

Pharmacy Quality Scheme (PQS)

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Agenda

- Good Practice
- Criteria
- Training
- Resources Available
- AOB and Questions

Good Practice

- Break into bite size chunks
- Empower a key staff member to own the process
- Identify those items that are the 'day job' (ensure they are being completed routinely)
- Keep copies of all training certificates to hand
- Keep all PQS evidence in a folder
- Don't leave everything to the last minute
- Work out how much is at stake financially for your business (average Pharmacy is £6,750)
- Link to campaigns etc where possible (e.g. weight management)
- Ensure certain items become routine all year e.g. NMS

Gateway Criteria

(Must be achieved by 31/03/2023 to claim quality criteria)

NMS

- 20 completed
- Claimed by 5/4/23

Patient Safety

- Record incidents and what you have done to resolve them on the monthly form. (Near miss, dispensing errors significant interventions)
- Transfer these to the annual report
- Add any additional actions you have taken to resolve/prevent further issues.

Quality Domains

- Risk Management and Safeguarding - Band 2-6 = 25 points
- Respiratory - Points dependent on prescription volume (Max 33.3 points)
- Healthy Living support - Band 2-6 20 points (10 points for intervention + 10 points for referral)
- Prevention - Band 2-6 20 points
- Addressing unwanted variation in care - Band 2-6 10 points

Risk Management and Safeguarding

Update the risk review from 21/22 or Complete a new Risk review

Review to include:

- Risk of missing Sepsis identification
- Missing Red Flag symptoms during OTC consultations
- Minimising risk of Covid transmission

Risk Management and Safeguarding

Training

- Sepsis since April 2021 (update every two years)
- Risk Management guide and e-assessment
- Safeguarding Level 3 (Webinar)
- Domestic Abuse prevention
 - [Safe Spaces training](#) and [quiz](#)
 - [Ask for ANI and Safe Spaces schemes: training toolkit](#)
 - read and understood the [Safe Spaces Set-up Toolkit](#)

Respiratory

- Record children aged 5-15 have an asthma plan in place and how many have a spacer where required
- Record the total number of children aged 5 to 15 referred to a prescriber for a spacer device
- Record number of patients identified who were prescribed a new inhaler and offered an NMS.
- Record number of NMSs provided face-to-face and number of virtual including inhaler technique training.
- Record number of patients referred to prescriber after conducting NMS.

Respiratory continued

- Record the number of patients referred to prescriber with issues identified during NMS
- Record the total number of patients with asthma, for whom three or more bronchodilator inhalers were dispensed without any corticosteroid inhaler within a six-month period and who were referred to an appropriate healthcare professional for an asthma review by the day of the declaration.
- Record number of returns of unwanted and used inhalers

Training

- Inhaler technique - training completed and April 2020 e-assessment completed
- [PSNC Briefing 030/22: Reducing the climate change impact of inhalers: environmentally safe disposal](#)

Healthy Living support

Weight Management

- Discuss weight management with a min of **25 people** and refer a **min of 4 people** to either NHS Digital or Local Authority tier 2 weight management service
- Complete action plan
- Record number of people who had their BMI calculated and explained
- Record number of people who were referred to [Local Authority tier 2 weight management service](#)
- Record number of people who were referred to [NHS digital weight management service](#)

Training

- Complete weight Management training if not previously completed

Prevention

Antimicrobial Stewardship

- Review 15 patients over a 4-week period presenting without a prescription for a suspected UTI and 15 for a suspected upper respiratory infection.

(If minimum for each condition not achieved in 4 weeks continue for 8 weeks)

- Record start and end date.
- Share anonymised data with NHS England via MYS. Review previous action plan or produce new plan. Changed SOP to incorporate target leaflets into day-to-day practice

Training

Complete training for either registered or non-registered staff. (within period 2020-2023)



Prevention continued

Cancer Awareness

- Confirm that the risk review includes plans to minimise the risk of missing suspected cancer symptoms
- Total number of patients referred to a GP following detection of red flag signs and symptoms of suspected cancer

Training

Module 1 of [Let's Communicate Cancer](#) (early diagnosis and prevention) training and quiz completed

Addressing unwanted variation in care

Palliative and End of Life Action Plan

- Confirm if the pharmacy does or does not stock the 16 palliative and end of life critical medicines
- If yes update NHS Profile Manager to confirm (To be completed as soon as possible after the 16/1/23 and by 31/3/23)
- Everyone must complete an action plan that shows you are able to signpost patients or their carers/relatives to a pharmacy holding the stock
- Pharmacies commissioned for the immediate access to emergency medicines is available here: [East and North Herts](#) / [South and West Herts](#)
- This plan must be available for inspection

Training Requirements

- Training to be completed by 31/3/2023
- Certificates to be available if requested
- Ensure training up to date
- Ensure relevant staff have completed training for their role
- Have plans in place to train any new staff in the future where possible

Criteria/ Domain	Training and assessment	Pharmacist	Pharmacy tech	Trainee pharmacist	Trainee tech	Period in which training & assessment (if applicable) must have been completed
Risk review	CPPE risk management guide and e-assessment	X	X	Recommended	Recommended	Completed by 31/3/23
	CPPE sepsis online training and e-assessment (required to repeat every two years)	X	X	Recommended	Recommended	1/4/21 – 31/3/23
Safeguarding level 3	bespoke one-hour webinar training video for community pharmacy (There is no assessment for the webinar)	X	X	Recommended	Recommended	30/6/22 (Date of live webinar) – 31/3/23
Domestic abuse prevention	Safe Spaces training	X	X	X	X	22/9/22 (Date training went live) - 31/3/23
Inhaler technique checks	CPPE Inhaler technique for health professionals: getting it right e-learning and Inhaler technique for health professionals e-assessment (Required to repeat every 4 years)	X		Recommended		1/4/19 - 31/3/23
	Return of unwanted and used inhalers	X	X	X	X	Completed by 31/3/23
Weight management	PHE All our Health bitesize training Adult Obesity and Childhood Obesity (Required to repeat every 4 years)			Recommended	Recommended	1/4/19 - 31/3/23
	Section 1 & 3 CPPE Weight management for adults: understanding the management of obesity e-learning and e-assessment . (Required to repeat every 4 years)	X	X			1/4/19 - 31/3/23
Prevention	Infection prevention and control Level 1 e-learning and assessment			X	X	1/4/20 - 31/3/23
	Infection Prevention and Control Level 2 e-learning and assessment	X	X	Recommended	Recommended	1/4/20 - 31/3/23
	Antimicrobial Stewardship for Community Pharmacy e-learning and e-assessment	X	X	X	X	1/4/20 - 31/3/23
Cancer awareness	Let's Communicate Cancer E-learning (BOPA) Module 1 and quiz on Module 1 ,	X	X	X	X	31/3/21 – 31/3/23

Criteria/Domain	Training and assessment	Dispensary staff	Medicines counter assistants	Delivery drivers	Period in which training & assessment (if applicable) must have been completed
Risk review					
Safeguarding level 3					
Domestic abuse prevention	Safe Spaces training	X	X		22/9/22 (Date training went live) - 31/3/23
Inhaler technique checks					
	Return of unwanted and used inhalers	X	X	X	Must be completed by 31/3/23
Weight management	PHE All our Health bitesize training Adult Obesity and Childhood Obesity (Required to repeat every 4 years)	X	X		1/4/19 - 31/3/23
Prevention	Infection prevention and control Level 1 e-learning and assessment	X	X	X	1/4/20 - 31/3/23
					1/4/20 - 31/3/23
	Antimicrobial Stewardship for Community Pharmacy e-learning and e-assessment	X	X		1/4/20 - 31/3/23
Cancer awareness	Let's Communicate Cancer E-learning (BOPA) Module 1 and quiz on Module 1 ,	X	X		31/3/21 - 31/3/23

Summary of the 2022/23 PQS training requirements (full details of the requirements will be published in the Drug Tariff)

 = a new training requirement

Criterion / domain	Training and assessment (where applicable)	Who needs to complete it?	Pharmacists	Pharmacy technicians	Trainee pharmacists	Trainee pharmacy technicians	Dispensary staff	Medicines counter assistants	Delivery drivers	Period in which training & assessment (if applicable) must have been completed
Risk review	CPPE risk management guide and e-assessment	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required				Must be completed by 31st March 2023 ¹
	CPPE sepsis e-learning and e-assessment (required to repeat every 2 years)	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required				1st April 2021 - 31st March 2023
Safeguarding level 3	Safeguarding level 3 for pharmacy teams webinar ² (there is no assessment for this training)	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required				30th June 2022 (Date of live webinar) - 31st March 2023
Domestic abuse prevention	Safe Spaces training and quiz ³ – this is hosted on the CPPE website	Patient-facing pharmacy staff that provide advice on medicines or healthcare	✓	✓	✓	✓	✓	✓		22nd September 2022 (Date training went live) - 31st March 2023
Inhaler technique checks	CPPE Inhaler technique for health professionals: getting it right e-learning ⁴ and Inhaler technique for health professionals e-assessment (required to repeat every 4 years)	Pharmacists	✓		Recommended but not required					1st April 2019 - 31st March 2023
	Return of unwanted and used inhalers ⁵	Patient-facing pharmacy staff ⁶	✓	✓	✓	✓	✓	✓	✓	Must be completed by 31st March 2023
Weight management	PHE All Our Health: bitesize training and e-assessments on adult obesity and childhood obesity (required to repeat every 4 years)	Non-registered patient-facing pharmacy staff who provide health advice			✓	✓	✓	✓		1st April 2019 - 31st March 2023
	Section 1 and 3 of CPPE weight management for adults: understanding the management of obesity training and e-assessment (required to repeat every 4 years)	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required				1st April 2019 - 31st March 2023
Prevention	HEE infection prevention and control level 1 e-learning and e-assessment (required to repeat every 3 years)	Non-registered pharmacy staff			✓	✓	✓	✓	✓	1st April 2020 - 31st March 2023
	HEE infection prevention and control level 2 e-learning and e-assessment (required to repeat every 3 years)	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required				1st April 2020 - 31st March 2023
	HEE antimicrobial stewardship for community pharmacy e-learning and e-assessment (required to repeat every 3 years)	Patient-facing pharmacy staff that provide advice on medicines or healthcare	✓	✓	✓	✓	✓	✓		1st April 2020 - 31st March 2023
Cancer awareness	Module 1 of Let's Communicate Cancer (Early diagnosis and prevention) and quiz ⁷	Patient-facing pharmacy staff that provide advice on medicines or healthcare	✓	✓	✓	✓	✓	✓		31st March 2021 - 31st March 2023

1 - Please note, for the **2023/24 PQS**, registered pharmacy professionals will be required to have completed the CPPE Risk management guide and passed the e-assessment within four years prior to 31st March 2024 (between 1st April 2020 and 31 March 2024). This requirement was due to be introduced in the 2022/23 PQS, but due to the start date of the scheme being delayed, it has been agreed to delay this requirement until the 2023/24 Scheme.

2 - If you attended the live recording of this webinar on 30th June 2022 and have the certificate of attendance, you have met this training requirement.

3 - Staff members, who have been affected by domestic abuse and do not wish to undertake the Safe Spaces training and quiz, are exempt from completing it.

4 - Pharmacists can complete this e-learning or attend a CPPE inhaler technique face-to-face inhaler technique workshop (if available).

5 - There is no set training for the return of unwanted and used inhalers; however, PSNC has produced a factsheet (available at psnc.org.uk/pqs) which contractors can use to meet this training requirement.

6 - Contractors may also have other staff that can be identified as having patient-facing roles.

7 - If you have completed the BOPA Let's Communicate Cancer series on the BOPA website since 31st March 2021 and have your certificate of completion, you have met this training requirement.

Funding

- Respiratory has a designated maximum number of points dependent on total prescription volume in according to the NHSBSA's payment data.
- All other domains, realise a fixed payment.
- Funding will be divided between qualifying pharmacies based on the number of points achieved.
- Maximum £135 per point.
- Minimum value per point of £67.50
- Total funding for PQS 2022/23 is £75 million.

AOB + Questions



Useful Links

- [CPPE sepsis online training](#) and [e-assessment](#)
- [CPPE risk management guide](#) and [e-assessment bespoke one-hour webinar training video for community pharmacy](#) - Safeguarding level 3
- For the safeguarding level 3 webinar, you will need to download a certificate of completion from the elfh website. If certificates have not been received, email ENGLAND.CommunityPharmacy@nhs.net. Contractors must keep a copy of the certificate for each member of staff as evidence that the training has been completed.
- [Safe Spaces training](#)
- [Ask for ANI and Safe Spaces schemes: training toolkit](#) and [Safe Spaces Set-up Toolkit](#)
- [CPPE Inhaler technique for health professionals: getting it right e-learning](#)
- [Inhaler technique for health professionals e-assessment](#)
- [PSNC Briefing 030/22: Reducing the climate change impact of inhalers: environmentally safe disposal](#)
- [PSNC patient briefing aid on inhaler disposal](#)
- [PSNC Briefing 032/22: Pharmacy Quality Scheme – Asthma referrals](#)

Useful Links

- All Our Health bitesize training and assessments on [Adult Obesity](#) and [Childhood Obesity](#) to gain a broader understanding of the causes and effects of obesity
- [CPPE Weight management for adults: understanding the management of obesity e-learning and e-assessment.](#)
- It should also include details of how to refer people to the [NHS Digital Weight Management Programme](#)
- Pharmacy teams are encouraged to review the former Public Health England [Let's Talk About Weight infographic](#) and [Let's talk about weight: a step-by-step guide to brief interventions with adults for health and care professionals guidance](#) for support with initiating and managing conversations with people about weight management
- [Infection prevention and control Level 1 e-learning and assessment](#) on the elfh website
- [Infection Prevention and Control Level 2 e-learning and assessment](#)
- [Antimicrobial Stewardship for Community Pharmacy e-learning and e-assessment.](#)
- The local antibiotic formulary for Hertfordshire is available on our [website](#).
- [Antibiotic Guardians](#)
- [Let's Communicate Cancer E-learning \(BOPA\) Module 1](#) and have completed the [quiz on Module 1](#)
- Pharmacies commissioned for the immediate access to emergency medicines is available here - [East and North Herts](#) / [South and West Herts](#)

Templates

- [Action plan template \(Word\)](#)
- [Data collection form \(Word\)](#)
- [NHS England – Data collection form for UTI consultations with women under 65 years](#)
- [NHS England – Data collection form for upper RTI consultations with patients](#)
- [Monthly patient safety report template \(Word\)](#)
- [Patient safety report template \(Word\)](#)
- [Risk review templates: Risk management and safeguarding domain \(sepsis, over the counter consultations and COVID-19\) \(Word\)](#)
- [Risk review template: Prevention domain \(risk review for minimising the risk of missing suspected cancer symptoms\) \(Word\)](#)
- [Training record sheet \(Word\)](#)

Support Documents

- [PSNC PQS 2022/23 Action and Evidence Portfolio Workbook](#)
- [PSNC Briefing 031/22: Pharmacy Quality Scheme – Summary of the training requirements for the 2022/23 Scheme PQS 2022/23 checklist \(Word\)](#)
- [Patient safety report: Completing the patient safety report \(PDF\) –](#)
- [PSNC Briefing 030/22: Reducing the climate change impact of inhalers: environmentally safe disposal](#)
- [PSNC Briefing 032/22: Pharmacy Quality Scheme – Asthma referrals PSNC patient briefing aid on inhaler disposal](#)
- [Small flyers – Inhaler disposal \(Word\) TARGET – Treating your infection – Urinary Tract Infection \(UTI\) leaflet](#)
- [TARGET – Treating your infection – Upper Respiratory Tract Infection \(RTI\) leaflet](#)
- [UKHSA letter – TARGET patient information leaflets: resources to support the 2022/23 and 2023/24 Pharmacy Quality Schemes](#)
- **An assessment framework, which allows contractors and their teams to track their progress with achieving the gateway and quality criteria/domains of the PQS is available on [PharmOutcomes](#).**