

Each quality payment within the Quality Payments Scheme is linked to quality criteria. This forms part of the Community Pharmacy Contractual Framework (CPCF).

Here at CPPE we have targeted learning materials to help you achieve specific quality criteria and a wide range of resources to support you through the quality payments process.

This document is intended to signpost you to the relevant CPPE quality payment resources as well as other materials which may be of interest for your own personal development or for use in the wider pharmacy team.

Please remember that pharmacy professionals can use these learning activities to support delivery of the Quality Payments Scheme and to count towards their annual revalidation.

### **NHS England Quality Payments Scheme – Community Pharmacy (October 2018)**

For full details and guidance regarding the current scheme including the five gateway criteria which must be achieved please refer to NHS England, *Pharmacy Quality Payments Scheme* at:

[www.england.nhs.uk/commissioning/primary-care/pharmacy/framework-1618/pqp/](http://www.england.nhs.uk/commissioning/primary-care/pharmacy/framework-1618/pqp/)

PSNC also have resources available to support pharmacy contractors at: <https://psnc.org.uk/services-commissioning/essential-services/quality-payments/>

### **Gateway criteria**

#### **The new IT operating system in compliance with the NHS Digital Warranted Environment Specification (WES)**

'The contractor must have consulted the NHS Digital Warranted Environment Specification (WES) and/or their System Supplier(s) and have reassured themselves, and can demonstrate, that all their operating system and browser versions currently in use in their pharmacy to link to NHS Digital systems, such as the Electronic Prescription Service and Summary Care Record, comply with the WES; and are therefore supported by NHS Digital for connectivity to NHS Spine systems'.

The e-Learning for Healthcare (e-LfH) *Data security awareness* topic is a resource that can be used when you are working towards achieving this gateway criterion.

e-LfH is a Health Education England programme, in partnership with the NHS and professional bodies, providing high-quality e-learning materials for the training of the NHS workforce across the UK. These materials are accessible via the CPPE website: [www.cppe.ac.uk/programmes//leaders-e-00/](http://www.cppe.ac.uk/programmes//leaders-e-00/)

### Quality criteria

#### Patient Safety

##### Risk management quality criterion

The risk management quality criterion refers to the completion of CPPE learning and the associated assessment:

On the day of the review, 80 percent of all registered pharmacy professionals working at the pharmacy have satisfactorily completed the CPPE *Risk management* training;

and the pharmacy has available for inspection at the review point, at premises level, an example of a risk review that the pharmacy team at the premises have drawn up for a risk in that pharmacy that has been identified and prioritised with identified risk minimisation actions that the pharmacy team is taking.

You can access the CPPE *Risk management* training by clicking on the image of the guide displayed here.

All pharmacy professionals in England received a copy of the guide through the post in February/March 2018, in advance of our spring campaign on patient safety.

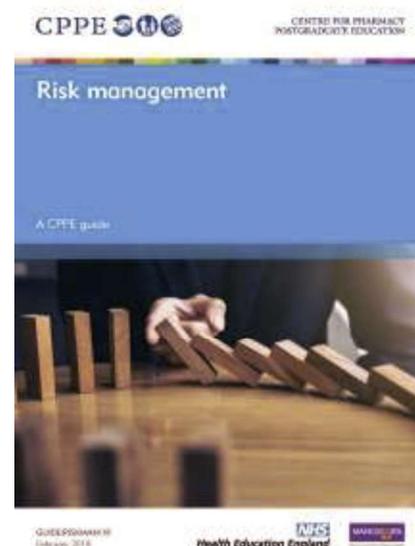
CPPE's **Pharmacy Quality Payments Scheme** page will assist you with monitoring your progress in achieving this criterion. When you are logged in to the CPPE website your activity will be recorded.

You will also be able to download a certificate of achievement from this page when you have successfully completed the e-assessment.

Please note that if you completed the reflective essay that was previously associated with the *Risk management* guide this provides the evidence that you have met this criterion. We do recommend that you go on to complete the multiple choice question e-assessment for your own learning.

You may wish to access the additional resources that CPPE developed for the *Patient safety* learning campaign and complete the six challenges to assist you with putting learning into practice.

The learning campaigns challenges can be accessed **here** and once you have signed up you can complete the challenges at your own pace.



### Written patient safety report criterion

Working through the *Risk management* guide will assist you in refreshing a patient safety report to meet another of the quality criteria:

A written patient safety report (updated since 28 June 2018 or covering the last year if not previously claimed) at premises level available for inspection at review point covering analysis of incidents and incident patterns (taken from an ongoing log), evidence of sharing learning locally and nationally, and actions taken in response to national patient safety alerts; and

Demonstrably, the pharmacy contractor actively identifies and manages the risks at premises level associated with specified look-alike sound-alike errors (LASA) identified from the National Reporting and Learning System (NRLS)\*\*. Demonstrably, the pharmacy contractor has put in place actions to prevent these, for example physical separation, staff awareness raising, visual warnings, tags or labels on shelving, fatigue reduction strategies, enhanced checking procedures for these medicines.

Demonstrably, the pharmacy contractor uploads any LASA incident reports to the NRLS and keeps a record for confirmation of this activity at the pharmacy premises or within any electronic reporting system used by the contractor. In the description of what happened in the NRLS report, the contractor must include the text 'LASA' as a unique identifier to facilitate future national learning.

\*\* NHS Improvement top combinations by likelihood and harm caused – propranolol and prednisolone, amlodipine and amitriptyline, carbamazepine and carbimazole, azathioprine and azithromycin, atenolol and allopurinol.

To review and develop your learning needs on performing a risk review you may wish to look at these additional CPPE resources:

**CPPE Patient safety: an anticoagulant case study – focal point workshop** – book a place at a local workshop here: [www.cppe.ac.uk/programmes//safetyfp-w-01/](http://www.cppe.ac.uk/programmes//safetyfp-w-01/)

This workshop aims to provide you with the background knowledge relating to patient safety and risk management, and to give you the opportunity to apply this to practice. The programme also focuses on a case study about anticoagulation to help you recognise risk associated with the condition, while ensuring you can confidently consult with those who are prescribed high-risk medicines.

**CPPE Patient safety gateway page:** [www.cppe.ac.uk/gateway/patientsaf](http://www.cppe.ac.uk/gateway/patientsaf)

This page will signpost you to a variety of core, foundation and advanced learning materials for topics connected to patient safety. You can also access a variety of practical tools and further reading via this gateway.

**CPPE Patient safety learning campaign:** [www.cppe.ac.uk/patientsafety](http://www.cppe.ac.uk/patientsafety)

**Medication Without Harm**, the World Health Organization's third global safety challenge, was launched last year. At CPPE, we encourage you to take an active role in this WHO initiative by working through our *Risk management* guide and completing the associated six patient safety challenges. These challenges were originally developed to form a learning campaign. They are intended to provide you with an opportunity to apply the learning from the *Risk management* guide to your practice.

# Quality payments

## Learning resources

Patient safety is integral to what pharmacy professionals do, but due to the nature of your work, within your practice there will be inherent risks. We aim to help you consider what these risks are and how to minimise them, as well as supporting you to manage incidents when they do occur.

Throughout the challenges we follow a person through a real life scenario. Each challenge aims to help you reflect on your own practice and how to minimise risk.

When you complete all six challenges you will receive a downloadable poster to display which shows your commitment to patient safety. This poster is endorsed by the National Institute of Health Research (NIHR) Greater Manchester Patient Safety Translational Research Centre.

### Risk management training and risk review criterion

As you work through the resources that support you in achieving the 'Written patient safety report criterion' you will also learn about managing risks associated with look-alike sound-alike medications and this helps you to meet the following quality criterion:

On the day of the review the pharmacy must have completed the audit of non-steroidal anti-inflammatory drugs and gastro-protection available under the following link:

[www.sps.nhs.uk/articles/nsaid-safety-audit-2018-19/](http://www.sps.nhs.uk/articles/nsaid-safety-audit-2018-19/)

for patients 65 or over, notified the patient's GP where professional concerns were identified, share their anonymised data with NHS England and incorporated the learning of the audit into future practice.

To support you through this criterion CPPE have learning on *High Risk medicines and MURs*:  
[www.cppe.ac.uk/programmes//murrisk-p-01/](http://www.cppe.ac.uk/programmes//murrisk-p-01/)



The aim of this programme is to support pharmacy teams in improving their knowledge of high-risk medicines and help pharmacy professionals to identify how they can minimise adverse events and improve patient understanding. It also includes scenarios linked to the targeted high-risk medicines MUR to support your personal development and practice.

If you would like more information with regards to performing a clinical audit you could access the Royal Pharmaceutical Society's **Clinical Audit Hub** if you are a member.

[www.thelearningpharmacy.com](http://www.thelearningpharmacy.com) is CPPE's open-access, online learning environment and provides interactive learning activities for the whole community pharmacy team. There is a dedicated section on NSAIDs and this can be used to educate the whole pharmacy team on the risks associated with these medications.

# Quality payments

## Learning resources

### Public health

#### Healthy Living Pharmacy and children's oral health criterion

On the day of the review the pharmacy is a Healthy Living Pharmacy level 1 (self-assessment) and; 80 percent of staff working at the pharmacy (including pharmacy professionals) that provide healthcare advice to the public have successfully completed the CPPE children's oral health training assessment.

This quality criterion refers to the completion of the CPPE *Children's oral health* e-learning in the form of the children's oral health video. The learning can be accessed here through the oral health gateway page:

[www.cppe.ac.uk/gateway/oralhealth](http://www.cppe.ac.uk/gateway/oralhealth)

Alternatively, the e-learning can be accessed by clicking the image displayed to the right which will take you to the CPPE **Pharmacy Quality Payments Scheme** page.



*Note: pharmacy staff who are not registered with the GPhC are able to access this learning and the associated assessment once they have signed up to the CPPE website. More information about how to sign up to the CPPE website can be found in Appendix 1.*

#### CPPE's *Oral Health* gateway page

This page has a collection of material which you can use to support you to successfully complete the CPPE children's oral health training assessment. It includes links to resources which are described in the *Children's oral health* e-learning.

In addition to the resources that can be found on the CPPE *Oral health* gateway page you may find it useful to access the **Improving Children's Oral Health Resource Pack**, provided by SMILE4LIFE, Office of the Chief Dental Officer, England. This information will support you to successfully complete the CPPE *Children's oral health* e-assessment and it can be used for health promotion. You may wish to consider which resources you can use in your pharmacy.



The *Children's oral health* e-assessment can be accessed here:

[www.cppe.ac.uk/programmes//oralhealth-a-01](http://www.cppe.ac.uk/programmes//oralhealth-a-01)

CPPE's **Pharmacy Quality Payments Scheme** page will assist you with monitoring your progress in achieving this criterion. When you are logged in to the CPPE website your activity will be recorded.

You will also be able to download a certificate of achievement from this page when you have successfully completed the e-assessment.

In addition to completing the CPPE *Children's oral health* training and assessment, your pharmacy has to have completed the self-assessment and declaration that it meets the required criteria to be a level 1 Healthy Living Pharmacy.

CPPE resources are available to support you in achieving the standards and include:

**CPPE *Leadership for Healthy Living Pharmacy* e-course: [www.cppe.ac.uk/programmes//leadership-e-01/](http://www.cppe.ac.uk/programmes//leadership-e-01/)**

This short online self-directed course covers the leadership requirements of the self-assessment framework for HLP Level 1 Quality Criteria.

**CPPE *Introduction to public health* e-course: [www.cppe.ac.uk/programmes//intropub-ec-01](http://www.cppe.ac.uk/programmes//intropub-ec-01)**

This learning programme will support you and your pharmacy team to integrate public health into your routine practice. It will support your successful completion of Public health QP criteria HLP Level 1 self-assessment. The learning maps to the RPS Professional standards for public health practice for pharmacy and links to tasks that will help you to see where these standards fit in practice.

There is also an e-assessment linked to this e-course.

**Participation in health promoting conversations**

As well as a number of learning programmes on consultation and communication skills, CPPE's exciting online learning environment, [www.thelearningpharmacy.com](http://www.thelearningpharmacy.com), provides fun and interactive learning activities for the whole community pharmacy team.

### Clinical effectiveness Asthma criterion

On the day of the review, the pharmacy can show evidence of asthma patients, for whom more than 6 short-acting bronchodilator inhalers were dispensed without any corticosteroid inhaler within a 6 month period, have since (28 June 2018 ie, the last review date) been referred to an appropriate health care professional for an asthma review; and can evidence that they have ensured that all children aged 5-15 prescribed an inhaled corticosteroid for asthma have a spacer device where appropriate in line with NICE TA38 and have a personalised asthma action plan. Refer to an appropriate healthcare professional where this is not the case.

CPPE has the following learning resources available to assist you with updating knowledge of asthma and inhaler technique for yourself and your team members.

#### **CPPE Inhaler technique learning event workshop: [www.cppe.ac.uk/programmes//inhalers-w-00/](http://www.cppe.ac.uk/programmes//inhalers-w-00/)**

This workshop will provide an overview of the clinical skills required to support respiratory patients to manage their condition and maximise the patient's quality of life.

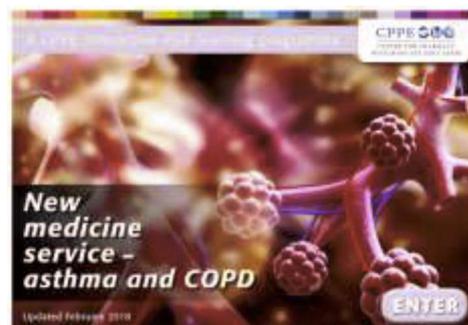


#### **CPPE Inhaler technique for health professionals: getting it right e-learning: [www.cppe.ac.uk/programmes//inhalers-e-02/](http://www.cppe.ac.uk/programmes//inhalers-e-02/)**

This programme explores the reasons why we need to improve how we help patients with their inhaler devices. We look at how the devices work and why making simple changes when we are counselling patients could improve outcomes for both the patient and the health professional.

#### **CPPE New medicine service - asthma and COPD distance learning: [www.cppe.ac.uk/programmes//nmsasthcopd-p-01/](http://www.cppe.ac.uk/programmes//nmsasthcopd-p-01/)**

This programme provides learning and signposting to help pharmacists to conduct effective new medicine service (NMS) consultations for people taking respiratory medicines.



#### **CPPE Targeting your MURs more effectively guide: [www.cppe.ac.uk/programmes//targetmur-g-00/](http://www.cppe.ac.uk/programmes//targetmur-g-00/)**

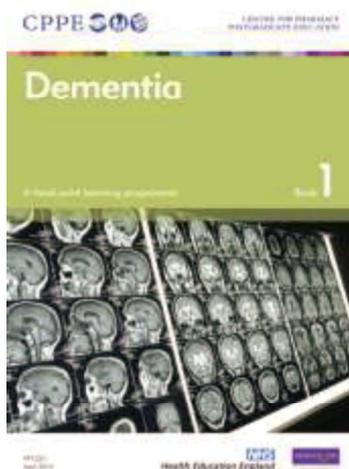
The aim of this guide is to help the pharmacy team work together to undertake effective, high-quality MURs. It will help you explore ways of targeting those patients who will benefit most from MURs, identify key medicines usage issues for each of the target groups and use these to improve the quality of the MURs you undertake.

### Workforce

#### Dementia Friend criterion

On the day of the review, 80 percent of pharmacy staff working in patient facing role are Dementia Friends (Alzheimer's Society).

CPPE regional teams may be delivering the following workshop in your local area. By attending this event you can register as a Dementia Friend.



#### **CPPE Dementia friends and focal point workshop:** **[www.cppe.ac.uk/programmes/1/dementiafr-w-03](http://www.cppe.ac.uk/programmes/1/dementiafr-w-03)**

The focus of this event is to explore the role of the pharmacy team in supporting people with dementia and their carers. This event consists of a Dementia Friends information session and CPPE dementia focal point programme.

You can also access information on how you and your team members can register as Dementia Friends via the Alzheimer's Society at **[www.dementiafriends.org.uk/](http://www.dementiafriends.org.uk/)**

Other CPPE dementia resources can be found on the CPPE *Dementia* gateway page: **[www.cppe.ac.uk/gateway/dementia](http://www.cppe.ac.uk/gateway/dementia)**

Joanne Lane

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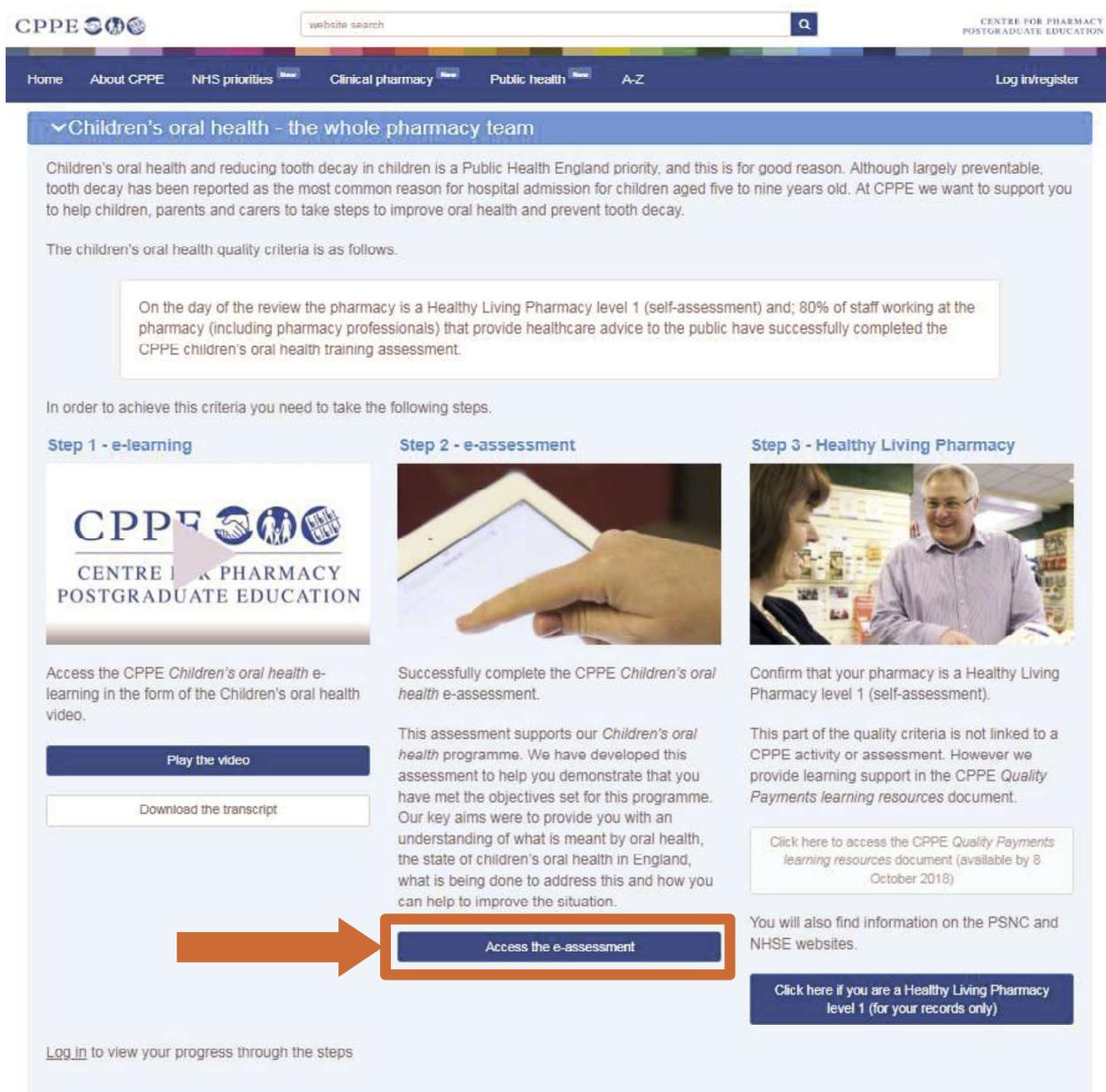
### Appendix 1

In order for non-GPhC registrants to access the *Children's oral health* e-learning and e-assessment they will need to register for a CPPE account. This can be done by clicking **here** and completing the registration form.

Or you can register in the following way.

#### Step 1

Click on the button highlighted below.



CPPE  website search 

Home About CPPE NHS priorities Clinical pharmacy Public health A-Z Log in/register

#### Children's oral health - the whole pharmacy team

Children's oral health and reducing tooth decay in children is a Public Health England priority, and this is for good reason. Although largely preventable, tooth decay has been reported as the most common reason for hospital admission for children aged five to nine years old. At CPPE we want to support you to help children, parents and carers to take steps to improve oral health and prevent tooth decay.

The children's oral health quality criteria is as follows.

On the day of the review the pharmacy is a Healthy Living Pharmacy level 1 (self-assessment) and; 80% of staff working at the pharmacy (including pharmacy professionals) that provide healthcare advice to the public have successfully completed the CPPE children's oral health training assessment.

In order to achieve this criteria you need to take the following steps.

##### Step 1 - e-learning



Access the CPPE *Children's oral health* e-learning in the form of the *Children's oral health* video.

[Play the video](#)

[Download the transcript](#)

##### Step 2 - e-assessment



Successfully complete the CPPE *Children's oral health* e-assessment.

This assessment supports our *Children's oral health* programme. We have developed this assessment to help you demonstrate that you have met the objectives set for this programme. Our key aims were to provide you with an understanding of what is meant by oral health, the state of children's oral health in England, what is being done to address this and how you can help to improve the situation.

[Access the e-assessment](#)

##### Step 3 - Healthy Living Pharmacy



Confirm that your pharmacy is a Healthy Living Pharmacy level 1 (self-assessment).

This part of the quality criteria is not linked to a CPPE activity or assessment. However we provide learning support in the CPPE *Quality Payments learning resources* document.

[Click here to access the CPPE \*Quality Payments learning resources\* document \(available by 8 October 2018\)](#)

You will also find information on the PSNC and NHSE websites.

[Click here if you are a Healthy Living Pharmacy level 1 \(for your records only\)](#)

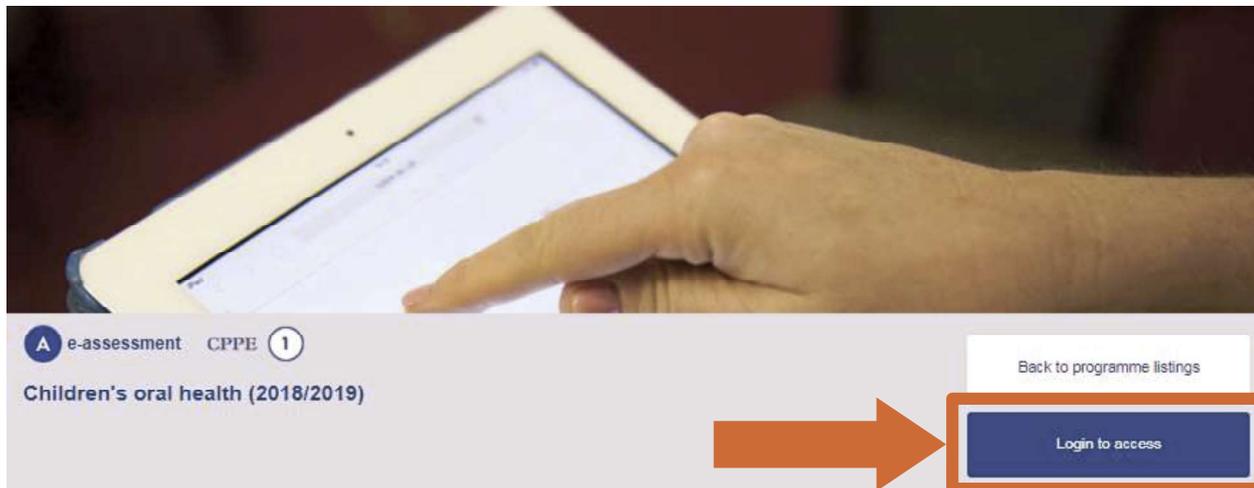
[Log in](#) to view your progress through the steps

# Quality payments

## Learning resources

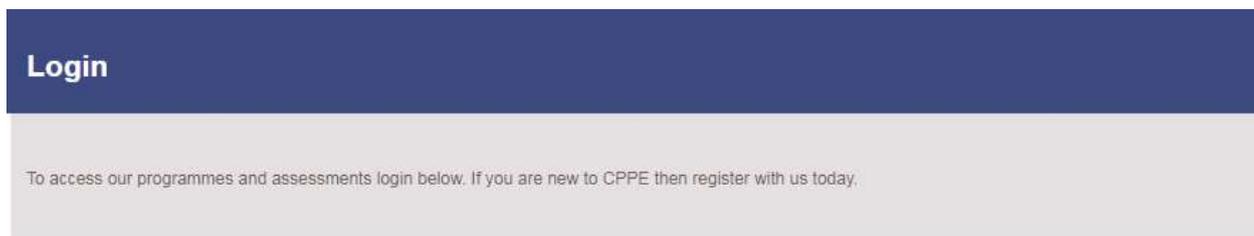
### Step 2

Click on the button highlighted below.



### Step 3

Click on the button highlighted below or click [here](#).



#### Login

Your GPhC number or email address



Password - case sensitive



By logging in you are agreeing to the CPPE Terms and Conditions and use of Cookies.

Login

Forgotten your password? [Reset it here.](#)  
[Update your email address](#)  
[CPPE and personal data](#)

#### Register with CPPE

New to CPPE? Register today to access our programmes and assessments.

Register

### Step 4

Click on the button highlighted below and complete the registration form.

### Register with CPPE for non GPhC registrants

To register with CPPE and access our learning and assessments complete the registration form below. For more information about the services CPPE provides and details of how we are funded go to the [about CPPE section](#). If you are a pharmacist, pre-registration trainee or pharmacy technician please use the [GPhC registrant registration form](#).

Title \*

First name \*

Your surname \*