

Briefing: 016/23: CPAF screening process for 2023/24

This Briefing provides guidance for community pharmacy members and their teams on the Community Pharmacy Assurance Framework (CPAF) screening process for 2023/24.

The CPAF screening questionnaire, part of NHS England's contract monitoring process, is taking place this year and will shortly be available to complete. Consistent with previous years, the questionnaire has ten questions which contractors are required to answer.

Key points for 2023/24

When will the CPAF screening questionnaire be available?

The 2023/24 CPAF screening questionnaire will be available for completion from **approximately 1am on Monday 3rd July 2023 until midnight on Sunday 30th July 2023** through the NHS Business Service Authority's (NHSBSA) [Manage Your Service \(MYS\) portal](#). Members who are not yet signed up to MYS will be able to complete the questionnaire online.

How to complete the screening questionnaire.

Community pharmacies should receive information and instructions on how to complete the screening questionnaire either from NHSBSA (via their pharmacy shared NHSmail account) or from their own Head Office.

If a member does not receive details of the questionnaire by Tuesday 4th July 2023 or wants to raise any problems or queries about completing the questionnaire, they are advised to contact NHSBSA by emailing nhsbsa.cpaf@nhs.net.

The screening questionnaire should take between 10–20 minutes to complete.

Why this questionnaire is important?

Completing the CPAF process:

- is a requirement of the Terms of Service;
- is likely to mean avoiding unnecessary monitoring visits; and
- demonstrates compliance with the Terms of Service by the pharmacy and members generally.

CPAF levels.

The expectation is that Level 1 and 2 are attained for each question to indicate compliance with the Terms of Service. Members who have attained aspects of Level 3 demonstrate exemplary practice and is a level to which members should aspire.

Changes since CPAF 2022/23.

All ten of the topics have remained the same as for 2022/23 without any changes being made to the wording in the questions.

More information about the questions can be found in the [2022/23 CPAF Briefing](#). The questions are also available on the [NHSBSA website](#).

If you have any queries or require more information, please contact:

Regulations Team: Regulations@cpe.org.uk