



April 2017

PSNC Briefing 026/17: Quality Payments – Completing the NHS BSA Quality Payments declaration

The [NHS Business Services Authority \(NHS BSA\) declaration page](#) for community pharmacy contractors to be able to make their declaration for the [Quality Payments Scheme](#) went live at 9am on Monday 10th April 2017.

NHS England has released the declaration and evaluation questions which will be included in the declaration so contractors can view these ahead of making their declaration. This PSNC Briefing provides information on making the declaration and the questions which will be asked.

Completing the declaration

The portal, which is now open will remain open until Friday 12th May 2017 11.59pm for contractors to complete their declarations. Although the first review date is not until Friday 28th April 2017, contractors can start adding data and will be able to re-enter the portal to add information later before the portal closes. However, contractors must remember to re-enter the portal and submit the declaration before Friday 12th May 2017 11.59pm otherwise they will not be entitled to a Quality Payment.

Contractors can also submit their declaration before the review point, if they know they will definitely meet the criteria they are claiming for before the review date. **Contractors are, however, reminded that once their declaration has been submitted, even if submitted in error, it cannot then be altered. It is therefore imperative that contractors are satisfied that the information they submit is correct.**

Once the declaration has been submitted the contractor will receive an email from NHS BSA confirming that the declaration has been successfully submitted and confirming the details that have been declared. To ensure you receive your confirmation email please add surveys@webhost.snapsurveys.com to your safe senders list before submitting. Alternatively, you will need to check your junk email folder if you do not receive the confirmation email after submission. If you do not receive the confirmation email within one day of submitting this declaration, please email: nhsbsa.qualitypaymentscheme@nhs.net

This email should be retained by the pharmacy as proof that the declaration was submitted and the date of submission. The email will show how contractors have responded to each of the gateway and quality criteria.

Contractors do not need to submit evidence during the declaration process. However, contractors' declarations of compliance with the gateway and quality criteria may be subject to spot checks by NHS England or NHS BSA as part of their usual monitoring process for the Community Pharmacy Contractual Framework (CPCF).

Declaration questions

Declaration questions are mandatory and must be answered when completing the declaration. Answers given by contractors will determine whether they have met the gateway criteria (these must be met for contractors to be

eligible to claim for a quality payment, however, meeting the gateway criteria will not in itself earn a Quality Payment) and which of the quality criteria they have met. The answers provided to these questions will, therefore, determine the Quality Payment that contractors get paid.

Evaluation questions

This is the first time that a scheme that financially rewards actions which represent quality has been introduced in the CPCF. To determine the impact of the Quality Payments Scheme and to inform future developments of the CPCF, NHS England is evaluating the Scheme.

One element of the evaluation is to include questions when contractors are completing their declaration on the NHS BSA website. The evaluation questions are not mandatory to answer; however, NHS England is encouraging contractors to complete the evaluation questions when they are making their declaration to support future developments in payments for quality.

Questions which will be asked when completing the NHS BSA Quality Payment declaration

Criteria	Questions
Gateway criteria	
Advanced services gateway criterion	<p>Declaration question: The contractor must be offering at the pharmacy Medicines Use Reviews (MUR) and/or the New Medicine Service (NMS); or must be registered for the NHS Urgent Medicine Supply Advanced Service (NUMSAS) Pilot.</p> <p>Please indicate if MURs and/or NMS were being offered at the pharmacy or if the pharmacy was registered to provide NUMSAS on 28th April 2017: (Select all that apply, or the 'The pharmacy is not offering MURs or NMS and is not registered to provide NUMSAS' option)</p> <p><input type="checkbox"/> Medicines Use Review (MUR)</p> <p><input type="checkbox"/> New Medicine Service (NMS)</p> <p><input type="checkbox"/> Registered to provide the NHS Urgent Medicine Supply Advanced Service (NUMSAS)</p> <p><input type="checkbox"/> The pharmacy is not offering MURs or NMS and is not registered to provide NUMSAS</p> <p>Evaluation question: No evaluation question.</p>
NHS Choices gateway criterion	<p>Declaration question: Was the NHS Choices entry for the pharmacy up to date on 28th April 2017?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>Please note you must have logged into NHS Choices and confirmed or updated each of the three elements (1. Pharmacy opening hours, 2. facilities and departments and 3. services pages) in order to meet the gateway criteria by using the contractors update facility on the NHS Choices website between 00:00 on 7th February 2017 and 11:59pm on 28th April 2017.</p> <p>Distance selling pharmacies (DSPs) do not, currently, have full NHS Choices entries. To meet this gateway criterion DSPs are required to: check their NHS Choices profile and send an email to the NHS Choices service desk (nhschoicesservicedesk@nhs.net). The email must confirm that the current information is correct or provide the correct information where it is not provided. The additional information stated in NHS England's Pharmacy Quality Payments Quality Criteria Guidance must also be included in the email. DSPs that undertake the above three tasks by 28th April 2017 can answer yes to the declaration question above. See the guidance document for full details.</p>

	<p>Evaluation question: Had the NHS Choices entry for your pharmacy been updated by a member of the pharmacy team prior to 1st December 2016? Please note: This does not include any changes made by other organisations, e.g. NHS England regional teams or their predecessors.</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> I do not wish to answer </p>
<p>NHSmail gateway criterion</p>	<p>Declaration question: Are pharmacy staff able to send and receive NHSmail?</p> <p> <input type="checkbox"/> Yes (please provide the NHSmail email address below) <input type="checkbox"/> No, but an application was made to NHS Digital for an account by 1st February 2017 <input type="checkbox"/> No </p> <p>Please note: For the April 2017 review, evidence of application for a NHSmail account by 1st February 2017 will be acceptable.</p> <p>NHSmail email address. (Type in)</p> <input type="text"/> <p>Please note if there is more than one email account that is used, please give the one most often used.</p> <p>Evaluation question: Were staff at the pharmacy able to send and receive NHSmail before 1st December 2016?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> I do not wish to answer </p>
<p>Electronic Prescription Service gateway criterion</p>	<p>Declaration question: Is the pharmacy able to demonstrate on-going use of the Electronic Prescription Service at the pharmacy premises?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>Please note: to meet this criterion the pharmacy must: have EPS Release 2 enabled; carry out on-going nominations for patients who are suitable for the service and who have chosen to nominate your pharmacy; and appropriately endorse and claim for 'EPS Release 2' prescriptions each month. If you have not received any EPS Release 2 prescriptions, you can still meet this quality criterion.</p> <p>Evaluation question: No evaluation question.</p>
<p>Quality criteria</p>	
<p>Patient safety – written safety report quality criterion</p>	<p>Declaration question: On 28th April 2017, did the pharmacy have a written safety report at premises level available for inspection at the premises, covering analysis of incidents and incident patterns (taken from an ongoing log), evidence of sharing learning locally and nationally, and actions taken in response to national patient safety alerts?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>Evaluation question: Had the pharmacy produced a written safety report at premises level prior to 1st December 2016?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> I do not wish to answer </p>

	<p>Evaluation question: Did the written safety report at premises level (produced prior to 1st December 2016) meet the requirements of this quality criterion, as described in the Drug Tariff Part VII?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> I do not wish to answer</p>
<p>Patient safety – safeguarding quality criterion</p>	<p>Declaration question: On 28th April 2017, had 80% of registered pharmacy professionals working at the pharmacy achieved level 2 safeguarding status for children and vulnerable adults in the last two years?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Evaluation question: How many registered pharmacy professionals were working at the pharmacy on 28th April 2017?</p> <p><input type="checkbox"/> Don't know <input type="checkbox"/> I do not wish to answer <input type="checkbox"/> Select this option first and enter the numeric number in the box below (e.g. 5)</p> <input type="text"/> <p>Evaluation question: How many of the registered pharmacy professionals working at the pharmacy on 28th April 2017 had achieved level 2 safeguarding status for children and vulnerable adults <u>for the first time</u> since 1st December 2016?</p> <p><input type="checkbox"/> Don't know <input type="checkbox"/> I do not wish to answer <input type="checkbox"/> Select this option first and enter the numeric number in the box below (e.g. 5)</p> <input type="text"/>
<p>Patient experience – Community Pharmacy Patient Questionnaire quality criterion</p>	<p>Declaration question: On 28th April 2017, were the results of your Community Pharmacy Patient Questionnaire (CPPQ) from the last 12 months publicly available on the pharmacy's NHS Choices page?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Declaration question (for distance selling pharmacies): On 28th April 2017, were the results of your Community Pharmacy Patient Questionnaire (CPPQ) from the last 12 months publicly displayed on the pharmacy's website and the NHS Choices service desk has been notified of this as per the NHS England document "Pharmacy Quality Payments – Quality Criteria Guidance"?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Please note: DSPs do not, currently, have full NHS Choices entries and do not have the capability of publishing their CPPQ results on NHS Choices. For the purposes of meeting this quality criterion, DSPs must publish the results of their CPPQ on their website and notify the NHS Choices service desk (nhschoicesservicedesk@nhs.net). This must be the same website that is listed in their NHS Choices entry. See the guidance for full details.</p> <p>Evaluation question: Had the pharmacy previously published a CPPQ report on the internet (either on a website or NHS Choices) prior to 1st December 2016?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> I do not wish to answer</p>

	<p>Evaluation question: Where was the pharmacy's CPPQ report published?</p> <p><input type="checkbox"/> NHS Choices website</p> <p><input type="checkbox"/> Pharmacy website</p>
<p>Public Health – Healthy Living Pharmacy quality criterion</p>	<p>Declaration question: On 28th April 2017 was the pharmacy a Healthy Living Pharmacy (HLP) level 1 (self-assessment)?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>Declaration question: What form of accreditation does the pharmacy have for its HLP status?</p> <p><input type="checkbox"/> The pharmacy has undertaken a self-assessment and has an entry on the Royal Society for Public Health (RSPH) online registry</p> <p><input type="checkbox"/> The pharmacy was accredited as an HLP level 1 locally between 1st December 2014 and 28th April 2017 and has a copy of the signed and dated documentation that demonstrates this</p> <p><input type="checkbox"/> The pharmacy was accredited as an HLP level 1 locally prior to 1st December 2014 and has a copy of the signed and dated documentation that demonstrates this. The pharmacy has also undertaken a self-assessment that it meets the requirements of a level 1 HLP, as defined by Public Health England (PHE)</p> <p>Evaluation question: Was the pharmacy a Healthy Living Pharmacy level 1 prior to 1st December 2016?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> I do not wish to answer</p>
<p>Digital – Summary Care Record</p>	<p>Declaration question: On 28th April 2017, was the pharmacy able to demonstrate a total increase in access to Summary Care Records in period 2 (Monday 28th November 2016 to Sunday 30th April 2017) compared to period 1 (Monday 27th June 2016 to Sunday 27th November 2016)?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>Evaluation question: No evaluation question.</p>
<p>Digital – NHS 111 Directory of Services (DoS) quality criterion</p>	<p>Declaration question: On 28th April 2017, was the pharmacy's NHS 111 Directory of Services entry up to date?</p> <p><input type="checkbox"/> Yes (this option meets this quality criterion)</p> <p><input type="checkbox"/> No, but the entry has been checked and a submission has been made to NHS 111 requesting updates to the DoS (this option meets this quality criterion)</p> <p><input type="checkbox"/> No</p> <p>Please note: Contractors are required to have confirmed or amended their DoS details to ensure that they are current and accurate for this review date. This can be achieved by completing the online form.</p> <p>Evaluation question: No evaluation question.</p>
<p>Clinical effectiveness – asthma quality criterion</p>	<p>Declaration question: On 28th April 2017, was the pharmacy able to show evidence that asthma patients (for whom more than 6 short acting bronchodilator inhalers were dispensed without any corticosteroid inhaler within a 6 month period) were referred to an appropriate health care professional (HCP) for an asthma review?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>Please note: Where no patients are identified for referral, the contractor will still be eligible for payment as long as they can evidence that they have been working to identify suitable patients and that they have</p>

	<p>a process in place for referral should they identify someone. If this is the case, contractors should select “Yes”.</p> <p>Evaluation question: How many asthma patients (for whom more than 6 short acting bronchodilator inhalers were dispensed without any corticosteroid inhaler within a 6 month period) have been referred since 1st December 2016 to an appropriate HCP?</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> I do not wish to answer</p> <p><input type="checkbox"/> Select this option first and enter the numeric number in the box below (e.g. 5)</p> <input type="text"/>
<p>Workforce – Dementia Friends quality criterion</p>	<p>Declaration question: On 28th April 2017, were 80% of all pharmacy staff working in patient facing roles ‘Dementia Friends’?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>Pharmacy staff with a patient-facing role should include all registered pharmacy professionals, all pre-registration graduates, everyone working in the dispensary, all medicines counter assistants and all delivery drivers delivering pharmacy related products.</p> <p>Each patient-facing member of staff working in the pharmacy on 28th April 2017 count as one, if they have worked any part of the day for the pharmacy.</p> <p>Evaluation question: How many staff with a patient-facing role have become Dementia Friends since 1st December 2016?</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> I do not wish to answer</p> <p><input type="checkbox"/> Select this option first and enter the numeric number in the box below (e.g. 5)</p> <input type="text"/>
	<p>Evaluation question: How many staff with a patient-facing role worked at the pharmacy on 28th April 2017?</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> I do not wish to answer</p> <p><input type="checkbox"/> Select this option first and enter the numeric number in the box below (e.g. 5)</p> <input type="text"/>

Further information

Further information on the process to follow to claim a Quality Payment can be found at: psnc.org.uk/quality and frequently asked questions on the process to follow to claim a Quality Payment can be found at: psnc.org.uk/qualityFAQs

If you have any queries on this PSNC Briefing or you require more information, please contact [Zainab Al-Kharsan, Service Development Pharmacist](mailto:Zainab.Al-Kharsan@psnc.org.uk).