



Briefing on the outcomes of the Pharmacy Quality Scheme 2021/22

This PSNC Briefing provides information on the headline outcomes of the Pharmacy Quality Scheme (PQS) 2021/22, which has been derived from analysis of the NHS Business Services Authority declaration data. *

Further information on the PQS 2021/22 can be found at psnc.org.uk/pgs.


How many contractors participated in the 2021/22 PQS?

10,091 contractors declared they met one or more of the Domains, which means they would also have declared they met the Gateway criteria. This means that **10,091 contractors**:

- **Provided the New Medicine Service (NMS) at least 20 times** between 1st April 2021 and 5th April 2022; 
- Ensured pharmacy professionals had completed **training on reducing look-alike, sound-alike (LASA) errors and risk management**;
-  Completed a **new patient safety report** for their pharmacy covering analysis of patient safety incidents and incident patterns, evidence of sharing their learning locally and nationally, and actions taken in response to national patient safety alerts; and
- Completed or updated their previous **risk reviews** on minimising the risk of transmission of COVID-19, missing red flag symptoms during over the counter consultations and the risk of missing sepsis identification.


Medicines safety and optimisation Domain

10,007 contractors met the requirement of this Domain, which means they:

- Implemented into their day-to-day practice, the findings and recommendations from the 2017 Specialist Pharmacy Service clinical audit on anticoagulants; and
- Completed the updated **anticoagulant audit** requirement, notifying patients' GPs where concerns were identified, sharing their anonymised data with NHS England and incorporating any learning from the audit into their future practice. 

Respiratory Domain

9,860 contractors met the requirement of this Domain, which means they:

- Referred all children aged 5 to 15 years who were dispensed an inhaled press and breathe pMDI for asthma for a **spacer device** if appropriate, in line with NICE TA38;
- Referred all patients 5 years and above for a **Personalised Asthma Action Plan** if they did not have one;
- Identified patients with asthma or COPD who between 1st April 2020 and 31st August 2021 did not have their inhaler technique checked due to the COVID-19 pandemic and **offered them an inhaler technique check** as part of catch-up NMS arrangements;
- Ensured pharmacists had completed **learning on inhaler technique**; and
- Ensured all patient-facing staff had completed training on **environmentally safe disposal of inhalers at the pharmacy** and spoke to patients or representatives dispensed an inhaler about the environmental benefits of this. 

Digital Domain

10,063 contractors met the requirement of this Domain, which means they:

- Ensured pharmacy professionals completed **learning on remote consultation skills**; and
- Updated their standard operating procedures in relation to the provision of remote consultations.

Primary Care Networks Domain

8,913 contractors met the requirement of this Domain, which means:

- They worked with the Pharmacy PCN Lead, other pharmacies and general practices in the PCN **to increase the uptake of flu vaccinations to patients** aged 65 years and over for the 2021/22 flu season; and
- They **administered 30 or more flu vaccinations** to eligible patients between 1st September 2021 and 31st January 2022, under the Community Pharmacy Seasonal Influenza Vaccination Advanced Service.



Prevention Domain

9,937 contractors met the requirement of this Domain, which means they:

- Ensured pharmacy staff had completed **learning on infection prevention and control and antimicrobial stewardship (AMS)**;
- Created or updated their existing **AMS action plan**;
- Ensured pharmacy staff had signed-up to become **Antibiotic Guardians** and had an awareness of their local antibiotic formulary;
- Spoke to patients using the TARGET antibiotic checklist to provide **tailored advice to patients and promote antibiotic awareness and stewardship**; and
- Spoke to prescribers where concerns were identified and shared anonymised data with ESPAUR.



Addressing unwarranted variation in care Domain

10,038 contractors met the requirement of this Domain, which means they:

- Ensured pharmacy professionals completed **learning on health inequalities**; and
- Completed an **action plan to promote COVID-19 vaccinations**, particularly in Black, Asian and minority ethnic and low uptake communities to tackle lower levels of vaccination uptake and to support these patients.



Healthy living support Domain

9,721 contractors met the Intervention requirement of this Domain, which means they:

- Ensured pharmacy staff had completed **learning on weight management**;
- Created or updated their existing **weight management action plan** of how they would assist a person who would like support with their weight;
- **Discussed weight management with a minimum of 25 patients**, this means that at least **243,025 conversations** were held around weight management; and
- Ensured they had a member of staff who could **offer to measure a patient's Body Mass Index and measure waist circumference** and explain the purpose of this to patients.



8,334 contractors also met the Referral requirement of this Domain, which means they:

- Referred at least one patient to either a Local Authority funded tier 2 weight management service or the NHS Digital Weight Management Programme.

*This data is based on what community pharmacy contractors declared they had met when they made their PQS declaration or what they intended to meet by 31st March 2022 if they had not met the requirement when they made their declaration.