Community Pharmacy England

November 2023

Pharmacy owner checklist: implementing the Hypertension Case-Finding Service

This checklist details the actions pharmacy owners need to undertake to prepare to provide the Hypertension case-finding Advanced service. Further information on the service and resources can be found at cpe.org.uk/hypertension.

	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 service requirements.			
2.	Complete the Manage Your Service (MYS) portal declaration to sign-up to provide the service (seeking approval from head office, if that is applicable).			
3.	Develop a Standard Operating Procedure (SOP) for the service which includes the process for maintenance and validation of the equipment used. 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.			
4.	Place an order for any required equipment and ancillaries from appropriate suppliers having reviewed the clinic BP monitor and ABPM devices on the following lists: https://bihsoc.org/bp-monitors/for-home-use/ or https://bihsoc.org/bp-monitors/for-specialist-use/ and having reviewed the additional guidance and			

	considerations that are available in the MHRA's guidance on blood pressure measurement devices and at cpe.org.uk/hypertension.			
5.	Pharmacy owners will need to select and contract for an IT system that they can use to make their clinical records for the service. Information on IT systems that can support the service is available at cpe.org.uk/hypertension.			
6.	Ensure all pharmacy staff providing the service are appropriately trained and competent to do so. Pharmacy staff providing the service must: ▪ Have read and understood the operational processes to provide the service as described in the service specification; ▪ Be familiar with the sections within the NICE guideline (NG136) Hypertension in adults: diagnosis and management relevant to their role in the service; and ▪ Complete training (e-learning or face-to-face) on how to use the blood pressure monitoring equipment which should be provided by the equipment manufacturer.			
7.	Brief all staff on the service. Ensure all staff that will undertake parts of the service are familiar with and will apply relevant sections of the SOP.			
8.	Engage with local GP practices and/or PCN colleagues to make them aware the pharmacy is participating in this service. 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.			

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9.	Print out copies of any resources you will use when providing the service. Resources are available at cpe.org.uk/hypertension.			
10.	Order any leaflets or other patient materials you wish to provide as part of consultations. A list of potential leaflets which may aid consultations is available at cpe.org.uk/hypertension.			
11.	Decide 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. Resources, including a guide for the pharmacy team on how to recruit patients, are available at cpe.org.uk/hypertension.			
12.	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.			
13.	Plan reminders of when validation, maintenance and recalibration of all BP monitors should be carried out according to manufacturers' instructions.			
14.	If using NHSmail to communicate results and referrals to GP practices, set up templates to assist in efficient GP communications.			