August 2021

**Services and**

**Commissioning**

**PSNC Briefing 025/21: Pharmacy Quality Scheme – Summary of the training requirements for the 2021/22 Scheme**

This PSNC Briefing provides a summary of the training requirements which are included in the 2021/22 Pharmacy Quality Scheme.

Eight of the twelve training requirements have been included in previous schemes, so team members that have previously completed the training and, where applicable, successfully passed the e-assessment, do not need to complete this again.

**Different types of staff members**

Many of the criteria in this scheme include training and related assessments being undertaken by pharmacy team members. The following terms are used in the requirements to define different types of staff:

* **Registered pharmacy professionals** are pharmacists and pharmacy technicians.
* **Patient-facing pharmacy staff** include all registered pharmacy professionals, trainee pharmacists, trainee pharmacy technicians, dispensary staff, medicines counter assistants and delivery drivers. Contractors may also have other staff that can be identified as having patient-facing roles.
* **Non-registered pharmacy staff** include all trainee pharmacists, trainee pharmacy technicians, dispensary staff, medicines counter assistants and delivery drivers.
* **Patient-facing staff that provide advice on medicines or healthcare** include all registered pharmacy professionals, trainee pharmacists, trainee pharmacy technicians, dispensary staff and medicines counter assistants.
* **Non-registered patient-facing pharmacy staff** **who provide health advice** includes trainee pharmacists, trainee pharmacy technicians, dispensary staff and medicines counter assistants.

**New staff or staff returning from maternity leave**

Where new staff who have recently joined the pharmacy or staff returning from long term leave, for example maternity leave, have not undertaken the training and assessment by the day of the declaration, the pharmacy contractor can count them as having completed the training and assessment, if the pharmacy contractor has a training plan in place to ensure they satisfactorily complete the training and assessment within 30 days of the day of the declaration. This training plan and demonstrable evidence of completion of the training and assessment, within 30 days of the day of the declaration, must be retained at the pharmacy to demonstrate they are meeting this criterion.

**Evidence of meeting the training criteria**

In relation to the training requirements within the various criteria, in all cases at the time of making the PQS declaration, **there is a requirement to have available at the pharmacy premises, a copy of the personalised certificate provided upon completion of the training and assessment, as evidence that all relevant members of staff have completed the training.**

If you have queries on this PSNC Briefing or require more information, please contact the [**PSNC Services Team**](mailto:services.team@psnc.org.uk).

**Summary of the 2021/22 PQS training requirements** (full details of the requirements are contained in the Drug Tariff) = a new training requirement

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Gateway / domain** | **Training and assessment (where applicable)** | **Who needs to complete it?** | **Pharmacists** | **Pharmacy technicians** | **Trainee pharmacists** | **Trainee pharmacy technicians** | **Dispensary staff** | **Medicines counter assistants** | **Delivery drivers** |
| Gateway | [**CPPE reducing look-alike sound-alike errors (LASA) e-learning**](https://www.cppe.ac.uk/programmes/l/safetylasa-e-01/) and [**e-assessment**](https://www.cppe.ac.uk/programmes/l?t=safetyLASA-A-02&evid=) | Registered pharmacy professionals | Checkmark with solid fill | Checkmark with solid fill | Recommended but not required | Recommended but not required |  |  |  |
| [**CPPE risk management training**](https://www.cppe.ac.uk/programmes/l/riskman-g-02/) and  [**e-assessment**](https://www.cppe.ac.uk/programmes/l?t=RiskManG-A-03&evid=) | Registered pharmacy professionals | Checkmark with solid fill | Checkmark with solid fill | Recommended but not required | Recommended but not required |  |  |  |
| [**CPPE sepsis e-learning**](https://www.cppe.ac.uk/gateway/sepsis) and [**e-assessment**](https://www.cppe.ac.uk/programmes/l/sepsis-a-02) | Registered pharmacy professionals | Checkmark with solid fill | Checkmark with solid fill | Recommended but not required | Recommended but not required |  |  |  |
| Respiratory | [**CPPE Inhaler technique for health professionals: getting it right e-learning**](https://www.cppe.ac.uk/programmes/l/inhalers-e-02)\* and [**e-assessment**](https://www.cppe.ac.uk/programmes/l/inhalers-a-08) | Pharmacists | Checkmark with solid fill |  | Recommended but not required |  |  |  |  |
| Return of unwanted and used inhalers\*\* | Patient-facing pharmacy staff\*\*\* | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill |
| Digital | [**CPPE remote consultation skills**](https://www.cppe.ac.uk/programmes/l/consultrem-e-01) (there is no e-assessment) | Registered pharmacy professionals | Checkmark with solid fill | Checkmark with solid fill | Recommended but not required | Recommended but not required |  |  |  |
| Prevention | [**HEE infection prevention and control level 1 e-learning and e-assessment**](https://portal.e-lfh.org.uk/Component/Details/564333) | Non-registered pharmacy staff |  |  | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill |
| [**HEE infection prevention and control level 2 e-learning and e-assessment**](https://portal.e-lfh.org.uk/Component/Details/564321) | Registered pharmacy professionals | Checkmark with solid fill | Checkmark with solid fill | Recommended but not required | Recommended but not required |  |  |  |
| [**HEE antimicrobial stewardship for community pharmacy e-learning and e-assessment**](https://portal.e-lfh.org.uk/Component/Details/602874) | Patient-facing pharmacy staff that provide advice on medicines or healthcare | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill |  |
| Addressing unwarranted variation in care | [**CPPE health inequalities**](https://www.cppe.ac.uk/programmes/l/health-e-01) and [**e-assessment**](https://www.cppe.ac.uk/programmes/l/health-a-01) | Registered pharmacy professionals | Checkmark with solid fill | Checkmark with solid fill | Recommended but not required | Recommended but not required |  |  |  |
| Healthy living support | [**PHE All Our Health: bitesize training and e-assessments on adult obesity and childhood obesity**](http://portal.e-lfh.org.uk/Component/Details/571222) | Non-registered patient-facing pharmacy staff who provide health advice |  |  | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill |  |
| Section 1 and 3 of [**CPPE weight management for adults: understanding the management of obesity training**](https://www.cppe.ac.uk/programmes/l/weightman-e-01) and [**e-assessment**](https://www.cppe.ac.uk/programmes/l/weightmane-a-06/) | Registered pharmacy professionals | Checkmark with solid fill | Checkmark with solid fill | Recommended but not required | Recommended but not required |  |  |  |

\* Contractors can complete this e-learning or attend a CPPE inhaler technique face-to-face or online inhaler technique workshop (if available).

\*\* There is no specific training for the return of unwanted and used inhalers, however, PSNC has produced a short briefing (available at [**psnc.org.uk/pqs**](http://psnc.org.uk/pqs)) which contractors can use to train staff and meet this training requirement.

\*\*\* Contractors may also have other staff that can be identified as having patient-facing roles.