HLP Criteria Checklist

Workforce development

Public health needs		Met
1a.	All pharmacy staff have an awareness of the local public health and pharmaceutical needs outlined in the Joint Strategic Needs Assessment (JSNA), Pharmaceutical Needs Assessment (PNA) and Health Profiles for the area the serve including where and how to access them.	
1b.	For DSPs only: As DSPs will provide services to patients in a wider geographical area than that of most other pharmacies, they will need to reflect on the broad health needs of their patients wherever they may live, rather than those living in a specific local area, for example by seeking information on the health profile of their patients when undertaking patient experience surveys or similar or using the health profiles reflecting a broader area.	
Health and wellbeing ethos		**Met**
2.	All pharmacy staff understand the basic principles of health and wellbeing, and that every interaction is an opportunity for a health promoting intervention.	
3.	At least one member of pharmacy staff (1 Full Time Equivalent) has completed the training and assessment of the Royal Society for Public Health (RSPH) Level 2 Award in Understanding Health Improvement and is therefore a Health Champion.	
Team leadership		**Met**
4.	An individual from the pharmacy team has undergone leadership training internally or through an organisation that maps to/encompasses the following domains: • Inspiring a shared purpose – valuing a service ethos, curious about how to improve services and care, behaving in a way that reflects the principles and values of the organisation • Sharing the vision – communicating a compelling and credible vision of the future in a way that makes it feel achievable and exciting • Engaging the team – involving individuals and demonstrating that their contributions and ideas are valued and important for delivering outcomes and continuous improvements to the service • Developing capability – building capability to enable people to meet future challenges, using a range of experiences as a vehicle for individual and organisational learning, acting as a role model for personal development • Influencing for results – deciding how to have a positive impact on other people, building relationships to recognise other people's passions and concerns, using interpersonal and organisational understanding to persuade and build collaboration.	
Communication		**Met**
5.	All patient-facing pharmacy staff can use the NHS website and other appropriate public health information sources, e.g., PHE Resource Centre, when providing advice on health issues and where appropriate, bearing in mind the findings of PNAs and JSNAs such as location of services, when providing advice on health issues when appropriate.	
6.	The pharmacy team is friendly, welcoming and sensitive to the need for privacy for different individuals seeking advice including respecting people's values and beliefs.	
7.	The pharmacy team routinely explain who they are, wear a name badge and inform people about the information and/or services on offer.	
8.	All pharmacy staff receive training on how to approach people to discuss difficult or sensitive public health issues.	
9.	All pharmacy staff are able to provide brief health and wellbeing advice (2-3 minutes) and have an awareness that the person may need additional support for behavioural change.	

HLP Criteria Checklist

Engagement

Community engagement		Met
10.	The pharmacy team proactively engages with patients and the public in the pharmacy, to offer them advice, support and signposting to other providers of services in the community where applicable.	
11	The pharmacy encourages local charities and other providers to work with the pharmacy for delivery of key health messages/displays where appropriate.	
12.	The pharmacy team is aware of appropriate health and wellbeing providers and resources in their community and is able to direct patients and the public to theses to meet their needs where this is necessary, e.g., Specialist Clinics, Smoking Cessation, Drug and Alcohol Services, Health Trainer Service, Weight Management Services, Mental Health Services, Community Exercise Groups.	
13.	The pharmacy team actively work in collaboration with other organisations to deliver pharmacy outreach and any locally commissioned services.	
14.	The pharmacy team take prevention and health promotion services beyond the pharmacy premises. Pharmacy outreach may be face to face and take services to people where they live or spend time or may be virtual events.	

Premises

Health promoting environment		Met
15.	It is clear to the public that free, confidential advice on their health and wellbeing can be accessed.	
16a.	For pharmacies which are visited by patients and the public, the pharmacy has a dedicated Health Promotion Zone, that: • is clearly marked and accessible • has a professional appearance • is appropriately equipped with up-to-date professional health and wellbeing information that meets the local public health needs as suggested in the JSNA/PNA, Annual Report of the Director of Public Health or after discussion with commissioners/public health professionals.	
16b.	For DSPs only: DSPs must have a website for use by patients and the public accessing their services, which has an interactive page on their website clearly promoted to any user of the website when they first access it, which provides public access to a reasonable range of up-to-date materials that promote healthy lifestyles, by addressing a reasonable range of health issues. DSPs must be compliant with this requirement from 1st April 2021	
17a.	The pharmacy has a consultation room which meets the minimum NHSE&I's approved particulars for premises or will have fitted a consultation room (if they do not currently have one) by 1st January 2021.	
17b.	For DSPs or some small-sized pharmacies: arrangements are in place at their premises which enable a person performing pharmaceutical services to communicate confidentially with a person accessing pharmaceutical services: o by telephone or another live audio link; and o via a live video link.	
17c	For pharmacies that do not provide Advanced Services: Where a pharmacy has not provided any Advanced services at or from the premises during 2020, they will be exempt from the requirement to have a consultation room on the premises until 1st April 2023, after which they will also be required to have one in place.	
Sustainability		**Met**
18.	The pharmacy contributes to a sustainable environment and this is reflected in the way they operate their business, e.g., using recyclable materials.	