

[Start page](#)

Pharmacy Quality Scheme 2023/2024

Use this service to complete your 2023/24 Pharmacy Quality Scheme (PQS) declaration.

The declaration closes on 1 March 2024 at 11:59pm.

Payment Criteria

To be eligible for a PQS payment, you must achieve the minimum Gateway criterion for Advanced services - New Medicine Service (NMS).

Contractors must have delivered a minimum of 15 NMS between 1 April 2023 and the end of 31 December 2023.

Contractors who opened from 1 June 2023 or had a change of ownership resulting in a new ODS code, must deliver 2 NMS multiplied by the number of months they are open, by the end of 31 December 2023, to qualify for payment for PQS 2023/24.

Contractors will not be required to make a declaration for this gateway criterion. The NHSBSA will conduct a pre-payment review using each contractor's NMS payment data between these dates. Only those contractors who have submitted the minimum number of verified claims will be assessed as passing the Gateway.

You also need to provide information on the following domains:

- Medicines safety and optimisation
- Respiratory
- Prevention

Domain 1 - Medicines safety and optimisation

Do you want to claim for the Medicines safety and optimisation domain?

- Yes**
- No**

High risk medicines - anticoagulant audit

Recommendations were made for community pharmacy from the first anticoagulant audit from the PQS 2021/22. These can be found in the Community pharmacy oral anticoagulant safety audit 2021/22 report.

Will the recommendations be implemented into your day-to-day practice by the end of 31 March 2024?

- Yes**
- No**

By the end of 31 March 2024, your pharmacy should have completed a revised anticoagulant audit. This audit should include:

- notifying the patient's GP where concerns are identified
- sharing your anonymised data with NHS England by submitting this data via MYS
- evidencing that you have robustly attempted to identify suitable patients if you have not identified any eligible patients during the audit period, and declaring this using the data collection tool on MYS
- incorporating any learning from the audit into future practice

Do you declare that a revised audit, including all of these criteria, will be completed by the required date?

- Yes**
- No**

If answer is Yes:

What date did you begin the audit, or expect it to begin?

For example, 30 1 2024

What date did you end the audit, or expect it to end?

For example, 31 1 2024

Palliative and End-of-life Care Action Plan

Does your pharmacy routinely hold the 16 palliative and end-of-life critical medicines listed and can it support local access to parenteral haloperidol?

Your pharmacy does not need to select 'Yes' to meet the requirements of the domain.

Critical end-of-life medicine list

The 16 critical end-of-life medicines are:

- Cyclizine solution for injection ampoules 50mg/1ml
- Cyclizine tablets 50mg
- 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, you will be asked one of the following questions depending on the type of pharmacy you operate.

For Community Pharmacies only:

Do you declare that your pharmacy's status as a 'Pharmacy palliative care medication stockholder' on NHS Profile Manager will have been confirmed or updated between 1 June 2023 and the end of 31 March 2024?

This may have been done centrally by your head office.

- Yes**
- No**

For DSPs only:

Do you declare that by the end of 31 March 2024, you will have notified your local DoS lead to confirm that your pharmacy is a 'Pharmacy palliative care medication stockholder'?

- Yes**
- No**

For everyone:

By the end of 31 March 2024, your pharmacy must have a new or updated action plan in place on the premises available for inspection. This plan should be used when you do not have the required stock of the 16 critical medicines or parenteral haloperidol available for a patient.

The action plan must include collated information from pharmacies in your 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 medicines or parenteral haloperidol.

Will your pharmacy have a new or updated action plan by the end of 31 March 2024?

- Yes**
- No**

Domain 2 – Respiratory

Do you want to claim for the Respiratory domain?

- Yes
- No

Inhaler technique checks

Between 1 April 2020 and the end of 31 March 2024, 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?

- 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 since 1 April 2020?

If none, enter 0 (zero)

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 since 1 April 2020, but will have done so by the end of 31 March 2024?

If none, enter 0 (zero)

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 Inhaler technique for health professionals e-assessment since 1 April 2020?

If none, enter 0 (zero)

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 Inhaler technique for health professionals e-assessment since 1 April 2020, but will have done so by the end of 31 March 2024?

If none, enter 0 (zero)

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?

(Where no patients are identified you will still be eligible for payment if you can evidence that you have robustly attempted to identify suitable patients and have processes in place for referrals if a suitable patient is identified.)

If none, enter 0 (zero)

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

If none, enter 0 (zero)

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

If none, enter 0 (zero)

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)

Inhaler waste management

By the end of 31 March 2024, 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?

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.

- 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)

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 2024?

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)

Can you evidence that between 1 June 2023 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?

Where no patients are identified you will still be eligible for payment if you can evidence that you have robustly attempted to identify suitable patients and have processes in place for referrals if a suitable patient is identified.

- Yes
- No

Between 1 June 2023 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)

Use of a Spacer in Patients Aged 5 to 15 Years

Can you evidence that between 1 June 2023 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?

Where no patients are identified you will still be eligible for payment if you can evidence that you have robustly attempted to identify suitable patients and have processes in place for referrals if a suitable patient is identified.

- Yes
- No

Between 1 June 2023 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)

Personalised Asthma Action Plans (PAAP)

By the end of 31 March 2024, will you be able to evidence that the pharmacy has checked that all patients aged 5 and above who have been dispensed an inhaler for asthma between 1 June 2023 and the day of the declaration have a Personalised Asthma Action Plan (PAAP)?

Where no patients are identified you will still be eligible for payment if you can evidence that you have robustly attempted to identify suitable patients and have processes in place for referrals if a suitable patient is identified.

- Yes
- No

Between 1 June 2023 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)

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

The pharmacy must have a process in place to identify and refer patients with asthma who had 3 or more short-acting bronchodilator inhalers dispensed without any corticosteroid inhaler within a 6-month period.

Can you evidence that this process was in place between 1 June 2023 and the day of the declaration, and that these cases were referred to an appropriate healthcare professional for an asthma review?

- Yes
- No

Between 1 June 2023 and 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)

Domain 3: Prevention

Do you want to claim for the Prevention domain?

- Yes
- No

Antimicrobial Stewardship - TARGET Antibiotic Checklist

Can you confirm that you will have completed the TARGET antibiotic checklist review by the end of 31 March 2024?

The TARGET antibiotic checklist review must be carried out over 4 weeks with a minimum of 25 patients, or up to 8 weeks if the minimum number of patients are not achieved within 4 weeks. If you carried out the review for 8 weeks and still did not achieve the minimum number of patients, you should also select 'Yes' for this question.

- Yes
- No

If the answer is No, the contractor does not meet the domain requirements and does not answer any other questions in this domain.

What date did you begin, or expect to begin, your review?

For example, 31 7 2023

What date did you end, or do you expect to end, your review?

For example, 31 7 2023

With regards to the TARGET antibiotic checklist review, will the patient's prescriber have been notified where concerns were identified?

- Yes
- No
- There were no concerns identified.

Can you confirm that you will have added your anonymised antibiotic checklist review data to the MYS data collection tool by the end of 31 March 2024?

Where no patients are identified for the review, the contractor will still be eligible for payment if they can evidence that they have robustly attempted to identify suitable patients. They will need to declare no patients have been identified as being suitable for review on the data collection tool on MYS by the end of 31 March 2024.

- Yes
- No

Antimicrobial Stewardship - TARGET Treating Your Infection Leaflets

Do you declare that you will have completed your practice review of the TARGET treating your infection leaflets between 1 September 2023 and the end of 31 March 2024?

The review must be carried out over 4 weeks with a minimum of 15 patients for both the UTI and RTI leaflets, or up to 8 weeks if the minimum number of patients are not achieved within 4 weeks. If you carried out the review for 8 weeks and still did not achieve the minimum number of patients, you should also select 'Yes' for this question.

- Yes**
- No**

What date did you begin, or expect to begin, your practice review of the TARGET treating your infection leaflets?

For example, 15 9 2023

What date did you end, or do you expect to end, your practice review of the TARGET treating your infection leaflets?

For example, 15 9 2023

Do you declare that where concerns are identified when completing your practice review of the TARGET treating your infection leaflets, the patient's GP practice will be promptly notified?

- Yes**
- No**

Can you confirm that you will have added your anonymised TARGET treating your infection leaflets review data to the data collection tool on MYS by the end of 31 March 2024?

Where no patients are identified for the review, the contractor will still be eligible for payment if they can evidence that they have robustly attempted to identify suitable patients. They will need to declare no patients have been identified as being suitable for review on the data collection tool on MYS by the end of 31 March 2024.

- Yes**
- No**

Antimicrobial Stewardship - Training

Between 1 April 2021 and the end of 31 March 2024, 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?

Non-registered pharmacy staff are all trainee pharmacists, trainee pharmacy technicians, dispensary staff, medicine counter assistants and delivery drivers.

- 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 since 1 April 2021?

Non-registered pharmacy staff are all trainee pharmacists, trainee pharmacy technicians, dispensary staff, medicine counter assistants and delivery drivers.

If none, enter 0 (zero)

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 since 1 April 2021, but will have done so by the end of 31 March 2024?

Non-registered pharmacy staff are all trainee pharmacists, trainee pharmacy technicians, dispensary staff, medicine counter assistants and delivery drivers.

If none, enter 0 (zero)

Between 1 April 2021 and the end of 31 March 2024, will all registered pharmacy professionals working at the pharmacy on the day of the declaration have satisfactorily completed the 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 Infection Prevention and Control Level 2 e-learning and assessment since 1 April 2021?

If none, enter 0 (zero)

How many registered pharmacy professionals working at the pharmacy on the day of the declaration have not satisfactorily completed the Infection Prevention and Control Level 2 e-learning and assessment since 1 April 2021, but will have done so by the end of 31 March 2024?

If none, enter 0 (zero)

Between 1 April 2021 and the end of 31 March 2024, 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?

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.

- Yes
- No

How many 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 since 1 April 2021?

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)

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 since 1 April 2021 but will have done so by the end of 31 March 2024?

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)

Antimicrobial Stewardship – Antibiotic Guardian pledge

By the end of 31 March 2024, 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?

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

- 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?

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

If none, enter 0 (zero)

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 2024?

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

If none, enter 0 (zero)

Antimicrobial Stewardship – Action plan

Do you declare that by the end of 31 March 2024, you will have at premises level and available for inspection, a new or updated AMS action plan on how you would promote AMS in your day-to-day practice?

- Yes
- No

Antimicrobial Stewardship – Safe disposal

By the end of 31 March 2024, will all patient-facing staff working at your pharmacy on the day of the declaration have been trained on the reasons why unwanted and expired antibiotics should be returned to the pharmacy for safe disposal, and the adverse effects on the environment and antimicrobial resistance when antibiotics 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.

- Yes
- No

How many patient-facing staff working at your pharmacy on the day of the declaration have been trained on the reasons why unwanted and expired antibiotics should be returned to the pharmacy for safe disposal?

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)

How many patient-facing staff working at your pharmacy on the day of the declaration have not been trained on the reasons why unwanted and expired antibiotics should be returned to the pharmacy for safe disposal, 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)

Between 1 June 2023 and the day of the declaration, how many conversations on the reasons why unwanted and expired antibiotics should be returned to the pharmacy for safe disposal have been had with patients, their carers or their representatives?

If none, enter 0 (zero)