

WHAT IS CPAF?

The Community Pharmacy Assurance Framework (CPAF) helps assess whether community pharmacies are meeting their contractual requirements and providing safe, effective services.

1. Mandatory screening questionnaire

The screening questionnaire is a mandatory part of CPAF monitoring. Completing it does not automatically mean your pharmacy will receive a monitoring visit.

- ✓ Complete and submit the screening questionnaire by the stated deadline.
- ✓ Be aware that if your pharmacy is identified as an outlier, you may be asked to complete the full CPAF questionnaire.

2. Completing the full CPAF questionnaire

Use the questionnaire request and current guidance to make sure your responses are accurate and supported by evidence.

- ✓ Check the questions, submission instructions and deadline.
- ✓ Answer based on what happens in practice, not just what should happen.
- ✓ Check relevant SOPs, records and other evidence before answering.
- ✓ Identify any gaps and record actions, responsibilities and timescales.
- ✓ Submit by the deadline and keep a copy of your response.

Common pitfalls

Incomplete records • answers based on intended rather than actual practice
• overdue actions • SOPs that staff cannot explain • missed submission deadlines.

Completing Your Full CPAF and Preparing for a Monitoring Visit

Use this checklist to prepare your evidence, review your processes and help your team feel ready for a CPAF monitoring visit.

1. Governance, staff and health & safety

- ☐ Current SOPs are accessible, with review dates and version control.
- ☐ Staff induction and training records are up to date.
- ☐ Staff know how to report incidents, raise concerns and manage safeguarding issues.
- ☐ Check that the pharmacy is meeting applicable Health and Safety requirements.
Refer to <https://www.hse.gov.uk/> for guidance.

Useful Guidance

- <https://cpe.org.uk/quality-and-regulations/the-pharmacy-contract/contract-monitoring/>
- <https://cpherts.org.uk/smartcardsupport-keycontacts/essential-services-2/community-pharmacy-assurance-framework-cpaf/>

If you have a CPAF visit, please contact us at info@cpherts.org.uk and we will be happy to support you.

Completing Your Full CPAF and Preparing for a Monitoring Visit



BE READY, NOT JUST PAPER-READY

Staff should understand the procedures and be able to show how they are followed in practice—not simply where documents are stored.

2. Patient safety and records

- ☐ Incidents and near misses are recorded, reviewed and followed up regularly.
- ☐ Complaints and safety alerts are documented and appropriate actions taken.
- ☐ Relevant dispensing, referral, intervention and service records are available.
- ☐ Records reflect the services provided and demonstrate required processes.

3. Controlled Drugs (CDs)

- ☐ Current CD SOPs are available and relevant staff understand them.
- ☐ Staff know where and when to report CD incidents and concerns locally: See our controlled drugs guidance: <https://cpherts.org.uk/smartcardsupport-keycontacts/essential-services-2/controlled-drugs/>
- ☐ CD storage and records are maintained appropriately, and discrepancies are investigated and reported as required.
- ☐ Expired CDs and patient-returned CDs have been disposed of appropriately, with relevant disposal records available for the last six months.

4. Premises & systems

- ☐ Premises and equipment are suitable and safe.
- ☐ Required medicine storage records are available.
- ☐ NHSmail and pharmacy profile details are up to date and accessible by relevant staff.
- ☐ Key records are easy to locate.

Common pitfalls

• Staff cannot explain relevant SOPs. • Records are incomplete or hard to retrieve. • Incident or risk-assessment actions are not followed up. • CD discrepancies are left unexplained. • The team is unfamiliar with the visit scope.

REMEMBER

Not every item applies to every pharmacy or visit. Follow the visit notification and current contractual, regulatory and service-specific requirements. This checklist is a preparation aid, not an exhaustive list of inspection criteria.

Have a CPAF visit coming up?

Please contact Community Pharmacy Hertfordshire in advance of your visit. We can provide a CPAF pre-visit to help you prepare and can attend on the day of your monitoring visit to support you. Please let us know as early as possible so we can discuss your needs and arrange appropriate support.

Email: info@cpherts.org.uk Website: cpherts.org.uk