, after the report has been updated on the Friday, if your pharmacy is then showing as meeting the four gateway criteria.

The national datasets for WES are currently updated every two weeks on a Friday, therefore if you take corrective action between updates, for example, on Monday 18th February 2019, this will not be updated on the national datasets until the following update i.e. Friday 1st March 2019; therefore, you will not receive a confirmation email of meeting the gateway criteria until the following week, week commencing Monday 4th March 2019.

If the corrective action undertaken does not satisfy the gateway requirements i.e. the action was not sufficient/acceptable, and your pharmacy is still not meeting the gateway criteria, you will continue to receive weekly emails which state you are not meeting the gateway criteria. Further corrective action would then be required to be taken and the above process would be followed again.

If a contractor believes that their submission now, or after having taken corrective action, is fully compliant, and that there is an error in the national datasets then they should contact the NHSBSA Provider Assurance Team at nhsbsa.pharmacysupport@nhs.net and provide supporting evidence. Contractors should include their F code (ODS code) in this email.

Contractors should provide this evidence as soon as possible, for example, within seven days to ensure the evidence provided is acceptable. This will therefore give contractors more of an opportunity to provide additional evidence, should this be necessary, before the final deadline of 29th March 2019.

If a contractor fails to demonstrate compliance by 29th March 2019, they will not receive a Quality Payment for the February declaration.

Further information

Further information on the process to follow to claim a Quality Payment can be found at: psnc.org.uk/quality and frequently asked questions on the process to follow to claim a Quality Payment can be found at: psnc.org.uk/qualityFAQs

If you have any queries on this PSNC Briefing or you require more information, please contact the [PSNC Services Team](#).

Annex A: Questions which will be asked when completing the NHS BSA Quality Payment declaration

Criteria	Questions
Gateway criteria	
Advanced Services	<p>Declaration question: On the day of the review, was your pharmacy offering Medicines Use Review (MUR) or New Medicine Service (NMS), or were you registered for the NHS Urgent Medicine Supply Advanced Service (NUMSAS) pilot?</p>
NHS Website (formerly NHS Choices)	<p>Declaration question:</p> <p>Bricks and mortar pharmacies: On the day of the review, was your pharmacy's NHS website (formerly known as NHS Choices) entry up to date, including bank holiday opening hours?</p> <p>Contractors are required to update or validate each of the following three parts of their NHS website entry between 00:00 on 3rd December 2018 and 23:59 on 15th February 2019:</p> <ul style="list-style-type: none"> • Opening hours, including the following Bank Holiday opening hours: Friday 19th April 2019, Sunday 21st April 2019, Monday 22nd April 2019, Monday 6th May 2019 and Monday 27th May 2019 • Services the pharmacy provides • Facilities available <p>If you have declared you are offering NMS and/or MUR in the Advanced Services gateway criterion, this service must be visible on your NHS website entry on the review date.</p> <p>Distance selling pharmacies (DSPs): On the day of the review, as a Distance Selling Pharmacy (DSP) had you carried out the following actions?</p> <p>DSPs do not, currently, have full NHS website (formerly known as NHS Choices) entries. Therefore, DSPs are required to:</p> <ul style="list-style-type: none"> • Check the name of their pharmacy on the NHS website - it must be the trading name rather than the registered company name (unless these are the same) • Check the telephone number and website URL on their entry • Check the provision of EPS is correctly indicated on their entry • Email the NHSBSA Provider Assurance Team: nhsbsa.pharmacysupport@nhs.net, including 'QPSFEBREVIEW' and the pharmacy ODS code in the subject line, and confirming in the body of the email that the current information is correct or providing the correct information. <p>DSPs will need to send their email to the NHSBSA Provider Assurance Team between 00:00 on 3rd December 2018 and 23:59 on 15th February 2019.</p>

	<p>DSP is not listed on the NHS website (formerly known as NHS Choices): DSPs that are not listed on the NHS website should email the NHSBSA Provider Assurance Team: nhsbsa.pharmacysupport@nhs.net (including 'UNABLETOVERIFYPROFILE' in the subject line) with the following information:</p> <ul style="list-style-type: none"> • Pharmacy name (trading name) • ODS code • Address • Telephone number • Website URL • EPS enabled (Yes/No) <p>DSPs will need to send their email to the NHSBSA Provider Assurance Team between 00:00 on 3rd December 2018 and 23:59 on 15th February 2019. Once this information has been received by the NHSBSA Provider Assurance Team this will count as passing the gateway criterion.</p>
<p>CPPQ</p>	<p>Declaration question: Bricks and mortar pharmacies: On the day of the review, were the results of your last completed Community Pharmacy Patient Questionnaire publicly available on your pharmacy's NHS website (formerly known as NHS Choices) entry?</p> <p>Distance selling pharmacies (DSPs): On the day of the review, were the results of your last completed Community Pharmacy Patient Questionnaire publicly available on your pharmacy's website, and had the NHSBSA Provider Assurance Team been notified?</p> <p>Once a DSP has published their latest CPPQ results on their website they must notify the NHSBSA Provider Assurance Team, nhsbsa.pharmacysupport@nhs.net, by sending a link of the page on which the CPPQ results are published and including 'CPPQFEB' and the pharmacy ODS code in the subject line of the email.</p>
<p>NHSmail</p>	<p>Declaration question: On the day of the review, were staff at the pharmacy able to send and receive NHSmail from their shared premises NHSmail account, and were there at least two live (active) linked accounts to this shared account?</p> <p>Any problems or maintenance issues with pharmacy NHSmail accounts can be dealt with via the helpdesk: pharmacyadmin@nhs.net</p>
<p>WES</p>	<p>Declaration question: On the day of the review, had the NHS Digital Warranted Environment Specification (WES) and/or your System Supplier(s) been consulted and the contractor therefore assured themselves, and could demonstrate, that all their operating system and browser versions currently in use in the pharmacy to link to NHS Digital systems such as the Electronic Prescription Service and Summary Care Record, comply with the WES; and are therefore supported by NHS Digital for connectivity to NHS Spine systems?</p>

Quality criteria	
<p>Written safety report</p>	<p>Declaration question: On the day of the review, did the pharmacy have a written patient safety report at premises level and has uploaded any LASA incident reports to the NRLS and has kept a record for confirmation of this activity at the pharmacy premises or within any electronic reporting system used by the contractor?</p> <p>The written report should:</p> <ul style="list-style-type: none"> • Be available for inspection at the premises at the review point • Have been updated since 29 June 2018 (where claimed before) • Cover analysis of incidents and incident patterns (taken from an ongoing log) • Have evidence of sharing learning locally and nationally, and actions taken in response to national patient safety alerts <p>Demonstrably, the pharmacy contractor:</p> <ul style="list-style-type: none"> • Actively identifies and manages the risks at premises level associated with specified look-alike sound-alike errors (LASA) identified from the National Reporting and Learning System (NRLS) • Has put in place actions to prevent these, for example physical separation, staff awareness raising, visual warnings, tags or labels on shelving, fatigue reduction strategies, enhanced checking procedures for these medicines • In the description of what happened in the NRLS report, the contractor must include the text 'LASA' as a unique identifier to facilitate future national learning.
<p>CPPE Risk management training</p>	<p>Declaration question: On the day of the review, had 80% of all registered pharmacy professionals working at the pharmacy satisfactorily completed the CPPE Risk Management training and was there an example of a risk review that the pharmacy team at the premises (available for inspection) have drawn up for a risk in the pharmacy that has been identified and prioritised with identified risk minimisation actions that the pharmacy team is taking?</p> <p>Who is a pharmacy professional?</p> <p>This requirement covers all pharmacy professionals registered with the General Pharmaceutical Council (pharmacists and pharmacy technicians) working in the pharmacy. Each registered pharmacy professional working in the pharmacy on the review date count as one, if they worked any part of the day at the pharmacy.</p>
<p>Non-steroidal anti-inflammatory drugs and gastro-protection audit</p>	<p>Declaration question: On the day of the review, had your pharmacy completed the audit of non-steroidal anti-inflammatory drugs and gastro-protection for patients 65 or over?</p> <p>For patients 65 or over, the pharmacy should have:</p> <ul style="list-style-type: none"> • Notified the patient's GP where professional concerns were identified • Shared their anonymised data with NHS England • Incorporated the learning of the audit into future practice <p>No eligible patients were identified during the audit period</p> <p>Where a contractor is unable to complete the NSAID audit due to the fact that they have not identified any eligible patients during the audit period the contractor should send an email to the NHS BSA Provider Assurance Team at: nhsbsa.pharmacysupport@nhs.net with the following details:</p>

	<p>The subject of the email should state “QPS NSAID AUDIT Nil return for [F code]”</p> <p>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 • 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></p> <p><i>I acknowledge that NHS BSA 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> <ul style="list-style-type: none"> • Name of person making declaration and their role in the pharmacy
<p>Healthy Living Pharmacy Level 1 and CPPE Children’s oral health training</p>	<p>Declaration question: On the day of the review, was your pharmacy a Healthy Living Pharmacy Level 1 (self-assessment), and had 80% of the pharmacy staff that provide healthcare advice to the public successfully completed the CPPE Children’s oral health training assessment?</p> <p>Which pharmacy staff does this apply to? Pharmacy staff within a patient facing role should include:</p> <ul style="list-style-type: none"> • Registered pharmacy professionals • Pre-registration graduates • Everyone working in the dispensary • Medicine counter assistants <p>Each patient-facing member of staff working in the pharmacy on the review date count as one, if they have worked any part of the day for the pharmacy.</p>
<p>NHS 111 Directory of Services</p>	<p>Declaration question: On the day of the review, was the pharmacy’s NHS 111 Directory of Service entry up to date, including the following bank holiday opening hours: Friday 19 April 2019, Sunday 21 April 2019, Monday 22 April 2019, Monday 6 May 2019 and Monday 27 May 2019?</p> <p>Contractors are required to have confirmed and/or amended their DoS details to ensure that they are current and accurate for this review date. This should have been done by using the DoS Profile Updater.</p>
<p>Referral for asthma review</p>	<p>Declaration question: On the day of the review, was the pharmacy able to show evidence that relevant asthma patients (see below) were referred for an asthma review?</p> <ul style="list-style-type: none"> • Asthma patients for whom more than 6 short-acting bronchodilator inhalers were dispensed, without any corticosteroid inhalers, within a 6-month period, should have (since 28 June 2018) been referred to an appropriate healthcare professional for an asthma review.

	<ul style="list-style-type: none"> All children aged 5-15 prescribed an inhaled corticosteroid for asthma have a spacer device where appropriate in line with NICE TA38 and have a personalised asthma action plan. Refer to an appropriate healthcare professional where this is not the case. <p>If no patients were identified for referral: Where no patients are identified for referral, the contractor will still be eligible for payment if they can provide evidence that they:</p> <ul style="list-style-type: none"> Have been working to identify suitable patients Have a process in place for referral should they identify someone
<p>Dementia Friends</p>	<p>Declaration question: On the day of the review, were 80% of pharmacy staff working in patient facing roles Dementia Friends (Alzheimer’s Society)?</p> <p>Which pharmacy staff does this apply to? Pharmacy staff within a patient facing role should include:</p> <ul style="list-style-type: none"> Registered pharmacy professionals Pre-registration graduates Everyone working in the dispensary Medicine counter assistants Delivery drivers delivering pharmacy related products <p>Each patient-facing member of staff working in the pharmacy on the review date count as one, if they have worked any part of the day for the pharmacy.</p>