



## Hello!

This is the first of our monthly **Healthy Living Pharmacy** newsletters to help you maintain and build on being an HLP. Becoming an HLP and achieving the Quality Payment is the start of being an HLP and all requirements must be maintained.



## Benefits of being an HLP

- ✓ It is an excellent way to have **greater understanding of, and engagement with, your local community**
- ✓ It provides a foundation that can create a **healthier future** for your pharmacy business and your community
- ✓ You will be recognised by local commissioners as having the willingness and capability to make a **difference to wellbeing**; this can lead to retaining and/or gaining locally commissioned services
- ✓ Improves your **customers' experience**
- ✓ Customers will want to come back to get help and support from an **informed, positive team** and will tell others about your service
- ✓ Improves team **motivation** and **retention**
- ✓ A developed, **engaged workforce** are more productive and empowering members of your team will **release pharmacist time** for other clinical services
- ✓ Evidence shows that HLPs deliver **more services more effectively**

The above are all good for the public's health but also critical at this difficult time of uncertainty and greater demand on health services. HLP is built on principles of organisational development and change management. The HLP enablers are workforce development, engagement with the community and creating a health promoting environment. These have never been more important as community pharmacy faces big challenges in funding.



## Tips to build on HLP

This month we are passing on three top tips to make the most of your HLP status shared from HLPs across the country.

1. **Understand your market** - Start with your local Joint Strategic Needs Assessment (JSNA) and Pharmaceutical Needs Assessment (PNA), both will be on your local authority website. Please note that many areas have recently updated both so download a summary and pop in your HLP portfolio folder. Your local **Health Profile**<sup>1</sup> also provides a snapshot of needs and priorities. Work as a team to identify what you believe are the biggest health issues, based on what you see day-to-day.
2. **Engage with others** – be proactive by contacting local GP practices and other providers, CCGs and public health commissioners. Use open questions and active listening to understand their challenges and see what your pharmacy could offer to help with their issues. Speak to your LPC<sup>2</sup> to understand what they are doing and how they can support you.
3. **Develop the team** - have a team meeting and ask them to write down their strengths and the areas they would like to develop. Many pharmacies have invested in the Health Champion qualification for all their team who have patient contact, including their pharmacists and home delivery colleagues.



### **NEW** Health Champions Facebook page:

Where we share campaign ideas and stories. Please sign up so you can be involved:  
[www.facebook.com/hlpcommunity](http://www.facebook.com/hlpcommunity)

Next month we are featuring top tips on planning effective **health promotion campaigns**.  
Want to send us a question?  
Got any tips or pics to share and be featured in our next Newsletter?  
Please get in touch

<sup>1</sup> <https://fingertips.phe.org.uk/profile/health-profiles>  
<sup>2</sup> Local Pharmaceutical Committee

You will need to regularly ensure you are delivering all of the HLP quality criteria. Please don't wait until to last minute when there is a Quality Payment Scheme request or Assurance visit; HLP provides many benefits in addition to the payment. We will be using this newsletter to help you maintain and build on HLP but in the meantime, the following checklist highlights the key requirements<sup>3</sup>.

- ☐ We have a trained **HLP leader** within the pharmacy who is actively leading the team, following an action plan and getting regular feedback on their performance from their colleagues
- ☐ We have a full-time equivalent (35 hours or more) **Health Champion** who has achieved the RSPH Level 2 award in Understanding Health Improvement
- ☐ Our pharmacy is continuing to deliver **MURs, NMS and flu vaccinations** (if not flu, then actively signposting to others who are)
- ☐ Our team are **proactively offering advice** to customers and can provide relevant information and signposting (evidenced by using a log of interventions)
- ☐ Our team are able to provide advice on **sensitive and difficult public health issues** when supporting customers
- ☐ Our pharmacy is involved in delivering **six regular public health campaigns per year** linked to local and national health priorities
- ☐ Our **consultation room** is tidy and reflects the professional services being offered
- ☐ We have a clearly marked **Health Promotion Zone**, leaflets are relevant, non-promotional and up-to-date, we are displaying our **HLP logo and certificate** in a prominent place
- ☐ Our team all wear **name badges** (at least first name) and understand each other's roles
- ☐ **Community pharmacy patient questionnaire (CPPQ)**  
A good way to understand the impact of what you're doing with HLP and the benefits to your customers is to include some additional questions within the CPPQ. We have some suggestions so please get in touch for more information

## TIPS:

- ✓ Print this checklist and refer to it once every couple of months to make sure you always adhere to the HLP criteria; keep it in your portfolio of evidence
- ✓ Contact us by email ([connect@pharmacycomplete.org](mailto:connect@pharmacycomplete.org)) or phone (01962 828710) to ask any questions about unticked boxes. We have many resources which can help with all of the Quality Criteria

<sup>3</sup> These are not all the requirements; please refer to the PHE Quality Criteria for full information