**Community Pharmacy Assurance Framework questionnaire**

**Frequently asked questions**

**What is CPAF and why am I being asked to complete the CPAF screening questionnaire?**

CPAF stands for Community Pharmacy Assurance Framework and is used by NHS England to monitor compliance with the community pharmacy contractual framework. The screening questionnaire is a shortened version of the full comprehensive CPAF questionnaire, with 10 questions which gives an indication of compliance with the contractual framework. NHS England will use the collated responses, along with other information to decide which pharmacies will be considered for a monitoring visit and asked to submit the full CPAF questionnaire.

The screening questionnaire is intended to make the process easier for pharmacies and will also enable NHS England to manage the process more efficiently.

**I have received an email asking me to complete the CPAF screening questionnaire but the link does not work. How can I complete the survey for my pharmacy?**

[Click here](https://www.snapsurveys.com/wh/s.asp?k=149683316615) to access the questionnaire from the NHSBSA website. If you are still unable to complete the questionnaire please email us at [nhsbsa.cpaf@nhs.net](mailto:nhsbsa.cpaf@nhs.net)

**I haven’t received an email asking me to complete the survey. How can I complete the survey for my pharmacy?**

[Click here](https://www.snapsurveys.com/wh/s.asp?k=149683316615) to access the questionnaire from the NHS Business Services Authority website.

**The email asking me to complete the questionnaire I have received relates to a pharmacy that I am not responsible for. Should I fill in the questionnaire anyway?**

No please email us at [nhsbsa.cpaf@nhs.net](mailto:nhsbsa.cpaf@nhs.net) and we will check your details and send you a link for the correct pharmacy.

**How do I check if my completed questionnaire has been received?**

If you entered an email address in the questionnaire an email confirmation will have been sent to this address. Completed questionnaires will also be available on the Information Services Portal approximately three weeks after the survey has closed. If you are still worried that your response has not been received please email [nhsbsa.cpaf@nhs.net](mailto:nhsbsa.cpaf@nhs.net) and we will check that your response has been received.

**How do I get a copy of my completed questionnaire?**

If you entered an email address into the questionnaire an email confirmation will have been sent to this address. Completed questionnaires will also be available on the Information Services Portal approximately three weeks after the survey has closed if you are a registered user.

**I am not registered for the Information Services Portal – how do I register?**

If you have completed the CPAF questionnaire and provided an email address you will automatically be registered for the Information Services Portal to view your CPAF responses. You will receive instructions after the closing date of the questionnaire on how to activate your account.

**I have deleted the email I received asking me to complete the CPAF Questionnaire. Can I get another?**

Reminders will be sent on a weekly basis until the survey closes on Sunday 9 July 2017. If you would like to complete the questionnaire now [click here](https://www.snapsurveys.com/wh/s.asp?k=149683316615) to access the questionnaire from the NHSBSA website.

**Some of the questions relate to tasks that our head office carry out on our behalf – do I need to answer these questions?**

Yes, please answer these questions and check with your head office if you are unsure how these tasks are carried out.

**Do I need to provide evidence with the survey to demonstrate how I have answered the question?**

No, this is a self-assessment and evidence is not required to be sent in with the survey. However pharmacies will need to ensure that they have the evidence to support their survey answers and have it available in the pharmacy in case of a contract monitoring visit.

**My pharmacy has just opened, do I still need to fill in the questionnaire as it may be too early to provide the evidence required?**

You should still complete the questionnaire to the best of your ability answering the questions with what the pharmacy does or has done. NHS England will appreciate that your pharmacy is newly opened and so there will be some areas of service delivery where the pharmacy will not be able to demonstrate how it delivers that part of the service. NHS England will take that into consideration when reviewing your responses.

**The pharmacy is a distance selling pharmacy. Do I still need to complete the CPAF questionnaire?**

Yes distance selling pharmacies provide pharmaceutical services under the same terms of service as any other pharmacy and are therefore requested to complete the CPAF screening questionnaire.

**The pharmacy has an LPS contract. Am I required to complete the CPAF questionnaire?**

Yes, even though your pharmacy has an LPS contract you are requested to complete the CPAF screening questionnaire. NHS England is aware of the differences between an LPS contract and a national contract.

**After I complete the abbreviated CPAF screening questionnaire could this automatically “trigger” a contract monitoring visit?**

It depends. The CPAF screening questionnaire is used by NHS England to help prioritise monitoring visits and whether you receive a monitoring visit is decided on a case-by-case basis.

Local NHS England teams will assess if a monitoring visit is appropriate (after assessment of the CPAF screening questionnaire). If so, then the usual next step would be for the local NHS team to invite the pharmacy contractor in question to complete the full CPAF questionnaire and following assessment of the full CPAF then the NHS team will decide whether a monitoring visit remains desirable.

A number of factors are taken into account in NHS England’s assessment of whether to conduct the contract monitoring visit. This includes the need to validate the responses of pharmacy contractors, local intelligence received as to performance, changes of ownership, complaints from patients as well as the CPAF documentation etc. The aim of NHS England is for an open, transparent, fair and consistent approach to be applied across the whole of England. NHS England would hope to be able to visit pharmacies not only to provide support, where problems are encountered, but also to some of those that are performing to an outstanding or aspirational level, so as to see ‘what good looks like’, and so it can share that with LPCs and other contractors.

**What do the attainment levels mean?**

The CPAF screening questionnaire is not designed to catch anyone out and NHS England wants to be open and transparent with pharmacy contractors. The expectation is that a minimum of Level 2 is attained which would indicate compliance with the terms of service. We commend pharmacy contractors who have attained aspects of Level 3 which is highly desirable and demonstrate exemplary practice. Achievement of Level 3 is a level to which everyone should aspire.