Start page

**Pharmacy Quality Scheme 2022/2023**

Use this service to complete your 2022/23 Pharmacy Quality Scheme (PQS) declaration.

The declaration closes on 3 March 2023 at 11:59pm.

**Payment Criteria**

To be eligible for a PQS payment, you must achieve both of the following gateway criteria:

* Advanced services - New Medicine Service (NMS)
* Patient safety report

Contractors must have delivered a minimum of 20 NMS between 1 April 2022 and the end of 31 March 2023.

**Contractors will not be required to make a declaration for this gateway criterion as this will be verified by a post payment review of the contractor’s NMS payment data for the full year held by the NHS Business Services Authority.**

You also need to provide information on the following domains:

* Risk management and safeguarding
* Respiratory
* Healthy living support
* Prevention
* Addressing unwarranted variation in care

# Gateway criteria

## Patient safety report

**Do you declare that you will have a new written safety report, available for inspection at premises level, by the end of 31 March 2023?**

This report should cover analysis of incidents and incident patterns (taken from an ongoing log), evidence of sharing learning locally and nationally, and actions taken in response to national patient safety alerts.

It should be new since March 2022, when this criterion was last included in PQS, or covering the last 2 years if not previously claimed or since the contractor acquired or opened the pharmacy if this period is less than 2 years.

* Yes
* No

**Do you declare that demonstrable learnings from a review of all patient safety incidents will have been incorporated into the safety report by the end of 31 March 2023?**

This must include a review of, and subsequent actions, where mitigation taken has failed to prevent a look-alike, sound-alike (LASA) incident or near miss from occurring.

* Yes
* No

**Do you declare that by the end of 31 March 2023 you will be able to demonstrate all of the following?**

* **You actively identify and manage the risks at premises level associated with LASA and other high-risk medicines.**
  + Yes
  + No
* **You have put in place actions to prevent these risks.**
  + Yes
  + No
* **All actions identified in the patient safety report have been implemented.**
* Yes
* No

Domain 1: Risk management and safeguarding

**Risk review update**

**Between 1 April 2021 and the end of 31 March 2023, will all registered pharmacy professionals working at the pharmacy on the day of the declaration have** **satisfactorily completed the CPPE sepsis online training and passed the e-assessment?**

* Yes
* No

**How many registered pharmacy professionals working at the pharmacy on the day of the declaration have satisfactorily completed the CPPE sepsis online training and passed the e-assessment since 1 April 2021?**

If none, enter 0 (zero)

<number> registered pharmacy professionals

**How many registered pharmacy professionals working at the pharmacy on the day of the declaration have not satisfactorily completed the CPPE sepsis online training and passed the e-assessment since 1 April 2021 but will have done so by the end of 31 March 2023?**

If none, enter 0 (zero)

<number> registered pharmacy professionals

**By the end of 31 March 2023, will all registered pharmacy professionals working at the pharmacy on the day of the declaration have satisfactorily completed the CPPE risk management guide and passed the e-assessment?**

* Yes
* No

**How many registered pharmacy professionals working at the pharmacy on the day of the declaration have satisfactorily completed the CPPE risk management guide and e-assessment?**

If none, enter 0 (zero)

<number> registered pharmacy professionals

**How many registered pharmacy professionals working at the pharmacy on the day of the declaration have not satisfactorily completed the CPPE risk management guide and e-assessment, but will have done so by the end of 31 March 2023?**

If none, enter 0 (zero)

<number> registered pharmacy professionals

**By the end of 31 March 2023, will you have available, at premises level, an update of the previous risk review undertaken as part of the PQS 2021/22 (or a new risk review if you did not declare the Risk review domain as met in 2021/22), including the risk minimisation actions that the pharmacy team has been taking, and any subsequent actions identified and demonstrably completed as a result of these reflections, for all of the following?**

* **Managing the risk of missing sepsis identification.**
* **Missing red flag symptoms during OTC consultations.**
* **Minimising the risk of transmission of COVID-19.**
* Yes
* No

**Safeguarding Level 3 Webinar**

**By the end of 31 March 2023, will all registered pharmacy professionals working at the pharmacy on the day of the declaration have watched the adult and child safeguarding level 3 webinar training video for community pharmacy available on the e-learning for health website, or alternatively attended the live training event held on 30 June 2022?**

Certificates of completion for all registered pharmacy professional should be available on the pharmacy premises by the end of 31 March 2023.

* Yes
* No

**How many registered pharmacy professionals** **working at the pharmacy on the day of the declaration have watched the adult and child safeguarding level 3 webinar training video for community pharmacy available on the e-learning for health website,** **or attended the live training event held on 30 June 2022?**

If none, enter 0 (zero)

<number> registered pharmacy professionals

**How many registered pharmacy professionals** **working at the pharmacy on the day of the declaration have not watched the adult and child safeguarding level 3 webinar training video for community pharmacy available on the e-learning for health website, but** **will have done so by the end of 31 March 2023?**

If none, enter 0 (zero)

<number> registered pharmacy professionals

**By the end of 31 March 2023, do you declare that you will have, at premises level, an action plan available for inspection on how the premises will manage people who require a safeguarding referral?**

* Yes
* No

**Domestic Abuse Prevention**

**By the end of 31 March 2023, will all patient-facing staff that provide advice on medicines or healthcare working at the pharmacy on the day of the declaration have done the following?**

* **Satisfactorily completed the Domestic abuse awareness (Safe spaces training), hosted on the CPPE website.**
* **Passed the associated quiz on the training.**
* **Read and understood the Ask for ANI and Safe Spaces schemes: training toolkit.**

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

* Yes
* No

**How many patient-facing staff that provide advice on medicines or healthcare working at the pharmacy on the day of the declaration have done the following?**

**• Satisfactorily completed the Domestic abuse awareness (Safe spaces training), hosted on the CPPE website.**

**• Passed the associated quiz on the training.**

**• Read and understood the Ask for ANI and Safe Spaces schemes: training toolkit.**

If none, enter 0 (zero)

<number> patient-facing staff

**How many patient-facing staff that provide advice on medicines or healthcare working at the pharmacy on the day of the declaration have not yet completed the following tasks but will have done so by the end of 31 March 2023?**

• **Satisfactorily completed the Domestic abuse awareness (Safe spaces training), hosted on the CPPE website.**

**• Passed the associated quiz on the training.**

**• Read and understood the Ask for ANI and Safe Spaces schemes: training toolkit.**

If none, enter 0 (zero)

<number> patient-facing staff

**How many patient-facing staff that provide advice on medicines or healthcare working at the pharmacy on the day of the declaration have not completed the Domestic abuse awareness (Safe spaces training) because they are exempt?**

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

If none, enter 0 (zero)

<number> patient-facing staff

**Do you declare that at least one person responsible for the premises will have read the Safe Spaces Set-up toolkit by the end of 31 March 2023?**

* Yes
* No

# 

Domain 2: Respiratory

## Inhaler technique checks

**Between 1 April 2019 and the end of 31 March 2023, will all pharmacists working at the pharmacy on the day of the declaration have satisfactorily completed the ‘CPPE inhaler technique for health professionals: getting it right’ e-learning or attended a CPPE face-to-face inhaler technique workshop, and passed the Inhaler technique for health professionals e-assessment (updated 15 April 2020)?**

* **Yes**
* **No**

**How many pharmacists working at the pharmacy on the day of the declaration have satisfactorily completed the ‘CPPE inhaler technique for health professionals: getting it right’ e-learning and passed the Inhaler technique for health professionals e-assessment (updated 15 April 2020) since 1 April 2019?**

If none, enter 0 (zero)

<number> pharmacists

**How many pharmacists working at the pharmacy on the day of the declaration have not satisfactorily completed the ‘CPPE inhaler technique for health professionals: getting it right’ e-learning and passed the Inhaler technique for health professionals e-assessment (updated 15 April 2020) since 1 April 2019, but will have done so by the end of 31 March 2023?**

If none, enter 0 (zero)

<number> pharmacists

**How many pharmacists working at the pharmacy on the day of the declaration have attended a CPPE face-to-face inhaler technique workshop and passed the current version of the Inhaler technique for health professionals e-assessment (updated 15 April 2020) since 1 April 2019?**

If none, enter 0 (zero)

<number> pharmacists

**How many pharmacists working at the pharmacy on the day of the declaration have not attended a CPPE face-to-face inhaler technique workshop and passed the current version of the Inhaler technique for health professionals e-assessment (updated 15 April 2020) since 1 April 2019, but will have done so by the end of 31 March 2023?**

If none, enter 0 (zero)

<number> pharmacists

**By the day of the declaration, how many patients have been identified as having been prescribed a new inhaler device and were offered an NMS?**

If none, enter 0 (zero)

<number> patients

**By the day of the declaration, how many patients were subsequently provided with an NMS, including an inhaler technique check, face-to-face?**

If none, enter 0 (zero)

<number>

**By the day of the declaration, how many patients were subsequently provided with an NMS, including an inhaler technique check, remotely?**

If none, enter 0 (zero)

<number>

**By the day of the declaration, how many of these patients were referred to their prescriber due to issues identified during the NMS?**

If none, enter 0 (zero)

<number> patients

## Inhaler waste management

**By the end of 31 March 2023, will all patient-facing staff working at your pharmacy on the day of the declaration have been trained on the reasons why used, unwanted and expired inhalers should be returned to the pharmacy for safe disposal, and the adverse effects of the environment when inhalers are disposed of in domestic waste?**

* **Yes**
* **No**

**How many patient-facing staff working at your pharmacy on the day of the declaration have been trained on the reasons why used, unwanted and expired inhalers should be returned to the pharmacy for safe disposal, and the adverse effects of the environment when inhalers are disposed of in domestic waste?**

Include all registered pharmacy professionals, trainee pharmacists, trainee pharmacy technicians, dispensary staff, medicine counter assistants and delivery drivers. You may also have other staff that can be identified as having patient-facing roles.

If none, enter 0 (zero)

<number> staff

**How many patient-facing staff working at your pharmacy on the day of the declaration have not been trained on the reasons why used, unwanted and expired inhalers should be returned to the pharmacy for safe disposal, and the adverse effects of the environment when inhalers are disposed of in domestic waste, but will have been by the end of 31 March 2023?**

Include all registered pharmacy professionals, trainee pharmacists, trainee pharmacy technicians, dispensary staff, medicine counter assistants and delivery drivers. You may also have other staff that can be identified as having patient-facing roles.

If none, enter 0 (zero)

<number> staff

**Can you evidence that between 10 October 2022 and the day of the declaration, the pharmacy had a process in place to have conversations about the safe and environmentally friendly disposal of inhalers with patients, their carers or their representatives?**

* **Yes**
* **No**

**Between 10 October 2022 and the day of the declaration, how many conversations about the safe and environmentally friendly disposal of inhalers have been had with patients, their carers or their representatives?**

If none, enter 0 (zero)

<number> conversations

## Use of a Spacer in Patients Aged 5-15 Years

**Can you evidence that between 10 October 2022 and the day of the declaration, the pharmacy has checked that all children aged 5 to 15 prescribed a press and breathe pressurised MDI for asthma have a spacer device, where appropriate, in line with NICE TA38 and referred children aged 5 to 15 with asthma to an appropriate healthcare professional where this is not the case?**

* **Yes**
* **No**

**Between 10 October 2022 and the day of the declaration, how many children aged 5 to 15 have been referred for a spacer device, where appropriate, in line with NICE TA38?**

If none, enter 0 (zero)

<number> children

## Personalised Asthma Action Plans (PAAP)

**By the end of 31 March 2023, can you evidence that the pharmacy has checked that all patients aged 5** **and above dispensed an inhaler for asthma between 10 October 2022 and the day of the declaration have a** **Personalised Asthma Action Plan (PAAP)?**

* **Yes**
* **No**

**Between 10 October 2022 and the day of the declaration, how many patients aged 5 and above with asthma have been referred for a Personalised Asthma Action Plan (PAAP)?**

If none, enter 0 (zero)

<number> patients

## Referrals for patients using 3 or more short-acting bronchodilator inhalers in 6 months

**Can you evidence that between 10 October 2022 and the day of the declaration, the pharmacy had a process in place to identify patients with asthma, who had more than 3 or more short-acting bronchodilator inhalers dispensed without any corticosteroid inhaler within a 6-month period, and that these were referred to an appropriate healthcare professional for an asthma review?**

* **Yes**
* **No**

**By the day of the declaration, how many patients with asthma, who had had 3 or more short-acting bronchodilator inhalers dispensed without any corticosteroid inhaler within a 6-month period, were referred to an appropriate healthcare professional for an asthma review?**

If none, enter 0 (zero)

<number> patients

Domain 3: Healthy living support

**Weight management**

**Between 1 April 2019 and the end of 31 March 2023, will all non-registered patient-facing pharmacy staff working at the pharmacy on the day of the declaration and providing health advice have satisfactorily completed the All Our Health bitesize training and assessments on Adult Obesity and Childhood Obesity?**

Include trainee pharmacists, trainee pharmacy technicians, dispensary staff and medicine counter assistants.

* **Yes**
* **No**

**How many non-registered patient-facing pharmacy staff working at the pharmacy on the day of the declaration and providing health advice will have satisfactorily completed the All Our Health bitesize training and assessments on Adult Obesity and Childhood Obesity since 1 April 2019?**

Include trainee pharmacists, trainee pharmacy technicians, dispensary staff and medicine counter assistants.

If none, enter 0 (zero)

<number> staff

**How many non-registered patient-facing pharmacy staff working at the pharmacy on the day of the declaration and providing health advice have not satisfactorily completed the All Our Health bitesize training and assessments on Adult Obesity and Childhood Obesity, but will do so by the end of 31 March 2023?**

Include trainee pharmacists, trainee pharmacy technicians, dispensary staff and medicine counter assistants.

If none, enter 0 (zero)

<number> staff

**Between 1 April 2019 and end of 31 March 2023, will all registered pharmacy professionals working at the pharmacy on the day of the declaration have satisfactorily completed sections 1 and 3 of the CPPE weight management for adults: understanding the management of obesity e-learning and e-assessment?**

* **Yes**
* **No**

**How many registered pharmacy professionals working at the pharmacy on the day of the declaration have satisfactorily completed sections 1 and 3 of the CPPE weight management for adults: understanding the management of obesity e-learning and e-assessment since 1 April 2019?**

If none, enter 0 (zero)

<number> registered pharmacy professionals

**How many registered pharmacy professionals working at the pharmacy on the day of the declaration have not satisfactorily completed sections 1 and 3 of the CPPE weight management for adults: understanding the management of obesity e-learning and e-assessment since 1 April 2019 but will do so by the end of 31 March 2023?**

If none, enter 0 (zero)

<number> registered pharmacy professionals

**Do you declare that by the end of 31 March 2023, you will have available, at premises level, a new or updated weight management action plan on how to assist a person who would like support with their weight, with demonstrable evidence of completion?**

* **Yes**
* **No**

**By the day of the declaration, how many patients have the pharmacy team proactively discussed weight management with?**

If none, enter 0 (zero)

<number> patients

***If the answer to this is less than 25:***

**Do you declare that the pharmacy intends to complete discussions about weight management with at least 25 patients by the end of 31 March 2023?**

* **Yes**
* **No**

**By the day of declaration how many patients have had their BMI calculated and waist circumference measured, including having an explanation of the definition of BMI and the potential health impact of each?**

If none, enter 0 (zero)

<number> patients

**How many patients have been referred to a Local Authority funded tier 2 weight management services between 10 October 2022 and the day of declaration?**

If none, enter 0 (zero)

<number> patients

**How many patients have been referred to the NHS Digital Weight Management Programme for those with hypertension and/or diabetes** **between 10 October 2022 and the day of declaration?**

If none, enter 0 (zero)

<number> patients

***If the sum of the last 2 answers is less than 4:***

**Do you declare that the pharmacy intends to refer at least 4 patients (who meet the criteria for referral) to either a Local Authority funded tier 2 weight management service or the NHS Digital Weight Management Programme by the end of 31 March 2023?**

* **Yes**
* **No**

# Domain 4: Prevention

## Antimicrobial Stewardship

**Do you declare that by the end of 31 March 2023 you will have completed the TARGET treating your infections review?** (The review must be carried out over 4 weeks with a minimum of 15 patients for each leaflet, or up to 8 weeks if the minimum number of patients are not achieved within 4 weeks for each leaflet. If you carried out the review for 8 weeks and still did not achieve the minimum number of patients then you should also tick ‘yes’ for this question.)

* **Yes**
* **No**

**What date did you begin, or expect to begin, your TARGET treating your infections review?**

**Day Month Year**

**What date did you complete, or expect to complete, your TARGET treating your infections review?**

**Day Month Year**

**Do you declare that where concerns are identified when completing the TARGET treating your infections review, the patient’s GP will be promptly notified?**

* **Yes**
* **No**

**Do you declare that by the end of 31 March 2023 you will have shared your anonymised audit data or declared that no patients have been identified as being suitable for review via the data collection tool on the NHSBSA MYS application?**

* **Yes**
* **No**

**Between 1 April 2020 and the end of 31 March 2023, will all non-registered pharmacy staff** **working at the pharmacy on the day of the declaration have satisfactorily completed the infection prevention and control Level 1 e-learning and assessment on the e-Learning for Healthcare website?**

* **Yes**
* **No**

**How many non-registered pharmacy staff working at the pharmacy on the day of the declaration have satisfactorily completed the infection prevention and control Level 1 e-learning and assessment on the e-Learning for Healthcare website since 1 April 2020?**

If none, enter 0 (zero)

<number> non-registered staff

**How many non-registered pharmacy staff working at the pharmacy on the day of the declaration have not satisfactorily completed the infection prevention and control Level 1 e-learning and assessment on the e-Learning for Healthcare website since 1 April 2020, but will have done so by the end of 31 March 2023?**

If none, enter 0 (zero)

<number> non-registered staff

**Between 1 April 2020 and the end of 31 March 2023, will all** **registered pharmacy professionals working at the pharmacy on the day of the declaration have satisfactorily completed the HEE infection prevention and control Level 2 e-learning and assessment?**

* **Yes**
* **No**

**How many registered pharmacy professionals working at the pharmacy on the day of the declaration have satisfactorily completed the HEE infection prevention and control Level 2 e-learning and assessment since 1 April 2020?**

If none, enter 0 (zero)

<number> registered pharmacy professionals

**How many registered pharmacy professionals working at the pharmacy on the day of the declaration have not satisfactorily completed the HEE infection prevention and control Level 2 e-learning and assessment but will have done so by the end of 31 March 2023?**

If none, enter 0 (zero)

<number> registered pharmacy professionals

**Between 1 April 2020 and the end of 31 March 2023, will all** **patient-facing pharmacy staff working at the pharmacy on the day of declaration have satisfactorily completed the** **Antimicrobial Stewardship for Community Pharmacy e-learning and e-assessment?**

* **Yes**
* **No**

**How many patient-facing pharmacy staff working at the pharmacy on the day of declaration will have satisfactorily completed the Antimicrobial Stewardship for Community Pharmacy e-learning and e-assessment since 1 April 2020?**

If none, enter 0 (zero)

<number> patient-facing pharmacy staff

**How many patient-facing pharmacy staff working at the pharmacy on the day of declaration have not satisfactorily completed the Antimicrobial Stewardship for Community Pharmacy e-learning and e-assessment but will have done so by the end of 31 March 2023?**

If none, enter 0 (zero)

<number> patient-facing pharmacy staff

**By the end of 31 March 2023, will all patient-facing staff working at the pharmacy on the day of the declaration and who provide health advice have become Antibiotic Guardians and have an awareness of the local antibiotic formulary?**

* **Yes**
* **No**

**How many patient-facing staff working at the pharmacy on the day of the declaration and who provide health advice have become Antibiotic Guardians and have an awareness of the local antibiotic formulary?**

If none, enter 0 (zero)

<number> patient-facing staff who provide health advice

**How many patient-facing staff working at the pharmacy on the day of the declaration and who provide health advice have not become Antibiotic Guardians and do not have an awareness of the local antibiotic formulary, but will have done so by the end of 31 March 2023?**

If none, enter 0 (zero)

<number> patient-facing staff who provide health advice

**By the end of 31 March 2023, do you declare that you will have, at premises level, a new or updated AMS action plan on how you would promote AMS in your day-to-day practice, which will be available for inspection on the premises?**

* Yes
* No

## Cancer Awareness

**By the end of 31 March 2023, will all patient-facing staff working at the pharmacy on the day of declaration, who provide advice on medicines or healthcare, have completed Module 1 of the Let’s Communicate Cancer (BOPA) and completed the associated quiz which is available on the elfh website, or have completed the BOPA Let’s Communicate Cancer Series on the BOPA website since 31 March 2021 and have the certificate of completion?**

* Yes
* No

**How many patient-facing staff working at the pharmacy on the day of declaration, who provide advice on medicines or healthcare, have completed Module 1 of the Let’s Communicate Cancer (BOPA) and completed the associated quiz which is available on the elfh website, or have completed the BOPA Let’s Communicate Cancer Series on the BOPA website since 31 March 2021 and have the certificate of completion?**

If none, enter 0 (zero)

<number> patient-facing staff who provide advice on medicines or healthcare

**How many patient-facing staff working at the pharmacy on the day of declaration, who provide advice on medicines or healthcare, have not completed Module 1 of the Let’s Communicate Cancer (BOPA) and completed the associated quiz which is available on the elfh website, or the BOPA Let’s Communicate Cancer Series on the BOPA website since 31 March 2021, but will have done so by the end of 31 March 2023?**

If none, enter 0 (zero)

<number> patient-facing staff who provide advice on medicines or healthcare

**Do you declare that, by the end of 31 March 2023, the pharmacy will have available, at premises level, a new risk review undertaken as part of the PQS 2022/23 which includes the management plans to minimise the risk of missing suspected cancer symptoms?**

* Yes
* No

**Can you evidence that you have a process in place to identify red flag signs and symptoms that could be suspected cancer symptoms and refer these patients to their GP?**

* Yes
* No

**By the day of declaration, how many patients were referred to their GP following detection of red flag signs and symptoms that could be suspected cancer symptoms?**

If none, enter 0 (zero)

<number> patients

# Domain 5: Addressing unwarranted variation in care

## Palliative and End of Life Care Action Plan

**Does the pharmacy routinely hold the 16 palliative and end of life critical medicines listed below and can support local access to parental haloperidol? (NB. You can still meet the requirements of the domain without routinely holding the stock)**

**Critical end-of-life medicine list**

The 16 critical end of life medicines are:

* Cyclizine solution for injection ampoules 50mg/1ml
* Cyclizine 50mg tablets
* Dexamethasone solution for injection ampoules 3.3mg/1ml
* Dexamethasone tablets 2mg
* Haloperidol tablets 500 mcg
* Hyoscine butylbromide solution for injection 20mg/1ml
* Levomepromazine solution for injection ampoules 25mg/1ml
* Metoclopramide solution for injection ampoules 10mg/2ml
* Midazolam solution for injection ampoules 10mg/2ml
* Morphine sulfate oral solution 10mg/5ml
* Morphine sulfate solution for injection ampoules 10mg/1ml
* Morphine sulfate solution for injection ampoules 30mg/1ml
* Oxycodone solution for injection ampoules 10mg/1ml
* Oxycodone oral solution sugar free 5mg/5ml
* Sodium chloride 0.9% solution for injection ampoules 10ml
* Water for injections 10ml

* **Yes**
* **No**

***If yes***

**If you routinely hold the 16 palliative and end of life critical medicines listed above and can support local access to parenteral haloperidol do you declare that between 16 January 2023 and the end of 31 March 2023 NHS Profile Manager will have been updated? (If NHS Profile Manager is updated centrally by head office, it will need to be confirmed that this will be done by the end of 31 March 2023.)**

* **Yes**
* **No**

**By the end of 31 March 2023, will the pharmacy have an action plan in place on the premises, with collated information from pharmacies in their area, to aid a patient, relative or carer in obtaining medication as swiftly as possible by redirecting them to the nearest open community pharmacy that stocks the 16 critical end-of-life medicines and/or parenteral haloperidol?**

* **Yes**
* **No**