



# Pharmacy Quality Scheme (PQS) 2022/23

**Rosie Taylor**

**Head of Service Development**

**Pharmaceutical Services Negotiating Committee**

**@Rosieanntaylor**

**services.team@psnc.org.uk**

# Overview

- Introduction
- Training requirements
- Gateway criteria
- Domains/quality criteria
- Funding and Aspiration payment
- Further information and guidance on PQS





# Introduction

- The PQS continues as part of the five-year CPCF for 2019/20 to 2023/24
- This digital guide is an introduction to the requirements, but contractors should read the NHS England PQS guidance as well
- Contractors have until the **end of 31st March 2023** to meet the requirements of the PQS 2022/23 **but** must make their declaration on MYS between **9am on Monday 6th February 2023** and **11.59pm on 3rd March 2023**



# Introduction

- TWO gateway criteria
- FIVE domains
  - Need to complete all the elements in a domain to claim a payment – only exception is the Healthy living support domain



# Training requirements



- Validity of training – **NEW**
- New staff/staff returning from long term leave
- Retain copies of certificates
- PSNC Briefing 031/22: PQS – Summary of the training requirements for the 2022/23 Scheme
- Training record sheet

PSNC PHARMACY the Heart of our Community

Services and Commissioning

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.

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

| Criteria/ 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 by | Is a new training requirement |
|---|--|--|-------------|----------------------|------------------------------|------------------------------|------------------|------------------------------|------------------|---|-------------------------------|
| Risk review   | CPPE risk management guide and e-assessment  | Registered pharmacy professionals  | ✓           | ✓                    | Recommended but not required | Recommended but not required |                  |                              |                  | 31st March 2023 <sup>1</sup>  |                               |
|   | CPPE report 3 training and e-assessment (required to repeat every 2 years)   | Registered pharmacy professionals  | ✓           | ✓                    | Recommended but not required | Recommended but not required |                  |                              |                  | 1st April 2023 – 31st March 2023  |                               |
| Supervising level 3 for pharmacy team members <sup>2</sup> (there is no assessment for this training) | Supervising level 3 for pharmacy team members <sup>2</sup> (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 <sup>3</sup> - 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  | Return of unswallowed and used inhalers <sup>4</sup>   | Pharmacists  | ✓           |                      | Recommended but not required |                              |                  |                              |                  | 1st April 2019 – 31st March 2023  |                               |
| Weight management   | PHL All Our Health, Inhaler training and e-assessments on adult obesity and childhood obesity (required to repeat every 4 years)                           | Patient-facing pharmacy staff <sup>5</sup>                                   | ✓           | ✓                    | ✓                            | ✓                            | ✓                | ✓                            | ✓                | Must be completed by 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) | Non-registered patient-facing pharmacy staff who provide health advice       | ✓           | ✓                    | Recommended but not required | Recommended but not required |                  |                              |                  | 1st April 2019 – 31st March 2023  |                               |
| Prevention  | HLI infection prevention and control level 1 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  |                               |
|   | HLI 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  |                               |
| Cancer awareness  | HLI, educational materials 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  |                               |
|   | Module 3 of Jax's Communicate Cancer (Early Detection and prevention and quiz) <sup>6</sup>  | Patient-facing pharmacy staff that provide advice on medicines or healthcare | ✓           | ✓                    | ✓                            | ✓                            | ✓                | ✓                            | ✓                | 31st March 2023 – 31st March 2023   |                               |

1. Please note, for the 2022/23 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 31st 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 20th June 2022 and have the certificate of attendance, you have met the 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 unswallowed and used inhalers, however, PSNC has produced a fact sheet available at <https://psnc.org.uk/psnc> 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 BOPH's e-Communicate Cancer series on the BOPH website since 31st March 2021 and have your certificate of completion, you have met this training requirement.

Page 2 of 2

services.team@psnc.org.uk psnc.org.uk 0203 1220 810

pharmacy team  
includes provisional  
, trainee pharmacy  
so have other staff  
, dispensary staff,  
nacy professionals,  
, harmacists, trainee  
ave, for example  
y contractor can  
ing plan in place  
declaration or by  
ion of the training  
must be retained  
making the PQS  
naised certificate  
ers of staff have  
vices Team  
guk 0203 1220 810



# Gateway criteria





# 1. Advanced services – New Medicine Service

- Must have delivered a minimum of 20 NMS between 1st April 2022 and end of 31st March 2023
- Remember to claim payment by 5th April 2023 for March's NMS – otherwise won't count towards total
- NHSBSA has published an NMS spreadsheet so contractors can see if they have met the gateway criterion
- Information and resources at [psnc.org.uk/nms](https://psnc.org.uk/nms)





## 2. Patient safety report

- New safety report
  - New since March 2022; or covering the last two years if not previously claimed; or since the contractor acquired or opened the pharmacy if this time period is less than two years
- Must be specific to the individual pharmacy claiming the PQS payment
- Does not need to be submitted but should be kept at the pharmacy







## 2. Patient safety report

- The new safety report will need to cover:
  - Analysis of incidents and incident patterns (taken from an ongoing log);
  - Evidence of sharing learning (both locally and nationally);
  - Actions taken in response to national patient safety alerts; and
  - Learnings from a review of all patient safety incidents
- If claimed for this before, cannot use the same report





# Resources to assist you

- Monthly template and patient safety report template
- Community Pharmacy Patient Safety Group guidance – includes examples of a monthly and an annual patient safety report
- Above resources available at [psnc.org.uk/pqs](https://psnc.org.uk/pqs)
- Info on how to report patient safety incidents through the NRLS/LFPSE available at [psnc.org.uk/patientsafety](https://psnc.org.uk/patientsafety)





# Domain 1: Risk management and safeguarding



# a) Risk review update

| Training and assessment                      | Who needs to complete it?         | Pharmacists | Pharmacy technicians | Trainee pharmacists          | Trainee pharmacy technicians |
|--|-----------------------------------|-------------|----------------------|------------------------------|------------------------------|
| CPPE sepsis online training and e-assessment | Registered pharmacy professionals | ✓           | ✓                    | Recommended but not required | Recommended but not required |

- **NEW:** Need to have completed since **1st April 2021**

| Training and assessment                     | Who needs to complete it?         | Pharmacists | Pharmacy technicians | Trainee pharmacists          | Trainee pharmacy technicians |
|---|-----------------------------------|-------------|----------------------|------------------------------|------------------------------|
| CPPE risk management guide and e-assessment | Registered pharmacy professionals | ✓           | ✓                    | Recommended but not required | Recommended but not required |

- No validity period for 2022/23 but four-year requirement introduced in 2023/24





## a) Risk review update

- Updated risk review (if competed for previous PQS)
  - managing the risk of missing sepsis identification;
  - missing red flag symptoms during over the counter (OTC) consultations; and
  - minimising the risk of transmission of COVID-19
- If not claimed previously, need to complete new risk review
- Resources available at [psnc.org.uk/pqs](https://psnc.org.uk/pqs):
  - Training record sheet; and
  - Risk review templates

## b) Safeguarding level 3 webinar

| Training                                    | Pharmacists | Pharmacy technicians | Trainee pharmacists          | Trainee pharmacy technicians |
|---|-------------|----------------------|------------------------------|------------------------------|
| Bespoke safeguarding level 3 training video | ✓           | ✓                    | Recommended but not required | Recommended but not required |

- No e-assessment
- Do not need to watch again if attended the live event
- Need certificate of completion if attended live event or watched on elfh website
- If not received one from the live event, email [ENGLAND.CommunityPharmacy@nhs.net](mailto:ENGLAND.CommunityPharmacy@nhs.net)





## b) Safeguarding level 3 webinar

- Complete an action plan on how you will manage people who require a safeguarding referral
- Resources available at [psnc.org.uk/pqs](https://psnc.org.uk/pqs):
  - Training record sheet; and
  - Action plan template



## c) Domestic abuse prevention

- Domestic abuse (Safe spaces training) and quiz; and Ask for ANI and Safe Spaces scheme: training toolkit

| Who needs to complete it?  | Pharmacists | Pharmacy technicians | Trainee pharmacists | Trainee pharmacy technicians | Dispensary staff | Medicines counter assistants |
|--|-------------|----------------------|---------------------|------------------------------|------------------|------------------------------|
| Patient-facing pharmacy staff that provide advice on medicines or healthcare | ✓           | ✓                    | ✓                   | ✓                            | ✓                | ✓                            |

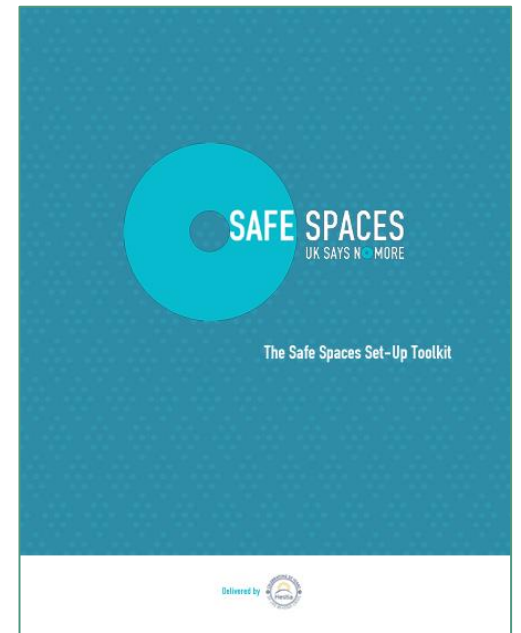






## c) Domestic abuse prevention

- Staff members affected by domestic abuse are exempt from the Safe Spaces training if they do not wish to do this
- One person responsible for the pharmacy – Safe Spaces set-up toolkit
- Not a requirement to register as a Safe Space or to register to participate in Ask for ANI





# Domain 2: Respiratory



# a) Inhaler technique checks

| Training and assessment   | Who needs to complete it? | Pharmacists | Trainee pharmacists          |
|---|---------------------------|-------------|------------------------------|
| CPPE inhaler technique for health professionals: getting it right e-learning and e-assessment | Pharmacists               | ✓           | Recommended but not required |

- Pharmacists must have completed this e-learning or attended a CPPE inhaler technique face-to-face workshop since **1st April 2019**
- Must also have passed the current version of the e-assessment, **Inhaler technique for health professionals, updated in April 2020**
- Previous version of the CPPE e-assessment, Inhaler technique, does not meet the requirements





## a) Inhaler technique checks

- Offer NMS, with the appropriate inhaler technique check, to all patients presenting with a prescription for a new inhaler where patients would benefit from the service
- Can offer NMS remotely
- Training record sheet and data collection form at [psnc.org.uk/pqs](https://psnc.org.uk/pqs)
- More information and resources on NMS at [psnc.org.uk/nms](https://psnc.org.uk/nms)
- Requirement ends on the day of the declaration

## b) Inhaler waste management

| Training                             | Who needs to complete it?     | Pharmacists | Pharmacy technicians | Trainee pharmacists | Trainee pharmacy technicians | Dispensary staff | Medicines counter assistants | Delivery drivers |
|--------------------------------------|-------------------------------|-------------|----------------------|---------------------|------------------------------|------------------|------------------------------|------------------|
| Return of unwanted and used inhalers | Patient-facing pharmacy staff | ✓           | ✓                    | ✓                   | ✓                            | ✓                | ✓                            | ✓                |

- There is no set training for this criterion; however, PSNC has produced a short briefing which pharmacy teams can use to meet this training requirement
- Contractors may also have other staff that can be identified as having patient-facing roles





## b) Inhaler waste management

- Have conversations with all patients, their carers or representatives, for whom they have dispensed an inhaler about the environmental benefits of them returning all unwanted and used inhaler devices to a community pharmacy for disposal
  - Discussions can be supplemented with other communication methods such as leaflets, emails and texts
- Requirement ends on the day of the declaration

## b) Inhaler waste management - resources

- PSNC Briefing 030/22: Reducing the climate change impact of inhalers: environmentally safe disposal
- Training record sheet
- Patient briefing aid on inhaler disposal
- Data collection form
- All available at [psnc.org.uk/pqs](https://psnc.org.uk/pqs)



## c-e) Asthma referrals

- Check all children aged 5 to 15 dispensed inhaled press and breathe pMDI for asthma have a spacer device, where appropriate, in line with NICE TA38;
- Check all patients, 5 years and above with asthma have a personalised asthma action plan; and
- Patients who are prescribed three or more short-acting bronchodilator inhalers without a corticosteroid inhaler in six months
  - Refer to an appropriate healthcare professional where this is not the case





# Resources



- PSNC Briefing 032/22: PQS – Asthma referrals
  - Suggested processes for identifying patients
  - GP referral form
  - Data collection form
  - Available at [psnc.org.uk/pqs](https://psnc.org.uk/pqs)
- PharmOutcomes asthma referrals tool

The screenshot shows the cover page of a PSNC briefing document. At the top left are the PSNC and PHARMACY logos. A green circular badge on the top right contains the text 'Services and Commissioning'. Below this, the date 'October 2022' is printed. The main title is 'PSNC Briefing 032/22: Pharmacy Quality Scheme – Asthma referrals'. The document provides guidance for the 2022/23 Pharmacy Quality Scheme (PQS) in the Respiratory domain, listing criteria such as the use of spacers, personalised asthma action plans (PAAP), and referrals for patients using short-acting bronchodilator inhalers. It includes an introduction section and a detailed section on 'Use of a spacer in patients aged 5-15 years' with specific reporting requirements for the 'Mange Your Service' application. The footer contains contact information for services.team@psnc.org.uk and the website psnc.org.uk.



# Domain 3: Healthy living support



# a) Weight management

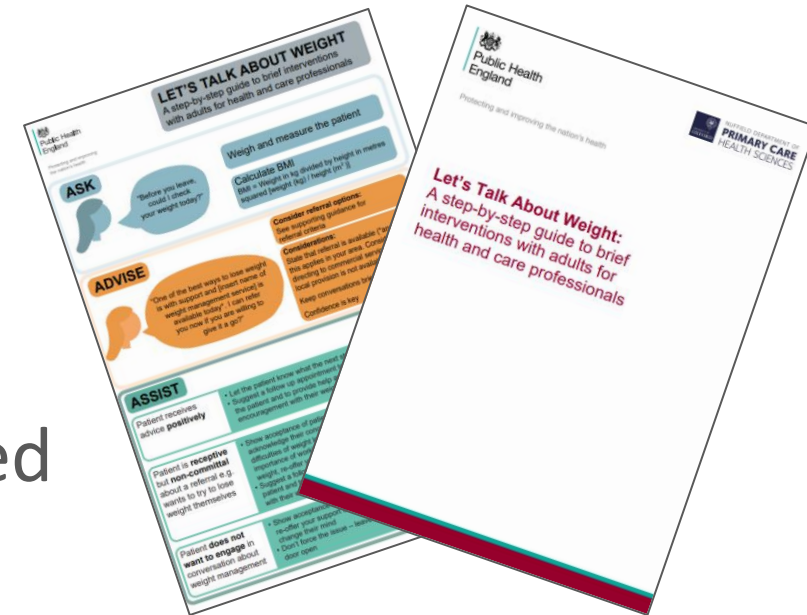
| Training and assessment   | Who needs to complete it?  | Pharmacists | Pharmacy technicians | Trainee pharmacists          | Trainee pharmacy technicians | Dispensary staff | Medicines counter assistants |
|---|--|-------------|----------------------|------------------------------|------------------------------|------------------|------------------------------|
| PHE All Our Health: bitesize training and e-assessments on adult obesity and childhood obesity                          | Non-registered patient-facing pharmacy staff who provide health advice |             |                      | ✓                            | ✓                            | ✓                | ✓                            |
| Section 1 and 3 of CPPE weight management for adults: understanding the management of obesity training and e-assessment | Registered pharmacy professionals                                      | ✓           | ✓                    | Recommended but not required | Recommended but not required |                  |                              |

- Completed since **1st April 2019**
- Update weight management action plan (if completed for previous PQS)
- If not claimed previously, create a weight management action plan



# a) Weight management

- Proactively discuss weight management with a minimum of 25 patients
- Be able to measure a patient's BMI and measure waist circumference – therefore expected to have equipment to accurately do this
- Refer **FOUR** patients to a Local Authority funded tier 2 weight management service or the NHS Digital Weight Management Programme



## a) Weight management

- To gain the maximum points, must complete all the previous criteria having referred at least FOUR patients to either of the weight management programmes
- If unable to identify four patients for referral, can still claim for the Intervention stage

|                     | <i>Band 1</i> | <i>Bands 2-6</i> |
|---------------------|---------------|------------------|
| <i>Intervention</i> | 0.5           | 10               |
| <i>Referral</i>     | 0.5           | 10               |



# Resources to assist you

- Training record sheet
- Action plan template
- Data collection form
- NHS Digital Weight Management Programme resources:
  - Video on how to make a referral
  - Screen saver
- All available at [psnc.org.uk/pqs](https://psnc.org.uk/pqs)



NHS Digital Weight Management Programme Pharmacy Referral Site

## Welcome

Welcome to the NHS Digital Weight Management Programme Pharmacy Referral Site.

This should take about 10 minutes to complete.

 [Start](#)



# Domain 4: Prevention



# a) Antimicrobial stewardship

- Complete the antibiotic review
  - UTI leaflet for women under 65 years
  - Upper RTI leaflet
- Over four weeks with a minimum of 15 patients per leaflet
  - Extend to eight weeks if minimum number of patients not achieved
- Data collection form in NHS England guidance
- Required to report data to NHS England using the audit collection tool on MYS
- Make a record of the start and end date of the review



TARGET

Keep Antibiotics Working





# a) Antimicrobial stewardship

- Need to have been completed since **1st April 2020**

| Training and assessment  | Who needs to complete it?  | Pharmacists | Pharmacy technicians | Trainee pharmacists          | Trainee pharmacy technicians | Dispensary staff | Medicines counter assistants | Delivery drivers |
|--|--|-------------|----------------------|------------------------------|------------------------------|------------------|------------------------------|------------------|
| HEE infection prevention and control level 1 e-learning and e-assessment         | Non-registered pharmacy staff  |             |                      | ✓                            | ✓                            | ✓                | ✓                            | ✓                |
| HEE infection prevention and control level 2 e-learning and e-assessment         | Registered pharmacy professionals  | ✓           | ✓                    | Recommended but not required | Recommended but not required |                  |                              |                  |
| HEE antimicrobial stewardship for community pharmacy e-learning and e-assessment | Patient-facing pharmacy staff that provide advice on medicines or healthcare | ✓           | ✓                    | ✓                            | ✓                            | ✓                | ✓                            |                  |



# a) Antimicrobial stewardship

| Requirement  | Who needs to complete it?  | Pharmacists | Pharmacy technicians | Trainee pharmacists | Trainee pharmacy technicians | Dispensary staff | Medicines counter assistants |
|--|--|-------------|----------------------|---------------------|------------------------------|------------------|------------------------------|
| Should have become an Antibiotic Guardian and have an awareness of the local antibiotic formulary and how to access it | Patient-facing pharmacy staff that provide advice on medicines or healthcare | ✓           | ✓                    | ✓                   | ✓                            | ✓                | ✓                            |

- Complete or update AMS action plan for the pharmacy
- Principles of AMS into self-care advice
- Reinforcing the messages around appropriate use of antibiotics, and uptake of vaccinations, including the flu vaccine
- Training record sheet and template action plan available at [psnc.org.uk/pqs](https://psnc.org.uk/pqs)



## b) Cancer awareness

| Training and assessment                               | Who needs to complete it?  | Pharmacists | Pharmacy technicians | Trainee pharmacists | Trainee pharmacy technicians | Dispensary staff | Medicines counter assistants |
|---|--|-------------|----------------------|---------------------|------------------------------|------------------|------------------------------|
| Let's Communicate Cancer Module 1 e-learning and quiz | Patient-facing pharmacy staff that provide advice on medicines or healthcare | ✓           | ✓                    | ✓                   | ✓                            | ✓                | ✓                            |

- New risk review on minimising the risk of missing suspected cancer symptoms
- Record of how many referrals to GPs are made by the day of the declaration





## b) Cancer awareness

- Resources available at [psnc.org.uk/pqs](https://psnc.org.uk/pqs):
  - Training record sheet
  - Data collection form
  - Risk review template





# Domain 5 – Addressing unwarranted variation in care





## a) Palliative and end of life care action plan

- After 16th January 2023, contractors must have updated NHS Profile Manager if they **routinely** hold the 16 palliative and end of life critical care medicines (listed in the PQS Drug Tariff Determination) and can support local access to parenteral haloperidol
- Action plan to use when you do not have the required stock of the 16 critical medicines or parenteral haloperidol available for a patient
- Template action plan available at [psnc.org.uk/pqs](https://psnc.org.uk/pqs)



# Funding

- Total funding is £75 million
- Points allocated to Respiratory domain vary with contractor's script volume in 2021/22
  - This is to better reflect the varying workload of different sized pharmacies
- Value of points between £67.50 and £135
- Declaration period: **9am on 6th February 2023 and 11.59pm on 3rd March 2023** (but have until end of 31st March 2023 to complete the work)
- Payment will be made by NHSBSA on 3rd April 2023



# Funding

| Band                                     | Band 1  | Band 2   | Band 3   | Band 4   | Band 5   | Band 6   |
|--|---|--|--|--|--|--|
| Annual Items                             | 0-1,200   | 1,201-30,000   | 30,001-60,000  | 60,001-150,000   | 150,001-230,000  | 230,001+   |
| Risk Management & Safeguarding           | 1.25  | 25.00  | 25.00  | 25.00  | 25.00  | 25.00  |
| Respiratory                              | 1.25  | 16.67  | 20.83  | 25.00  | 29.17  | 33.33  |
| Healthy living support                   | Intervention: 0.5<br>Referral: 0.5<br>(Total: 1.00) | Intervention: 10.00<br>Referral: 10.00<br>(Total: 20.00) | Intervention: 10.00<br>Referral: 10.00<br>(Total: 20.00) | Intervention: 10.00<br>Referral: 10.00<br>(Total: 20.00) | Intervention: 10.00<br>Referral: 10.00<br>(Total: 20.00) | Intervention: 10.00<br>Referral: 10.00<br>(Total: 20.00) |
| Prevention                               | 1.00  | 20.00  | 20.00  | 20.00  | 20.00  | 20.00  |
| Addressing unwarranted variation in care | 0.5   | 10.00  | 10.00  | 10.00  | 10.00  | 10.00  |
| <b>Total</b>                             | <b>5.00</b>   | <b>91.67</b>   | <b>95.83</b>   | <b>100.00</b>  | <b>104.17</b>  | <b>108.33</b>  |







# Aspiration payment

- As with previous schemes, an Aspiration payment can be claimed
  - It is optional to claim – not claiming will not impact on the PQS payment received
  - Can claim 70% of the value of the points you expect to achieve
  - Claim period: **9am on 10th October to 11.59pm on 4th November 2022**
  - Payment on 1st December 2022





# Other resources

- PSNC 2022/23 Action and Evidence Portfolio Workbook
- PSNC Briefing on important PQS dates for the diary
- PSNC Briefing for general practice teams – changes to the NHS community pharmacy
- Coming soon...
  - PharmOutcomes PQS assessment framework





# Further information

- Further information and support at [psnc.org.uk/pqs](https://psnc.org.uk/pqs)
- Please read the NHS England PQS guidance
- PQS FAQs at [psnc.org.uk/pqsfaqs](https://psnc.org.uk/pqsfaqs)
- Sign up to PSNC email newsletter at [psnc.org.uk/enews](https://psnc.org.uk/enews)
- Email: [services.team@psnc.org.uk](mailto:services.team@psnc.org.uk)



**Thank you for watching**

