

Pharmacy owner checklist: implementing changes to the Hypertension Case-Finding Service

This checklist details the actions that pharmacy owners who are already providing the service need to undertake to ensure changes to the Hypertension case-finding Advanced service specification have been considered. Further information on the service and resources can be found at cpe.org.uk/hypertension.

The key change in the revised service specification is to allow suitably trained and competent pharmacy staff to provide the service; previously, it could only be provided by a pharmacist or pharmacy technician.

	Activity	By whom?	By when?	Completed
1.	Read the service specification , Community Pharmacy England Briefing and the FAQs on the Community Pharmacy England website (cpe.org.uk/hypertension), so that you understand the changes in service requirements.			
2.	Update your Standard Operating Procedure (SOP) for the service to account for the changes in the service specification. When developing or updating your SOP, decide the role of different staff types within the provision of the service, including how the pharmacist will be involved, including providing clinical supervision of the service.			

3.	<p>Ensure all pharmacy staff providing the service are appropriately trained and competent to do so. Pharmacy staff providing the service must:</p> <ul style="list-style-type: none"> ▪ Have read and understood the operational processes to provide the service as described in the service specification; ▪ Be familiar with the NICE guideline (NG136) Hypertension in adults: diagnosis and management; and ▪ Complete training (e-learning or face-to-face) on how to use the blood pressure monitoring equipment which should be provided by their equipment manufacturer. 			
4.	<p>Brief all staff on the changes to the service.</p> <p>Ensure all staff that will undertake parts of the service are familiar with and will apply relevant sections of the SOP.</p>			
5.	<p>Engage with local GP practices and/or PCN colleagues to make them aware of the changes in this service.</p> <p>Resources to support this, including a template letter / email and a summary of the service for GP practices, are available at cpe.org.uk/hypertension.</p>			
6.	<p>Print out copies of any updated resources you will use when providing the service and discard any old versions.</p> <p>Resources are available at cpe.org.uk/hypertension.</p>			
7.	<p>Review how you are promoting the availability of the service to patients. An NHS poster (for you to print) and digital marketing resources are available to pharmacy owners.</p>			

	Resources, including a guide for the pharmacy team on how to recruit patients, are available at cpe.org.uk/hypertension .			
8.	Update your pharmacy's service details on NHS Profile Manager. This will allow your pharmacy to be identified by the public as providers of the service. Details on how to do this are available on the NHS website page of the Community Pharmacy England website .			
9.	If using NHSmail to communicate results and referrals to GP practices, update any existing templates to assist in efficient GP communications.			