

## Healthy Living Pharmacy requirements: Assessment of compliance

### Part 1

This section of the framework asks you to document what evidence you possess in the pharmacy, which you can use to demonstrate compliance with the requirements below. Evidence must be provided against all requirements.

Requirement	Brief description of evidence (Evidence can include photos, copies of leaflets and posters, policies and other documents, electronic data records, etc.)
<b>Workforce Development</b>	
<b>Public health needs</b>	
<p>All pharmacy staff have an <b>awareness of the local public health and pharmaceutical needs</b> outlined in the Joint Strategic Needs Assessment (JSNA), Pharmaceutical Needs Assessment (PNA) and Health Profiles for the area the serve including where and how to access them.</p>	
<p><b>For DSPs only:</b> As DSPs will provide services to patients in a wider geographical area than that of most other pharmacies, they will need to reflect on the broad health needs of their patients wherever they may live, rather than those living in a specific local area, for example by seeking information on the health profile of their patients when undertaking patient experience surveys or similar, or using the health profiles reflecting a broader area.</p>	
<b>Health and Wellbeing Ethos</b>	
<p>All pharmacy staff <b>understand the basic principles of health and wellbeing</b>, and that every interaction is an opportunity for a health promoting intervention.</p>	
<p>At least <b>one</b> member of pharmacy staff (1 Full Time Equivalent) has completed the training and assessment of the Royal Society for Public Health (RSPH) Level 2 Award in <b>Understanding Health Improvement</b> and is therefore a Health Champion.</p>	

Requirement	Brief description of evidence (Evidence can include photos, copies of leaflets and posters, policies and other documents, electronic data records, etc.)
<b>Team leadership</b>	
<p>An individual from the pharmacy team has undergone leadership training internally or through an organisation that maps to/encompasses the domains specified in the HLP requirements.</p>	
<b>Communication</b>	
<p>All patient-facing pharmacy staff can use the NHS website and other appropriate public health information sources, e.g. PHE Resource Centre, when providing advice on health issues and where appropriate, bearing in mind the findings of e.g. PNAs and JSNAs such as location of services, when providing advice on health issues when appropriate.</p>	
<p>The pharmacy team is friendly, welcoming and sensitive to the need for privacy for different individuals seeking advice including respecting people's values and beliefs.</p>	
<p>The pharmacy team routinely explain who they are, wear a name badge and inform people about the information and/or services on offer.</p>	
<p>All pharmacy staff receive training on how to approach people to discuss difficult or sensitive public health issues.</p>	
<p>All pharmacy staff are able to provide brief health and wellbeing advice (2-3 minutes) and have an awareness that the person may need additional support for behavioural change.</p>	
<b>Engagement</b>	
<b>Community engagement</b>	
<p>It is clear to the public that free, confidential advice on their health and wellbeing can be accessed.</p>	

Requirement	Brief description of evidence (Evidence can include photos, copies of leaflets and posters, policies and other documents, electronic data records, etc.)
<p><b>For pharmacies which are visited by patients and the public</b>, the pharmacy has a dedicated Health Promotion Zone, that:</p> <ul style="list-style-type: none"> <li>• Is clearly marked and accessible;</li> <li>• Has a professional appearance; and</li> <li>• Is appropriately equipped with up-to-date professional health and wellbeing information that meets the local public health needs as suggested in the JSNA/PNA, Annual Report of the Director of Public Health or after discussion with commissioners/public health professionals.</li> </ul>	
<p><b>For DSPs only</b> - DSPs must have a website for use by patients and the public accessing their services, which has an interactive page on their website clearly promoted to any user of the website when they first access it, which provides public access to a reasonable range of up to date materials that promote healthy lifestyles, by addressing a reasonable range of health issues. <b>DSPs must be compliant with this requirement from 1st April 2021</b></p>	
<p>The pharmacy team actively work in collaboration with other organisations to deliver pharmacy outreach and any locally commissioned services.</p>	
<p>The pharmacy team take prevention and health promotion services beyond the pharmacy premises. Pharmacy outreach may be face to face and take services to people where they live or spend time or may be virtual events.</p>	
<p><b>Premises Requirements</b></p>	
<p><b>Health promoting environment</b></p>	
<p><b>For pharmacies which are visited by patients and the public</b> The pharmacy has a dedicated health promotion zone clearly marked and accessible to the public, which contains relevant and up to date resources, which are used by staff when discussing relevant health promoting interventions.</p>	



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<p><b>For DSPs only</b></p> <p>The pharmacy must have a website for use by patients and the public accessing their services, which has an interactive page on their website clearly promoted to any user of the website when they first access it, which provides public access to a reasonable range of up to date materials that promote healthy lifestyles, by addressing a reasonable range of health issues.</p>	
<p>The pharmacy has a consultation room which meets the minimum NHSE&amp;I's approved particulars for premises or will have fitted a consultation room (if they do not currently have one) by 1st January 2021.</p>	
<p><b>For DSPs or some small sized pharmacies</b></p> <p>There are arrangements in place at their premises which enable a person performing pharmaceutical services to communicate confidentially with a person accessing pharmaceutical services:</p> <ul style="list-style-type: none"><li>a) by telephone or another live audio link; and</li><li>b) via a live video link.</li></ul>	
<p><b>For pharmacies that do not provide Advanced Services</b></p> <p>Where a pharmacy has not provided any Advanced services at or from the premises during 2020, they will be exempt from the requirement to have a consultation room on the premises until 1st April 2023, after which they will also be required to have one in place.</p>	
<b>Sustainability</b>	
<p>The pharmacy contributes to a sustainable environment and this is reflected in the way they operate their business (e.g. using recyclable materials).</p>	



## Part 2 – Declaration of compliance

Pharmacist name:	
Pharmacist GPhC number:	
<b>I declare that</b>	
Pharmacy name:	
Pharmacy address:	
Pharmacy GPhC number:	
<b>Complies with the requirements set out in this document for attaining HLP level 1 status and possesses the evidence and items declared above. I understand that a false declaration may affect my GPhC registration.</b>	
Pharmacist signature:	
Date:	

This declaration, once signed, must be retained securely in the pharmacy and should be available for inspection by:

- The Pharmacy Owner
- GPhC inspectors
- NHS England and NHS Improvement

It is recommended that compliance against these requirements is reviewed by the contractor at least every 3 years.