

Wednesday 14 December 2022

Community Pharmacy Somerset Bulletin Pharmacy Quality Scheme (PQS) 2022-23 Special

Season's Greetings!



Dear Community Pharmacy Somerset owners and teams,

As the days are getting colder and we're approaching the festive season, I'd like to say a big thank you to you and everyone in your pharmacy teams for what you have achieved in 2022. As we have moved into a 'post-pandemic' year the pressure on pharmacies has not lessened. Patients have come to have a greater appreciation for our skills and availability during Covid, and they continue to visit us for more complex minor conditions. Challenges with accessing primary care, waiting lists for hospital treatment, and an urgent care system in crisis have added to your workload, and this is at a time when we continue to struggle with a workforce crisis.

Despite all of this you have delivered for your patients brilliantly. We have provided another massive number of flu and Covid vaccinations to protect the people of Somerset. CPCS from GP or 111 continue to take pressure off primary care and deepen the links between community pharmacy and our system partners. We've seen the launch of the hypertension case finding service that will grow and grow through the next few months and further extend our role. The next few months will see further service developments as a new national contraceptive service launches as well as Musgrove Park Hospital commencing DMS referrals. We are in for a busy few weeks as people collect prescriptions for Christmas as well as the challenges posed by the acute demand for antibiotic prescriptions, but you will deliver brilliantly as you always do.

I hope that you all manage to get a well-deserved break at some point over the festive period and do take a moment to reflect on the brilliant care you've provided for your local communities this year.

Your LPC is here for you, as you are for your customers/patients.

James Nicholas, Chair, Somerset LPC.

Community pharmacist Independent Prescribing (IP) training scoping survey

[Please complete by 8 January 2023]

- Please could all pharmacists who work in community pharmacy in Somerset, whether or not you are interested in becoming an independent prescriber (IP), are already an IP, are training to be an IP or are unsure [complete a very short survey here](#) to help your LPC to gauge demand and plan for independent prescribing opportunities in Somerset – especially in regard to accessing a Designated Prescribing Practitioner to supervise your learning and development.
- The survey will take you no more than 30 seconds to complete, with an optional further 30 seconds to support us even further in our planning.
- Please complete this by 8 January 2023 and pass this on to your community pharmacist colleagues so we get as complete a picture across the system as possible – we are sharing this via several different routes, so if you have already completed the survey there is no need to complete it again - thanks.



Somerset Community Pharmacies Christmas & New Year Bank Holiday [Action]

- Please complete and display a [Christmas New Year Bank Holiday hours poster](#). The poster should be clearly visible to customers when your pharmacy is closed.
- See attached spreadsheet for the [Somerset Christmas & New Year 2022-23 opening hours](#). This contains details of the opening hours of community pharmacies as well as ophthalmic opticians and dental practices (see separate tabs on the spreadsheet).
- Daily pick up patient prescriptions - please remember to make arrangements for patients and ensure that the prescriber is aware of your opening hours
- Please use your Profile Manager login to update [NHS UK](#) and DoS to reflect the opening & closing times of your pharmacy to reflect the opening hours as stated within these sheets.
- For those pharmacies who have been commissioned by NHS SW England to open over the Christmas and New Year holiday period please use the online South West Community Pharmacy Bank Holiday Activity Form to record your activity for the hours you have been asked to open and submit to the team by no later than **Friday 13 January 2022**. Payments will only be made for online submissions so please use this route to ensure you are paid.
- For ease when completing the online form please find a word version of the [Christmas and New Year 2022-23 activity form](#) to help recording the activity.
- Any pharmacies open after 5pm are also asked to email in a completed [Christmas and New Year 2022-23 after 5pm activity form](#) to show demand after 5pm to help inform future commissioning decisions. Email to: <mailto:england.pharmacysouthwest@nhs.net>

Pharmacy Quality Scheme (PQS) 2022-23

- The Pharmacy Quality Scheme (PQS) forms part of the Community Pharmacy Contractual Framework (CPCF). It supports delivery of the NHS Long Term Plan and rewards community pharmacy contractors that deliver quality criteria. The PQS 2022-23 has now launched, providing a critical opportunity for you to receive income.
- In previous years Somerset community pharmacy contractors have been amazing by achieving the criteria, supporting patients and claiming all PQS payments that they can.
- This year we want to support you all once more to achieve this and maximise your PQS income. As part of this your LPC has published this special PQS bulletin.
- We appreciate that there appears to be a lot to do for the PQS 2022-23, but this edition of the bulletin and subsequent editions will support you to work through it logically and timely.
- Please read through this information in full and set you and your team specific tasks to complete weekly/monthly.
- Your LPC appreciates that many contractors will also be looking to their HQ for specific PQS completion guidance; we would also flag that those independents who are NPA members will be receiving PQS support packs too.
- We will cover the local elements of the PQS domains in a series of articles in the next LPC bulletins, so please keep an eye open for these.

➤ [PQS 2022-23 - Make a start](#)



[Read the Guidance for community pharmacy contractors on the PQS 2022-23.](#)

- The PQS 2022-23 builds on previous work around respiratory disease, antimicrobial stewardship and weight management and includes new criteria on improving access to end of life medicines, domestic abuse and cancer red flags.
- The deadline to apply for the PQS 2022-23 aspiration payment has passed and you should have received your payment on 1 December 2022.

- Claiming an aspiration payment was optional – if your pharmacy did not claim an aspiration payment you can still participate in and claim payment for the PQS 2022-23.

➤ Access the PSNC PQS 2022-23 resources to support you



PSNC has published a range of resources to support you to meet the requirements of the Pharmacy Quality Scheme (PQS) 2022-23 including:

- [PSNC PQS 2022-23 Digital Guide](#) that walks you through each of the requirements of the scheme.
- [PSNC Briefing 031/22: Pharmacy Quality Scheme – Summary of the training requirements for the 2022-23 scheme.](#)
- [PSNC Action and Evidence Portfolio Workbook](#) containing questions for you and your team to find out if you are meeting the requirements of the gateway/domains, and much more. This is a fantastic resources and your LPC strongly advises you to use it.
- [PSNC PQS 2022-23 page](#) containing further information, resources and links to support you through the PQS 2022-23.

➤ Use the PQS assessment framework on PharmOutcomes

- An assessment framework which allows you to track your progress with the 2022/23 PQS is available to via [PharmOutcomes](#).
- To access the framework, log into PharmOutcomes, click on 'Assessments' and look under 'PQS 2022/23'.



➤ Complete the PQS 2022-23 Gateway Criteria and make a declaration between 6 Feb - 3 March 2023

- To be eligible to take part in the PQS you must declare that you will achieve the gateway criteria by the end of 31 March 2023.
- The declaration can be made between 6 February 2023 and 3 March 2023.



There are two parts to the gateway criteria:

1. New Medicine Service (NMS)

- The aim of this gateway criterion is to ensure that all pharmacies taking part in the scheme meet all the terms of service requirements and are choosing to actively provide clinical support to patients by providing NMS.
- To participate in the PQS 2022-23 you must have delivered and recorded a minimum of 20 NMS's between 1 April 2022 and the end of 31 March 2023. **If you haven't achieved this minimum number yet, this is a priority for you now.**
- You will not be required to make a declaration for this gateway criterion as this will be automatically verified against the NHS Business Service Authority (NHSBSA) payment data for NMS.
- Resources and further information on NMS can be found on the [PSNC NMS page](#).

2. Patient Safety Report

- This gateway criterion aims to embed a positive safety culture in community pharmacy, ensuring errors and near misses are recorded, learnt from, and actions are taken to prevent future harm.
- **When making a declaration for this criterion, you will confirm that you have a newly written safety report** (new since March 2022 when this criterion was last included in the PQS or covering the last two years if not previously claimed, or since the pharmacy was acquired or opened, if this time period is less than two years).
- **The report should be at premises level and be available for inspection from 31 March 2023.**
- The report will cover analysis of incidents and incident patterns (taken from an ongoing log), evidence of sharing learning locally and nationally, and actions you have taken in response to national patient safety alerts.
- PSNC has provided templates to support you in gathering and collating your patient safety report:
 - [Monthly patient safety report template \(Word\)](#)
 - [Patient safety report template \(Word\)](#)

Full details of the gateway criteria, resources to support you and how to make your declaration can be found at the [PSNC Pharmacy Quality Scheme page](#).

➤ Decide which PQS 2022-23 domains your pharmacy will achieve and work towards these

- Review the four domains within the PQS 2022-23 (see below) and decide which domains your pharmacy will work towards (you may have already done this when you claimed your aspiration payment before 4 November 2022).
- Your LPC encourages you to work towards achieving all of the domains to maximise your income and support for patients.
- You can work towards domains whether you claimed an aspiration payment for them or not. However, if you do not achieve any of the domains you have received an aspiration payment for; the money will be deducted automatically by the NHSBSA.

[PSNC Information, resources and links to support you to meet the criteria within each domain can be found at the PSNC website.](#)

Domain 1 - Risk management and safeguarding

➔ +

Domain 2 - Respiratory

➔ +

Domain 3 - Healthy living support

➔ +

Domain 4 - Prevention

➔ +

Domain 5 - Addressing unwarranted variation in care

➔ +

➤ PQS Domain 3 – Healthy Living Support - Weight management compulsory campaign starts 3 January 2023!

- All community pharmacy contractors must participate in a mandatory weight management campaign from 3 - 29 January 2023, during which pharmacy teams will be required to proactively discuss weight management with at least 25 patients and refer at least 4 who meet the criteria for referral to either a Local Authority funded tier 2 weight management service or the NHS Digital Weight Management Programme.
- This campaign is part of the [Healthy living support domain 3 of the 2022/23 PQS](#), and is the only mandatory national health campaign that pharmacy contractors will have to participate in for 2022/23, out of a potential six.
- 'The campaign topic and timing fits with a focus within much of the population on New Year's resolutions during January and it supports work that many teams would already be planning to meet the PQS requirements.
- A [guidance leaflet issued by PSNC](#) instructs contractors to always ask people's permission before talking about weight, and to hold the conversation in private. They should then determine the patient's BMI and then give advice or assistance as appropriate.
- Downloadable [posters and information cards are available at the Department of Health and Social Care website](#) to advertise the campaign and prompt conversations with patients.

If you have any questions about the PQS please contact:

yvonne.somersetlpc@gmail.com or michael.somersetlpc@gmail.com

We will be here to support you throughout the PQS 2022-23!



Pharmaceutical Services
Negotiating Committee

PSNC's [PQS hub page](#) continues to be updated as additional information, resources and FAQs to support the PQS 2022-23 are published.

➤ CPPE resources to support the PQS 2022-23



Pharmacy Quality Scheme

[Home](#)[Risk management and safeguarding](#)[Respiratory](#)[Healthy living support](#)[Prevention](#)

- CPPE has provided [Pharmacy Quality Scheme webpages](#) to support you to meet the training requirements of the scheme.
- The pages include information on each of the PQS domains that have quality criteria requiring completion of learning/assessment. These are:
 - [Risk management and safeguarding](#)
 - [Respiratory](#)
 - [Healthy living support](#)
 - [Prevention](#)
- The page for each domain includes information on the learning and assessments developed or hosted by CPPE and/or links to required learning from other providers, as relevant.
- One of the key differences in this year's PQS compared to previous years is the inclusion of 'validity periods' for learning. This means that staff **may be required to repeat training and e-assessments that they have completed previously**, depending on the stated validity period and when they last completed the training and e-assessments.
- CPPE has included a **really useful tracker** on the [PQS home page](#) to help you to easily identify which learning and e-assessments you need to complete to meet the requirements of the PQS 2022-23. You need to be logged in to the CPPE website to see the tracker. The tracker works for GPhC registered pharmacy professionals and non-registrants with a [non-GPhC registrant account](#).
- Note that the tracker is for CPPE learning/assessments included in the PQS 2022-23, but does include the new [Domestic abuse awareness \(Safe Spaces training\) e-learning](#), developed by Hestia and hosted on the CPPE website. This e-learning is a quality criterion requirement in the [Risk management and safeguarding PQS domain](#).

➤ Book onto the CPPE face to face *Optimising inhaler technique* workshop, Bridgwater, Wed 11 January 2023



- After almost 3 years we are really pleased to announce that face to face CPPE workshops are returning providing you with a chance to connect and learn with others - two of the **five ways to wellbeing!**
- An [Optimising inhaler technique: improving outcomes workshop](#) is scheduled on Wednesday 11 January 2023, 19:30-21:30 at The Canalside Conference Centre, Bridgwater.
- **This workshop is for pharmacists, pharmacy technicians or trainee pharmacists in any sector and supports the Respiratory domain of the PQS 2022-23.**
- Please book now as places are limited. [Booking link](#).

LPC Contact details

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