



Quality Payment Scheme 2018/19 Second Payment

The scheme was first included as part of the Community Pharmacy Contractual Framework from April 2017. For this second phase of 2018/19, there are a number of amendments to the Gateway and Quality Criteria. The review point will be on February 15, 2019 with claims made online to NHS BSA.

Gateway Criteria

Pharmacy must meet all five criteria on the review date before Quality Payments can be claimed

Domain	Criteria	Evidence and Solutions
Advanced Services	Must offer at least one of: Medicines Use Review, New Medicine Service or have registered for NHS Urgent Medicine Supply Service	No evidence is required as NHS England will be able to verify this information from their records. These services should be listed on your NHS.UK profile.
NHS.UK entry	NHS.UK information on the pharmacy and its services must be up-to-date including Bank Holiday opening hours	Bank Holiday dates must include December 25 and 26 and January 1. The edit or validation of information should be undertaken between 3/12/2018 and 15/02/2019
CPPQ (previously a Quality Criteria)	Results of the latest patient experience survey (CPPQ) published on your pharmacy's NHS.UK page	PSNC guidance on completing CPPQ
NHSmail (revised)	Pharmacy staff must be able to send and receive NHSmail from their shared premises NHSmail account which must have at least 2 live linked accounts	PSNC NHS Mail page.
IT System Compliance (new)	Demonstrate compliance of the pharmacy's operating system and browser versions with NHS Digital's Warranted Environment Specification (WES) requirements for connectivity to NHS Spine systems	Contractors need to check that the computers they use to access NHS Spine services are using operating systems and web browsers that are compliant with the NHS Digital WES



Quality Criteria

Contractors must fully meet and be able to evidence compliance with the criteria on the date of review to claim.

Payments will be funded from a budget of £37.5 million.

Each point is worth a minimum of £32 up to a maximum of £64 per point depending on the overall level of claims across all contractors.

Domain	Criteria	Points at Review	Evidence and Solutions
Patient Safety (revised)	<p>Production of a new or updated written patient safety incidents report that demonstrates evidence of analysis, learning and action taken.</p> <p>Identify and manage risks associated with look-alike sound-alike (LASA) errors.</p> <p>Upload any LASA incident reports to the NRLS and retain evidence of doing so.</p>	20	<p>It is also a requirement within Essential Services and GPhC Standards to record and report patient safety incidents.</p> <p>PSNC guidance.</p>
Patient Safety (new)	<p>80% of registered pharmacy professionals (pharmacists, locums and technicians) have satisfactorily completed CPPE Risk Management training.</p> <p>Pharmacy has available an example of a risk review with identified risk minimisation actions taken.</p>	20	<p>CPPE guide and e-assessment module</p> <p>(4hrs of learning)</p>



Patient Safety (new)	Pharmacy must have completed an audit of non-steroidal anti-inflammatory drugs and gastro-protection for patients 65 or over, notified the patient's GP where concerns identified, share anonymised data with NHS England and incorporated the learning into future practice	20	NSAID Safety Audit
Public Health (revised)	Healthy Living Pharmacy Level 1 (self-assessment and declaration) 80% of staff providing healthcare advice have successfully completed CPPE Children's Oral Health training assessment	15	Complete and declare and/or maintain all HLP criteria Pharmacy Complete HLP Support RSPH HLP assessment and registration portal CPPE child oral health e-learning video and e-assessment
Digital and Urgent Care	NHS 111 Directory of Services (DoS) entry confirmed as up-to-date at review point.	2.5	NHS Digital DoS portal PSNC guidance on NHS 111 DoS



Clinical Effectiveness (revised)	Asthma patients dispensed more than 6 short acting bronchodilator inhalers without any corticosteroid inhaler within the 6 month period since the last review date are referred to an appropriate health care professional for an asthma review. Ensure that all children aged 5-15 prescribed an inhaled corticosteroid have an appropriate spacer device and refer if not the case.	20	PSNC guidance and referral document
Workforce	80% of all pharmacy staff working in patient facing roles are trained Dementia Friends.	2.5	PSNC guidance