



January 2021

PSNC Briefing 003/21: Pharmacy Quality Scheme – Completing your declaration

Community pharmacy contractors will be able to make a declaration for a Pharmacy Quality Scheme (PQS) payment for the 2020/21 Part 2 Scheme **between 09:00 on Thursday 4th February 2021 and 23:59 on Monday 1st March 2021**.

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

The 2020/21 PQS has two parts, the first of which was announced on 13th July 2020. The focus of the Part 1 scheme was ensuring community pharmacy contractors and their teams had put in place all reasonable measures to respond to the COVID-19 pandemic, protecting both themselves and the people using their services.

The Part 1 Checklist is also a Gateway requirement for the Part 2 scheme, which is also focused on activities that support the response to and recovery from the COVID-19 pandemic.

Extension to complete PQS activity and collate evidence

NHS England and NHS Improvement (NHSE&I) and the Department of Health and Social Care (DHSC) agreed to PSNC's request for more flexible timings for completion of the work within the PQS Part 2 2020/21 in response to the additional pressures contractors are facing in responding to the pandemic.

As a result, where contractors have not undertaken all the activity for:

- **Domain 1 (Infection Prevention & Control and Antimicrobial Stewardship);**
- **Domain 2 (Prevention);** and
- **Domain 3 (Risk management).**

contractors can complete their declarations as if they had finished the work.

Within **Domain 2 (Prevention)**, when submitting data for the Weight Management criteria, where contractors have not yet undertaken the 4-week data collection activity, contractors can record a 'zero' value in each of the two reporting sections.

The NHSBSA will contact contractors reporting a zero figure to seek updated data, where the data collection was undertaken after the contractor had submitted this PQS declaration.

For Domain 5 (Primary Care Network – Business continuity), contractors making a declaration for this domain **must** have been involved in the contractor discussion with the Pharmacy PCN Lead by the end of the declaration period (1st March 2021).

Contractors will then have until 30th June 2021 to collate the evidence to demonstrate that they are compliant for domains 1,2,3 and 5.

Domain 4 (Primary Care Network – Prevention) was a collaborative incentive with a specific objective, to be undertaken in a defined period. Work on this domain **cannot** extend beyond 31st January 2021.

Contractors still need to ensure their declaration is submitted by 23:59 on 1st March 2021. Contractors will also need to ensure that they have the required evidence to demonstrate that they have met the requirements of all domains they declare for.

Contractors wishing to claim a PQS payment will be required to submit their declaration online to the NHS Business Services Authority (NHSBSA) via the [Manage Your Service \(MYS\) portal](#).

To qualify for a PQS Part 2 payment, contractors will have to have complete all the requirements within the PQS Part 1 Essential Criteria Checklist and submitted a declaration on the MYS portal by **29th January 2021**.

Declaration questions

The declaration questions which will be asked in the MYS portal will be published in due course on the [NHSBSA website \(www.nhsbsa.nhs.uk/pqs\)](#); see the link in the blue alerts box at the top of the page.

Completing the declaration and validation of the Gateway criteria

Contractors can start adding data on the MYS portal when it opens at 9am on 4th February 2021 and they will be able to re-enter the portal to add further information before the deadline. However, contractors must remember to re-enter the MYS portal and submit the declaration before Monday 1st March 2021 at 23:59, otherwise they will not be entitled to a PQS payment.

Late declarations will not be accepted and if contractors claimed an Aspiration payment but fail to claim a PQS payment within the required time, the Aspiration payment will be recovered as part of the reconciliation process. Contractors are therefore encouraged to ensure they give themselves enough time to complete the process.

Contractors are 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 that their declaration is complete and can demonstrate that the information they submit is correct.

When a contractor logs into the MYS portal to make their declaration, they should see a 'Pharmacy quality scheme' tab, which should be clicked on to allow them 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 (completion of the PQS 2020/21 Part 1 declaration) will be displayed on the MYS portal.

Validation of the Gateway criteria – contractors who meet the gateway criteria

The automatic verification assessment of whether a contractor has met the scheme's Gateway criteria (completion of the PQS 2020/21 Part 1 declaration) will be confirmed.

If the MYS portal shows that the contractor has met the Gateway criteria, they can continue and declare if they meet the domains they wish to claim payment for.

Once the declaration has been submitted, the contractor will receive an email from the NHSBSA confirming that the declaration has been successfully submitted and will show if contractors have met the Gateway criteria and which domains they have claimed payment for (to ensure receipt of the confirmation email, contractors should

add manage.your.service@notifications.service.gov.uk to their safe senders list before submitting). This email should be retained by the contractor 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 PQS 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

Validation of the Gateway criteria – contractors who do not meet the Gateway criteria

If the contractor does not meet the Gateway criteria (the PQS 2020/21 Part 1 declaration was not completed), this will be stated by the MYS portal. Contractors who did not make a declaration to confirm completion of the PQS 2020/21 Part 1 Essential Criteria Checklist will not have met the Gateway criterion within the required time period and they will not be eligible for a PQS 2020/21 Part 2 payment.

Should a contractor need further information regarding their Gateway assessment or wish to query the result, they should contact the NHSBSA Provider Assurance team at nhsbsa.pharmacysupport@nhs.net ahead of making their declaration.

PharmOutcomes

If contractors have used PharmOutcomes to record their progress towards completion of the PQS criteria and domains, contractors must note that this framework has no links to MYS; the framework was purely to assist contractors to prepare their submission. Contractors who used the PharmOutcomes framework can access the framework to generate a summary of the information they inputted. This can then be used to assist contractors to manually make their MYS submission.

Contractors wishing to use the information they logged on the framework should log into their PharmOutcomes account and click on the 'status' link next to the framework name. This will display a summary of the answers submitted by the contractor which if complete, could be used to manually make their MYS submission.

Framework	Actions
Summary of Pharmacy Quality Scheme	PQS • Summary
Pharmacy Quality Scheme - Pharmacy Quality Scheme 2020/21 - Part 2	• Update • Status



It is the contractor's responsibility to ensure that the information that they are supplying in the declaration is accurate.

Evidence of meeting the criteria and domains

When a contractor makes their PQS declaration, they will be required to confirm they have evidence to show that they meet the domain(s) that they are claiming for on the day of their declaration. [PSNC Briefing 024/20: Pharmacy Quality Scheme – Essential Criteria Checklist for COVID-19 – Evidence Checklist](#) and [PSNC Briefing 041/20: Part 2 2020-21 Pharmacy Quality Scheme – Evidence Checklist](#) provides contractors with examples of suggested evidence, in a checklist format, that they can use to confirm they have the necessary evidence ready to make their PQS declaration.

It is important that contractors have this evidence to assure themselves that they meet all the requirements of Part 1 as the Gateway as well as the criteria and quality domains that they intend to declare that they meet for Part 2. Additionally this is needed to be able to provide this evidence to the NHSBSA Provider Assurance Team (if requested) who will undertake post-payment verification (PPV) on behalf of NHS England and NHS Improvement to ensure that these requirements have been met. The evidence of meeting the requirements of each domain should be retained for two years to meet any requirements for PPV purposes.

Where a change of ownership has occurred, contractors must have evidence to demonstrate meeting the PQS requirements since the change of ownership. Evidence from the previous contractor is not eligible, even if the same management team and staff are in place in the pharmacy.

Checking whether a contractor has submitted their PQS declaration

When a contractor is completing their PQS declaration, they will have the option of adding in an additional email address, e.g. a head office contact, who will then also receive a copy of the email, that the pharmacy will receive, from the NHSBSA confirming that a declaration has been made and which domains the pharmacy has claimed for.

MYS management information report

Contractors or users with management level access to MYS can access a PQS management information (MI) report directly from the portal for the pharmacies that they have management level access, to provide information about any declarations submitted over a defined period. The MI report will contain a list of these pharmacies (by ODS code) that have completed a PQS declaration, the date it was submitted, who submitted it and the expected points based on the answers provided by the user.

Contact the MYS helpdesk at nhsbsa.mys@nhs.net if you require assistance with management level access.

Reconciliation of Aspiration payment and PQS payment

The Aspiration payment paid to contractors will be reconciled with the PQS payment claimed by contractors, and then contractors will be paid (if appropriate) their residual PQS payment on 1st April 2021.

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