



September 2022

PSNC Briefing 031/22: Pharmacy Quality Scheme – Summary of the training requirements for the 2022/23 Scheme

This PSNC Briefing provides a summary of the training requirements which are included in the 2022/23 Pharmacy Quality Scheme (PQS).

Validity of training – NEW

Contractors and pharmacy team members should note that there is a new requirement in the 2022/23 Scheme that may mean that staff are required to repeat training and e-assessments that they have completed previously, depending on the stated validity period and when staff completed the training and e-assessments. The table on page 2 of this Briefing details the validity periods and the dates in which the training and e-assessments must have been completed within.

Different types of staff members

Many of the criteria in this scheme include training and related assessments being undertaken by pharmacy team members. The following terms are used in the requirements to define different types of staff:

- **Registered pharmacy professionals** are pharmacists and pharmacy technicians. This also includes provisional registrants.
- **Patient-facing pharmacy staff** include all registered pharmacy professionals, trainee pharmacists, trainee pharmacy technicians, dispensary staff, medicine counter assistants and delivery drivers. Contractors may also have other staff that can be identified as having patient-facing roles.
- **Non-registered pharmacy staff** include all trainee pharmacists, trainee pharmacy technicians, dispensary staff, medicine counter assistants and delivery drivers.
- **Patient-facing staff that provide advice on medicines or healthcare** include all registered pharmacy professionals, trainee pharmacists, trainee pharmacy technicians, dispensary staff and medicine counter assistants.
- **Non-registered patient-facing pharmacy staff who provide health advice** includes trainee pharmacists, trainee pharmacy technicians, dispensary staff and medicine counter assistants.

New staff or staff returning from maternity leave

Where new staff who have recently joined the pharmacy or staff returning from long term leave, for example maternity leave, have not undertaken the training and assessment by 31st March 2023, the pharmacy contractor can count them as having completed the training and assessment, if the pharmacy contractor has a training plan in place to ensure they satisfactorily complete the training and assessment within 30 days of the day of the declaration or by 31st March 2023, whichever is the later. This training plan and demonstrable evidence of completion of the training and assessment, within 30 days of the day of the declaration or 31st March 2023 (as appropriate), must be retained at the pharmacy to demonstrate they are meeting this criterion.

Evidence of meeting the training criteria

In relation to the training requirements within the various criteria, in all cases at the time of making the PQS declaration, there is a requirement to have available at the pharmacy premises, a copy of the personalised certificate provided upon completion of the training and assessment, as evidence that all relevant members of staff have completed the training.

If you have queries on this PSNC Briefing or require more information, please contact the [PSNC Services Team](mailto:services.team@psnc.org.uk).

Summary of the 2022/23 PQS training requirements (full details of the requirements will be published in the Drug Tariff)

 = a new training requirement

Criterion / domain	Training and assessment (where applicable)	Who needs to complete it?	Pharmacists	Pharmacy technicians	Trainee pharmacists	Trainee pharmacy technicians	Dispensary staff	Medicines counter assistants	Delivery drivers	Period in which training & assessment (if applicable) must have been completed
Risk review	CPPE risk management guide and e-assessment	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required				Must be completed by 31st March 2023 ¹
	CPPE sepsis e-learning and e-assessment (required to repeat every 2 years)	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required				1st April 2021 - 31st March 2023
Safeguarding level 3	Safeguarding level 3 for pharmacy teams webinar ² (there is no assessment for this training)	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required				30th June 2022 (Date of live webinar) - 31st March 2023
Domestic abuse prevention	Safe Spaces training and quiz ³ – this is hosted on the CPPE website	Patient-facing pharmacy staff that provide advice on medicines or healthcare	✓	✓	✓	✓	✓	✓		22nd September 2022 (Date training went live) - 31st March 2023
Inhaler technique checks	CPPE Inhaler technique for health professionals: getting it right e-learning ⁴ and Inhaler technique for health professionals e-assessment (required to repeat every 4 years)	Pharmacists	✓		Recommended but not required					1st April 2019 - 31st March 2023
	Return of unwanted and used inhalers ⁵	Patient-facing pharmacy staff ⁶	✓	✓	✓	✓	✓	✓	✓	Must be completed by 31st March 2023
Weight management	PHE All Our Health: bitesize training and e-assessments on adult obesity and childhood obesity (required to repeat every 4 years)	Non-registered patient-facing pharmacy staff who provide health advice			✓	✓	✓	✓		1st April 2019 - 31st March 2023
	Section 1 and 3 of CPPE weight management for adults: understanding the management of obesity training and e-assessment (required to repeat every 4 years)	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required				1st April 2019 - 31st March 2023
Prevention	HEE infection prevention and control level 1 e-learning and e-assessment (required to repeat every 3 years)	Non-registered pharmacy staff			✓	✓	✓	✓	✓	1st April 2020 - 31st March 2023
	HEE infection prevention and control level 2 e-learning and e-assessment (required to repeat every 3 years)	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required				1st April 2020 - 31st March 2023
	HEE antimicrobial stewardship for community pharmacy e-learning and e-assessment (required to repeat every 3 years)	Patient-facing pharmacy staff that provide advice on medicines or healthcare	✓	✓	✓	✓	✓	✓		1st April 2020 - 31st March 2023
Cancer awareness	Module 1 of Let's Communicate Cancer (Early diagnosis and prevention) and quiz ⁷	Patient-facing pharmacy staff that provide advice on medicines or healthcare	✓	✓	✓	✓	✓	✓		31st March 2021 - 31st March 2023

1 - Please note, for the **2023/24 PQS**, registered pharmacy professionals will be required to have completed the CPPE Risk management guide and passed the e-assessment within four years prior to 31st March 2024 (between 1st April 2020 and 31 March 2024). This requirement was due to be introduced in the 2022/23 PQS, but due to the start date of the scheme being delayed, it has been agreed to delay this requirement until the 2023/24 Scheme.

2 - If you attended the live recording of this webinar on 30th June 2022 and have the certificate of attendance, you have met this training requirement.

3 - Staff members, who have been affected by domestic abuse and do not wish to undertake the Safe Spaces training and quiz, are exempt from completing it.

4 - Pharmacists can complete this e-learning or attend a CPPE inhaler technique face-to-face inhaler technique workshop (if available).

5 - There is no set training for the return of unwanted and used inhalers; however, PSNC has produced a factsheet (available at psnc.org.uk/pqs) which contractors can use to meet this training requirement.

6 - Contractors may also have other staff that can be identified as having patient-facing roles.

7 - If you have completed the BOPA Let's Communicate Cancer series on the BOPA website since 31st March 2021 and have your certificate of completion, you have met this training requirement.