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Pharmacy Quality Scheme

2020/21

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Use this service to complete your Pharmacy Quality Scheme (PQS) Part 2 Payment declaration for February 2021.

You will need to have previously completed and declared the Part 1 Essential Criteria checklist declaration and provide information on the following quality domains:

• Infection Prevention and Control and Antimicrobial Stewardship

• Prevention

• Risk Management

• Primary Care Network Prevention

• Primary Care Network Business Continuity

The declaration closes on 1 March 2021 at 11.59pm.

# Extension to complete PQS activity and collate evidence

The PQS window for 2020/2021 was extended due to the COVID-19 pandemic.

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

If contractors have not undertaken all the activity for the following domains, they should complete this declaration as if they have finished the work:

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

When submitting data for the Weight Management criteria in the Prevention Domain, if contractors have not yet undertaken the 4-week data collection activity, they can record a ‘zero’ value in each of the two reporting sections.

The NHSBSA may 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 (or Pharmacy Lead in a non-PCN area) by the end of the declaration period (1 March 2021).

**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 31 January 2021.

**Your declaration needs to be submitted by 11:59pm on 1 March 2021.**

Do you require the extra time to complete activity and collate the evidence needed to meet the requirements of your PQS declaration?

• Yes, the pharmacy needs this additional time

• No, the pharmacy will have the evidence collated on the day of declaration

# Questions to establish role

Pharmacy Quality Scheme

**2020/21**

**Top of Form**

**Are you in a primary care network (PCN) area?**

Yes

Yes, but I do not actively engage with the PCN

[No](#nonpcnlead)

 What is a PCN?

A PCN consists of a group of general practices working together with a range of local providers to offer improved services for their patients. If this applies to you, you should answer Yes.

You may be in an area with a PCN, but you may have chosen not to engage with it. If this applies to you, you will not claim for the PCN domain and you should choose the ‘do not actively engage’ option.

You may be in an area where a PCN has never existed or has been disbanded. If this applies to you, you should answer No.

**Is there a Pharmacy PCN Lead in your area?**

Yes

No

What is a Pharmacy PCN Lead?

A Pharmacy PCN Lead is an individual appointed by a group of community pharmacies.

A PCN Lead’s role is to promote collaboration and act as a single channel of communication between their group and the PCN.

If there is not an appointed Pharmacy PCN Lead in your PCN area, you cannot claim for the PCN domains.

**Are you the appointed Pharmacy PCN Lead?**

Yes

No

 What is a Pharmacy PCN Lead?

A Pharmacy PCN Lead is an individual appointed or selected by pharmacy contractors aligned to a PCN area. Their role is to build a relationship on behalf of those pharmacy contractors with their local PCN.

They promote collaboration and act as a single channel of communication between the PCN and the pharmacies aligned to the PCN.

**PCN Lead questions**

Pharmacy Quality Scheme 2020/21

**Before you start**

Top of Form

**What is the name of your PCN?**



**Do you declare that you are the Pharmacy PCN Lead as appointed by the pharmacy contractors of that PCN?**

Yes

No

**Have you notified this to the Local Pharmaceutical Committee (LPC) in which the PCN lies?**

Yes

No

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Pharmacy Quality Scheme 2020/21

**Before you start**

**Check your answers**

**Are you in a PCN area?** Yes Change

**Are you a Pharmacy PCN Lead?** Yes Change

**PCN name?** Birmingham Change

**Declare that you are the Pharmacy PCN Lead for that PCN?** Yes Change

**Notified LPC that you are PCN Lead?** Yes Change

**PCN non-Lead questions**

**What is the name of the PCN your pharmacy is aligned to?**



**What is the name of your Pharmacy PCN Lead?**



**What is the name of the pharmacy the Pharmacy PCN Lead is based in?**



**What is the F code of the pharmacy the PCN Lead is based in?**



**Non-PCN Lead questions**

Top of Form

**Are you the appointed Pharmacy Lead for your area?**

Yes

No

I do not actively engage with the pharmacies in my area for PQS and so I am not claiming for the PCN domain

 What is a Pharmacy Lead?

A Pharmacy Lead is an individual appointed by a group of community pharmacies who do not fall under a local primary care network (PCN). They provide leadership and act as a single channel of communication between their group and their NHS England & NHS Improvement regional team for that area.

**Which regional area are you the Pharmacy Lead for?**



**Do you declare that you are the Pharmacy Lead for that regional area?**

Yes

No

**Non-PCN non-Lead questions**

**What is the name of the [unknown] your pharmacy is in?**



**What is the name of your Pharmacy Lead?**

 What is a Pharmacy Lead?

A Pharmacy Lead is an individual appointed by a group of community pharmacies who do not fall under a local primary care network (PCN). They provide leadership and act as a single channel of communication between their group and their NHS England & NHS Improvement regional team for that area.



**What is the name of the pharmacy the Pharmacy Lead is based at?**



**What is the F code for the pharmacy the Pharmacy Lead is based at?**



# Infection Prevention and Control and Antimicrobial Stewardship Domain

**Infection Prevention and Control**

Top of Form

**On the day of the declaration, have 100% of all non-registered pharmacy staff working at the pharmacy satisfactorily completed the ‘HEE infection prevention and control Level 1 e-learning and assessment’ on the Health Education England e-Learning for Healthcare website?**

Non-registered patient-facing pharmacy staff include all pre-registration graduates, dispensary staff, medicine counter assistants and delivery drivers.

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

Yes

No

**How many non-registered pharmacy staff have satisfactorily completed the Level 1 e-learning and assessment?**

 staff

**On the day of the declaration, have all registered pharmacy professionals satisfactorily completed the ‘HEE Infection Prevention and Control Level 2 e-learning and assessment’ on the Health Education England e-Learning for Healthcare website?**

Registered pharmacy professionals include pharmacists, provisionally registered pharmacists, pharmacy technicians and locum pharmacists.

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

Yes

No

**How many registered pharmacy professionals have satisfactorily completed the Level 2 e-learning and assessment?**

 staff

**You need to be able to provide evidence that all members of staff have completed their training.**

**On the day of the declaration do you have, at premises level, a copy of the personalised certificate provided on completion of the HEE Infection Prevention and Control Level 1 or Level 2 e-learning and assessment for any member of staff who does not have a training plan?**

Yes

No

**Do you confirm that following the completion of the training, all of the pharmacy team working at the pharmacy have completed a team review documenting the reflections and actions following the training, and amended SOPs and associated guidance, where appropriate?**

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

Yes

No

**Antimicrobial Stewardship**

**On the day of the declaration, have all patient-facing pharmacy staff that provide advice on medicines or health care satisfactorily completed the ‘PHE Antimicrobial Stewardship for Community Pharmacy e-learning and e-assessment’ on the Health Education England e-Learning for Healthcare website?**

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

Yes

No

**How many advice-giving staff have satisfactorily completed the training and assessment?**

 staff

**You need to be able to provide evidence that all members of staff have completed their training.**

**On the day of the declaration do you have, at premises level, a copy of the personalised certificate provided on completion of the training and assessment for any member of staff who does not have a training plan?**

Yes

No

**Do you confirm that you have, at premises level, an antimicrobial stewardship action plan for the pharmacy, which details how you will promote antimicrobial stewardship (AMS)?**

Yes

No

**Do you confirm that all patient-facing staff that provide health advice have become antibiotic guardians, and that they have an awareness of the local antibiotic formulary?**

Yes

No

**Check your answers**

**Infection prevention and control**

**100% completion of HEE level 1 training?** Yes Change

**How many completed Level 1 training?** 7 Change

**100% completion of HEE level 2 training?** Yes Change

**How many completed Level 2 training?** 4 Change

**Hold copies of certificates for those who've completed training?** Yes Change

**Completed team review?** Yes Change

**Antimicrobial stewardship**

**Patient-facing staff completed antimicrobial stewardship assessment?** Yes Change

**How many completed antimicrobial stewardship training?** 7 Change

**Hold copies of certificates for those who've completed training?** Yes Change

**Have** **antimicrobial stewardship action plan at premises level?** Yes Change

**Patient-facing staff become antibiotic guardians?** Yes Change

# Prevention Domain

Top of Form

**On the day of the declaration, have all patient-facing staff working at the pharmacy completed the Zero Suicide Alliance (ZSA) training, available on the Zero Suicide Alliance website?**

Staff members who have been affected by suicide and do not wish to undertake the ZSA training are exempt from completing it.

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

Yes

No

**How many staff have satisfactorily completed the training?**

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

 staff

**How many staff have not completed the training because of the exemption?**

 staff

**On the day of the declaration do you have, at premises level, a copy of the personalised certificate provided on completion of the training and assessment for any non-exempt member of staff who does not have a training plan?**

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

**Yes**

**No**

**Can you confirm that, at premises level, an action plan has been prepared or updated which includes the action to take if anyone reports to staff that they have suicidal feelings?**

Yes

No

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**Does the pharmacy sell sugar-sweetened beverages?**

**Yes**

**No**

**Do the pharmacy’s sales of sugar-sweetened beverages account for less than 10% by volume of all beverages sold?**

**Yes**

**No**

**On the day of the declaration, have all non-registered patient-facing pharmacy staff that provide health promoting advice completed ‘PHE All Our Health: bitesize training and assessments on Adult Obesity and Childhood Obesity’, on the Health Education England e-Learning for Healthcare website?**

Non-registered patient-facing pharmacy staff with a health promoting advice role include all pre-registration trainees, dispensary staff and medicine counter assistants.

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

**Yes**

**No**

**How many non-registered, patient-facing pharmacy staff have satisfactorily completed ‘PHE All Our Health: bitesize training and assessments on Adult Obesity and Childhood Obesity’?**

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

** staff**

**On the day of the declaration do you have, at premises level, a copy of the activity report generated on completion of the training and assessment for any member of staff who does not have a training plan?**

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

**Yes**

**No**

**On the day of the declaration, have 80% of registered pharmacy professionals working at the pharmacy satisfactorily completed sections 1 and 3 of the ‘CPPE Weight management for adults: understanding the management of obesity’ training and assessment, available on the CPPE website?**

Registered pharmacy professionals include pharmacists, provisionally registered pharmacists, pharmacy technicians and locum pharmacists.

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

**Yes**

**No**

**How many registered professionals have satisfactorily completed sections 1 and 3 of the ‘CPPE Weight management for adults: understanding the management of obesity’ training and assessment?**

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

** staff**

**On the day of the declaration do you have, at premises level, a copy of the personalised certificate provided on completion of the Weight management training and assessment for any member of staff who does not have a training plan?**

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

**Yes**

**No**

**Do you confirm you have completed an action plan of how you would proactively engage with people to discuss weight and assist a person who would like support with their weight?**

**Yes**

**No**

**How many people had a conversation, over a period of 4 consecutive weeks, with a trained member of the pharmacy team about the benefits of achieving a healthy BMI and have been shown how to self-measure and calculate their BMI and self-measure their waist circumference?**

** people**

**How many people, over a period of 4 consecutive weeks, were referred to other services for weight management support? (Physical activity, for example)**

** people**

**Check your answers**

**Suicide prevention**

**Staff completed suicide awareness training?** Yes Change

**How many completed suicide awareness training?** 7 Change

**Hold copies of certificates for those who've completed training?** Yes Change

**How many were exempt from suicide awareness training?** 1 Change

**Completed action plan?** Yes Change

**Sugar-sweetened beverages**

**Sell sugar-sweetened beverages?** Yes Change

**Sales of sugar-sweetened beverages less than 10%?** Yes Change

**Weight management**

**Non-registered staff completed obesity training?** Yes Change

**How many completed obesity training?** 10 Change

**Hold copies of activity reports for those who've completed training?** Yes Change

**Registered pharmacy professionals completed weight management training?** Yes Change

**How many pharmacy professionals completed weight management training?** 3 Change

**Hold copies of certificates for those who've completed training?** Yes Change

**Weight management action plan in place?** Yes Change

**How many conversations about weight management?** 3 Change

**How many weight management referrals?** 2 Change

# Risk Management Domain

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Pharmacy Quality Scheme

**Risk Management**

Top of Form

**On the day of the declaration, have 80% of all registered pharmacy professionals working at the pharmacy satisfactorily completed the ‘CPPE risk management training and e-assessment’, available on the CPPE website?**

Registered pharmacy professionals include pharmacists, provisionally registered pharmacists, pharmacy technicians and locum pharmacists.

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

Yes

No

**If yes: How many registered pharmacy professionals working at the pharmacy have satisfactorily completed ‘CPPE Risk management training and e-assessment’?**

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

 staff

**On the day of the declaration do you have, at premises level, a copy of the personalised certificate provided on completion of the training and assessment for any member of staff who does not have a training plan?**

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

Yes

No

**On the day of the declaration have you completed a new risk review on the risk of missing red flag symptoms during over the counter consultations and recorded demonstrable risk minimisation actions that have been undertaken to mitigate this risk?**

Yes

No

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Pharmacy Quality Scheme

**Risk management**

Top of Form

**Did you complete a risk review on the risk of missing sepsis as part of the 2019/20 PQS?**

Yes

No

**If yes: On the day of the declaration, do you have available, at premises level, an updated risk review on the risk of missing sepsis identification?**

This should be an updated version of the review undertaken in 2019/20 (updated since the last review period of February 2020) and have recorded demonstrable risk minimisation actions that have been undertaken to mitigate this risk.

Yes

No

**Or:**

**Did you complete a risk review on the risk of missing sepsis as part of the 2019/20 PQS?**

Yes

No

**If no: On the day of the declaration, do you have available, at premises level, a new risk review on the risk of missing sepsis identification, and have recorded demonstrable risk minimisation actions that have been undertaken to mitigate this risk?**

Yes

No

**How many registered pharmacy professionals working at the pharmacy have satisfactorily completed ‘CPPE sepsis online training and e-assessment’?**

You can include any new staff, or those returning to work after long term leave, if there is a training plan in place to make sure they will complete the training within 30 days of the date of the declaration.

 staff

**On the day of the declaration do you have, at premises level, a copy of the personalised certificate provided on completion of the training and assessment for any member of staff who does not have a training plan?**

Yes

No

Pharmacy Quality Scheme 2020/21

**Check your answers**

**Risk management**

**80% completion of CPPE risk management training?** Yes Change

**How many completed CPPE risk management training?** 7 Change

**Hold copies of certificates for those who've completed training?**Yes Change

**New risk review on red flag symptoms?** Yes Change

**Completed risk review on sepsis in 2019/20?** Yes Change

**New review on missing sepsis?** Yes Change

**How many staff completed sepsis training?** 7 Change

**Hold copies of certificates for those who've completed training?**Yes Change

# PCN Prevention Domain

**PCN Lead journey**

Pharmacy Quality Scheme

**2020/21**

**Have you engaged with the PCN Clinical Director to agree how community pharmacies in the PCN will collaborate with general practices to increase the uptake of flu vaccinations to patients aged 65 and over?**

Yes

No

**People aged 65 or over by 31 March 2021 are eligible for the vaccine.**

**How many eligible people has the pharmacy vaccinated between 1 September 2020 and 31 January 2021?**

 patients

**Tell us which pharmacies engaged in the process for increasing the uptake of flu vaccination to patients aged 65 and over. (This means they engaged in the process and vaccinated patients)**

Enter one F code at a time. We will give you the option to add more if needed.



**These are the pharmacies you've said engaged in the process for increasing the uptake of flu vaccination to patients aged 65 and over.**

|  |  |  |
| --- | --- | --- |
| **F code** | **Pharmacy** |  |
| **FAAAA** | **Generic Pharmacy 123 random street some place** | **Change** |

**Do you want to add another pharmacy?**

**Yes**

**No**

***Loops to previous question until list complete:***

**These are the pharmacies you've said engaged in the process for increasing the uptake of flu vaccination to patients aged 65 and over.**

|  |  |  |
| --- | --- | --- |
| **F code** | **Pharmacy** |  |
| FAAAA | Generic Pharmacy 123 random street some place | Change |
| FBBBB | A different Generic Pharmacy on a different street some other place | Change |

**Do you want to add another pharmacy?**

Yes

No

**Check your answers**

**Engaged with PCN Clinical Director to increase vaccination uptake? Yes Change**

**How many over-65s vaccinated?** 20 Change

**F codes of those that engaged** FAAAA  
FBBBB Change

**PCN non-Lead journey**

**Can you confirm that you have demonstrably engaged with the Pharmacy PCN Lead and agreed, through the provision of flu vaccinations, to be involved in increasing the uptake of flu vaccinations to patients aged 65 and over?**

Yes

No

**People aged 65 or over by 31 March 2021 are eligible for the vaccine.**

**How many eligible people has the pharmacy vaccinated between 1 September 2020 and 31 January 2021?**

 patients

**Check your answers**

**Contributed to vaccination percentages?** Yes Change

**Engaged with PCN Lead?** Yes Change

**How many over-65s vaccinated?** 20 Change

**Non-PCN Lead journey**

**Following agreement with your NHS England & NHS Improvement regional team, have you engaged with the other pharmacies in your area to increase the uptake of flu vaccinations to patients aged 65 and over?**

**Yes**

**No**

**People aged 65 or over by 31 March 2021 are eligible for the vaccine.**

**How many eligible people has the pharmacy vaccinated between 1 September 2020 and 31 January 2021?**

** patients**

**Tell us which pharmacies engaged in the process for increasing the uptake of flu vaccination to patients aged 65 and over. (This means they engaged in the process and delivered vaccinations)**

Enter one F code at a time. We will give you the option to add more if needed.



**These are the pharmacies you've said engaged in the process for increasing the uptake of flu vaccination to patients aged 65 and over.**

|  |  |  |
| --- | --- | --- |
| **F code** | **Pharmacy** |  |
| **FAAAA** | **Generic Pharmacy 123 random street some place** | **Change** |

**Do you want to add another pharmacy?**

**Yes**

**No**

***Loops to previous question until list complete:***

**These are the pharmacies you've said engaged in the process for increasing the uptake of flu vaccination to patients aged 65 and over.**

|  |  |  |
| --- | --- | --- |
| **F code** | **Pharmacy** |  |
| FAAAA | Generic Pharmacy 123 random street some place | Change |
| FBBBB | A different Generic Pharmacy on a different street some other place | Change |

**Do you want to add another pharmacy?**

Yes

No

**Check your answers**

**Engaged with the regional team to increase vaccination uptake?** Yes Change

**How many over-65s vaccinated?** 15 Change

**F codes of those that engaged** FAAAA  
FBBBB Change

**Non-PCN non-Lead journey**

**On the day of the declaration, can you demonstrate that after advanced agreement with NHS England and NHS Improvement and your LPC, you have contributed to flu vaccination of patients aged 65 and over, alongside other pharmacies in your area?**

Yes

No

**Can you confirm that you have engaged with the Pharmacy Lead and agreed to be involved in increasing the uptake of flu vaccinations to patients aged 65 and over by the provision of flu vaccinations?**

Yes

No

**People aged 65 or over by 31 March 2021 are eligible for the vaccine.**

**How many eligible people has the pharmacy vaccinated between 1 September 2020 and 31 January 2021?**

 patients

**Check your answers**

**Contributed to regional vaccination plan?** Yes Change

**Engaged with Pharmacy Lead to increase vaccination uptake?** Yes Change

**How many over-65s vaccinated?** 20 Change

# PCN Business Continuity Domain

**PCN Lead journey**

**On the day of the declaration, do you confirm that you have facilitated the organisation of the group business continuity discussion for all contractors in the PCN who wish to take part?**

Yes

No

**Tell us which pharmacies were involved in the group business continuity discussion.**

Enter one F code at a time. We will give you the option to add more if needed.



**These are the pharmacies you've said took part in the group business continuity discussion.**

|  |  |  |
| --- | --- | --- |
| **F code** | **Pharmacy** |  |
| FAAAA | Generic Pharmacy 123 random street some place | Change |
| FBBBB | A different Generic Pharmacy on a different street some other place | Change |

**Do you want to add another pharmacy?**

Yes

No

**Check your answers**

**Facilitated business continuity discussion?** Yes Change

**F Codes of those that took part in the discussions?** FAAAA  
FBBBB Change

**PCN non-Lead journey**

**On the day of the declaration, do you confirm that you have participated in a group business continuity discussion, organised by the Pharmacy PCN Lead?**

Yes

No

**On the day of the declaration, do you confirm that you have evidence at the pharmacy of the following actions?**

**• The discussions and contractor actions were completed.**

**• Where necessary, updates have been made to the pharmacy business continuity plan, to reflect the collaborative work required in the event of closures.**

Yes

No

**Check your answers**

**Participated in business continuity discussion?** Yes Change

**Actions and updates to business continuity plan completed?** Yes Change

**Non-PCN Lead journey**

**On the day of the declaration, do you confirm that you have facilitated the organisation of the group business continuity discussion for all contractors in the area who wish to take part?**

Yes

No

**Tell us which pharmacies** **were involved in the group business continuity discussion.**

Enter one F code at a time. We will give you the option to add more if needed.



**These are the pharmacies you've said took part in the business continuity discussion.**

|  |  |  |
| --- | --- | --- |
| **F code** | **Pharmacy** |  |
| FAAAA | Generic Pharmacy 123 random street some place | Change |
| FBBBB | A different Generic Pharmacy on a different street some other place | Change |

**Do you want to add another pharmacy?**

Yes

No

**Check your answers**

**Facilitated business continuity discussion?** Yes Change

**F codes of those that took part in the discussions** FAAAA

FBBBB Change

**Non-PCN non-Lead journey**

**On the day of the declaration, do you confirm that you have participated in a group business continuity discussion, organised by the Pharmacy Lead?**

Yes

No

**On the day of the declaration do you confirm that you have evidence at the pharmacy of the following actions?**

**• The discussions and contractor actions were completed.**

**• Where necessary, updates have been made to the pharmacy business continuity plan, to reflect the collaborative work required in the event of closures.**

Yes

No

**Check your answers**

**Participated in business continuity discussion?** Yes Change

**Actions and updates to business continuity plan completed?** Yes Change

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