



CPCF Checklist

Tuesday 1st October 2019

PSNC is working to provide as much information and as many resources as possible to help community pharmacy teams to understand the details of the new Community Pharmacy Contractual Framework (CPCF) agreement as they are finalised in the ongoing negotiations.

This email is one of a series of recommended actions for community pharmacy contractors to help you to get ready for the introduction of all elements of the five-year CPCF. There is a lot to do and details will be coming out in stages, so this email series will help guide you through the process and highlight all of the resources and support available to you.

18. PQS: Make sure all your patient-facing staff are Dementia Friends

PSNC has published [Briefing 045/19: Pharmacy Quality Scheme – How to become a Dementia Friend](#) to assist community pharmacy contractors with meeting the Dementia Friends quality criterion of the Prevention domain.

The Dementia Friends quality criterion for the Pharmacy Quality Scheme (PQS) 2019/20 requires that on the day of the declaration, **all** patient-facing staff (e.g. pharmacists, pharmacy technicians, dispensary staff, counter assistants and delivery drivers) are Dementia Friends. The requirement includes locums, so contractors should encourage temporary staff, such as locum pharmacists, to become Dementia Friends.

The Briefing provides step-by-step instructions on how to become a Dementia Friend and also includes a Dementia Friends record sheet which contractors can choose to use to keep a record of staff members and temporary staff, such as locums, that have become Dementia Friends. This record sheet is also available as a standalone document on the PSNC website at: psnc.org.uk/pqs-dementia-friends.

Previous editions of this email series can be found in our CPCF hub: psnc.org.uk/5yearCPCF

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