

Hampshire & Isle of Wight LPC

SUPPORTING LOCAL COMMUNITY PHARMACY

Quality Payments

Updates from the Professional Services Development Manager

The subject is very much at the forefront of pharmacist's thoughts as we progress towards the first claiming period of 28th April 2017. We have produced this [separate newsletter](#) highlighting the top issues and highlighting the various reference sources that you should consult to ensure that you are compliant with each Gateway criteria and therefore able to claim for each quality payment measure.



Key reference sources for all contractors

The Pharmacy Quality Payments

- [Gateway Criteria Guidance](#) outlines the first steps which community pharmacies across England need to take to prepare for the new Quality Payments Scheme which runs from December 2016 to March 2018.
- [Quality Criteria Guidance](#) provides information to contractors on how to take part in the Community Pharmacy Quality Payments Scheme as well as how to claim and provide additional clarification regarding how to demonstrate compliance. The scheme will reward community pharmacies for delivering quality criteria in all three of the quality dimensions: clinical effectiveness, patients safety and patients experience.



Many community pharmacy contractors are well on their way to meeting the criteria. PSNC has produced a wealth of resources to help with this, which I have referenced and provided relevant links for you to use in readiness for the first submission.

A [PSNC briefing](#) has published highlighting all the resources available to assist meeting the criteria



It is important that each pharmacy ensures they have a plan in place to maximise their Quality Payment, as the payment will reduce the impact of the funding cuts imposed by the Department of Health. Quality Payments will be made to eligible contractors depending on how many criteria they have met (and therefore how many 'points' they achieved). Each point is worth a minimum of £64 so a pharmacy achieving the full 100 points would generate an income of £6400. (There is no remuneration for achieving each Gateway criteria)

It is a good idea to work through the criteria in the suggested order shown below, as this ensures that the Gateway criteria and Quality payments eligible for payment at both review points are ready for April. There are 5 QPs criteria payable at both review points in the year i.e. April and November, and a further 3 QPs payable at either review point i.e. April or November.

Gateway criteria

It is essential that ALL the Gateway criteria requirements are met by each contractor. Without this it is not possible to claim ANY of the eligible Quality payments listed below. Please ensure you act upon this immediately if you intend to claim for quality payments during the April review period.

There are FOUR Gateway criteria:

Ongoing utilisation of the EPS

You must be EPS release 2 enabled, be nominating patients and appropriately endorsing and claiming for EPSr2 prescriptions each month on your FP34. Your FP34 submission will be used as evidence.

Provision of one specified Advanced Service

If you are already delivering MURs or NMS then you have met the criteria. If not, I would recommend to you that you start or alternatively sign up for the NUMSAS. Your FP34 submission will be used as evidence.

NHSmail

Hopefully you have all applied for your NHS.net shared email. You may not have received it yet, but as long as you applied by the 1st February deadline you will be OK. If you missed that then you should still apply; although you will miss the 28th April deadline for the first review period and hence will not be able to claim any Quality Payments this time. More information is available from [PSNC](#).

Nb. If you intend to sign up for the new urgent medicines service (NUMSAS) then you must also have a NHS.net shared email.

NHS Choices entry

Have you reviewed your NHS Choices profile? You must ensure that the details are up to date and amend them if necessary before the end of the review period ending 28th April 2017 at 11.59pm. More details can be found by reading this [PSNC update](#) The validation will be recorded on NHS Choices and a report sent to NHS England to use as evidence.

Quality criteria

Use of NHS Summary Care Record (SCR)

NHS Digital has published the [SCR usage calculator tool](#) to assist community pharmacy contractors in monitoring and increasing their SCR usage to meet the SCR quality criterion. For the 28th April 2017 review point, the usage during period 2 must be greater than that in period 1. These periods are defined as:

Period 1: 27th June 2016 – 27th November 2016

Period 2: 28th November 2016 – 30th April 2017

The calculator is updated every Thursday and reflects the previous weeks figures up to the preceding Sunday. More information is available from [PSNC](#).

Safeguarding

80% of registered professionals (pharmacists and technicians, including locums) working on the day of the review have achieved level 2 safeguarding status for children & vulnerable adults in the last 2 years. [CPPE online](#) meets this requirement. More information is available from [PSNC](#).

Dementia Friends

80% of staff (including locums) working on the day of the review have achieved their 'Dementia Friends' training. [On-line training](#) is available. More information is available from [PSNC](#).

Clinical Effectiveness – over use of asthma treatments

More information is available from [PSNC](#).

NHS 111 Directory of Services (DoS)

The Directory of Services checker is now available which helps you to adhere to this criterion. [Process guidance](#) has been provided by PSNC as well as NHS England. There have been quite a few queries on this criterion. A [PSNC list of FAQ's](#) has been produced to share insights in helping you to achieve this, as well as [further background resources](#) about DoS.

Healthy Living Pharmacy (HLP) self-assessment

HLP information is available on the [LPC website](#). The HLP guide for participating pharmacies can be downloaded also from this page. There is also comprehensive detail on the PSNC website.

Community Pharmacy Patient Questionnaire (CPPQ) results

All pharmacies must ask a sample of patients to complete the [CPPQ](#) on an annual basis. More information is available from [PSNC](#).

Patient Safety Report

More information is available from [PSNC](#). The written safety report should be specific to each individual pharmacy and should be a summary that reflects the events taking place in that pharmacy. Contractors are encouraged to work with other pharmacies to share their learning.

Useful links

PharmOutcomes is a useful recording tool for you to track your progress towards qualifying for Quality Payment criterion. This feature also entitles H&IOW LPC to view your progress and target support where we are able to.

In order to use this function:

1. Log onto [PharmOutcomes](#)
2. Access the Quality Payment Assessment by under the "Assessments" tab
3. Complete the assessment tool and save

There is also a [guide](#) to using the PharmOutcomes assessment. If you have forgotten your login details, use this [sending a message](#) link to prompt a reset.

Get in touch

We are committed to ensuring community pharmacy services in Southampton, Hampshire, Isle of Wight & Portsmouth are as good as they can be and welcome your views on local services. Please tell us how we can do things better or what you think we're doing well.

If you have any feedback on our newsletter, please get in touch with Richard Buxton: 01252 413776 or richard.buxton@hampshirelpc.org.uk

You can also:

- visit our website: www.hampshirelpc.org.uk
- Tweet us: [@HampshireIOWLPC](https://twitter.com/HampshireIOWLPC)

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April 2017