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**Community Pharmacy Assurance Framework process 2017/18**

Community pharmacies across England will be asked to complete the CPAF screening questionnaire as part of the updated Community Pharmacy Assurance Framework. The results of this screening questionnaire, **along with other locally held information**, will help NHS England local teams to identify which pharmacies should be considered for a contract monitoring visit and asked to complete the full CPAF questionnaire.

The process in the table below describes two sets of visits and factors to take into account as part of the overall assurance process:

* Follow up visits to a selection of pharmacies to validate the answers given in the screening questionnaire
* Consideration and process to be followed to identify those pharmacies where a comprehensive contract monitoring visit is required.

It is anticipated that a total of 3-5% of pharmacies in a region will be visited throughout the course of the year. This will include those visited to validate their self-assessments **and** those who are visited following completion of the full CPAF questionnaire.

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| June 17 | All pharmacies to be asked to complete the CPAF screening questionnaire by the BSAThe questionnaire will be available for all pharmacies to complete from: Monday 5 June 2017 until Sunday 2 July 2017 |
| July 17 | Results of screening questionnaire to be made available on NHSBSA portal |
| July / Aug 17 | Regional teams to analyse CPAF screening questionnaire responses |
| Sept / Oct 17 | **Visits to validate answers given to the screening questionnaire:**Arrange to visit 1-2% of pharmacies in Sept / Oct to validate the answers they have given to the screening questionnaire.This selection of pharmacies should include some who have scored 3s for all questions in the screening questionnaire and some who have scored a mixture of 2s and 3s.These visits should be low key follow up visits where evidence can be verified and pharmacies are given an opportunity to showcase added value and any local initiatives undertaken. This will help regional teams to observe areas of good practice and also identify any situation where the answers are inconsistent with the evidence available.The superintendent’s offices of multiples should be informed if any of their pharmacies are to be visited. |
| Oct 17 | **Full CPAF pre-visit questionnaire and visits** Decide which pharmacies will be asked to complete the full CPAF questionnaire (1-3% of the pharmacies in the region – but see note below\*). The principle is that these are the pharmacies that may be visited, but there will be some who you decide not to visit following their more in depth response. Prioritise those who will be asked to complete the full questionnaire taking into account the following factors and sources of information:* Non completion of CPAF screening questionnaire (mandatory selection factor – but see note below\*)
* CPAF screening questionnaire response – overall score less than 2 or where a contractor has scored Level 1 or below for more than three questions
* Pharmacies identified through the part 1 verification process above as not having the evidence to support their CPAF screening returns
* Any new pharmacies that have opened in the past year that have not already been visited
* Organisational changes should be considered, including changes of ownership, those where there has been a share purchase or a change in superintendent pharmacist
* Concerns relating to patient safety, complaints, adverse NHS Choices comments and other miscellaneous concerns (irrespective of the score for the screening questionnaire)
* Poor communication and responses to requests for information
* Outliers in terms of numbers of unplanned closures reported
* Issues identified in relation to compliance with core and supplementary opening hours
* Outliers in terms of out of pocket expenses
* Pharmacies identified as low priority for a visit in the previous year’s assurance programme

In principle, the pharmacies who will be asked to complete the full CPAF questionnaire will be those who the team intend to visit – approximately 1-3% of the total pharmacies in the region. Therefore the number selected should reflect that total. For example:In one area previously, of 500 pharmacies in the area10 (2%) selected for a screening questionnaire validation visit15 (3%) selected for a monitoring visit and asked to complete the CPAF pre-visit questionnaireOf those 15, three questionnaires returned providing sufficient assurance that a visit is not deemed necessary, therefore 12 visits carried out.\* If there are a high number of pharmacies in an area that did not complete the screening questionnaire, there may be a higher proportion asked to complete the full CPAF questionnaire. Regional teams should take into account past performance and reasons for non-completion where known. In some exceptional cases, a decision may be taken not to ask the pharmacy to complete the full questionnaire. For example where a pharmacy that is usually responsive and known to be compliant is forthcoming with a valid reason for not having completed the screening questionnaire. |
| Oct/Nov 17 | Having identified the pharmacies – * Provide the list to the NHSBSA (nhsbsa.help@nhs.net) no later than Friday 13 October 2017
* Send a letter to the pharmacy informing them that they will be asked to complete the full CPAF questionnaire and that the request and link will be sent to them by the NHSBSA
* Inform the superintendent’s office of multiple pharmacies if any of their branches have been asked to complete the questionnaire
* Inform the LPCs that selected pharmacies have been asked to complete the questionnaire, but do not identify the pharmacies
* The questionnaire will be available for selected pharmacies to complete from Wednesday 1 November 2017 until Sunday 3 December 2017
* PDFs of completed questionnaires will be emailed to local offices on a weekly basis throughout November as they are completed
* The full set of completed questionnaires will be available on the NHSBSA portal during December.

A PDF of the full CPAF questionnaire will be published on the NHS BSA website for all pharmacies to access who wish to use it for training or self-assurance purposes. |
| Dec 17 | Make a final decision about which pharmacies will be visited and make arrangements for those visits to take place from January to March 18.  |
| Jan to March 18 | Undertake visits based on the full CPAF responses or in cases where the pharmacy has not completed the CPAF questionnaire.  |