

## Pharmacy Quality Scheme (PQS) 2021/22

1. NHSE&I is looking to introduce an updated PQS from September with funding maintained at £75 million. In 2021/22 the PQS will focus on priorities supporting recovery from Covid-19. In order to participate, pharmacy contractors will need to have completed at least 20 NMS provisions and met requirements related to patient safety and managing risks related to transmission of Covid-19, missing red flag symptoms in over-the-counter consultations and missing sepsis.
2. The Quality Criteria to be included in the scheme:
  - Identifying people who would benefit from weight management advice and onward referral, including to the recently introduced NHS Digital Weight Management Programme;
  - Training regarding health inequalities and producing an action plan to actively promote Covid-19 vaccinations, particularly in BAME and low uptake communities;
  - Training to improve skills on the provision of remote consultations;
  - Enhancing antimicrobial stewardship using the Target antibiotic checklist;
  - An anticoagulant audit to enhance patient safety;
  - Engagement with PCNs to increase uptake within their population of flu vaccinations;
  - Checking inhaler technique, as part of catch-up NMS, ensuring patients have personalised asthma action plans and use of spacers in children, and encouraging return of unwanted and used inhalers for disposal to protect the environment.
3. See Appendix 1 for further detail on the PQS criteria. Appendix 2 contains detail on the training requirements
4. Further guidance on the scheme will be published shortly.

### Appendix 1

#### Pharmacy Quality Scheme

Gateway Domains	Requirements
Advanced services	<ul style="list-style-type: none"><li>• 20 <b>New Medicine Service</b> (NMS) provisions claimed for between 1 April 2021 and 5 January 2022.</li></ul>
Safety report	<ul style="list-style-type: none"><li>• A Written <b>Patient Safety Report</b> (including LASA learnings).</li></ul>
Risk review	<ul style="list-style-type: none"><li>• A <b>risk review</b> including an update of previous risks (the risks of missing sepsis and red flags in over-the-counter consultations) and a new entry on minimising the risk of COVID-19 transmission.</li><li>• CPPE training and assessment for pharmacy professionals on LASA errors, risk review and sepsis.</li></ul>

Quality Criteria Domains	Requirements
Medicines Safety and Optimisation	An <b>Anticoagulant audit</b> building on recommendations from <a href="#">Evaluation of patients' knowledge about oral anticoagulant medicines and use of alert cards by community pharmacists - PubMed (nih.gov)</a> .
Respiratory	<ul style="list-style-type: none"> <li>• Ensuring people with asthma have <b>personalised asthma action plans</b> in place and promoting <b>spacer device use in children</b> prescribed pressurised metered dose inhalers;</li> <li>• <b>Inhaler technique checks</b>, as part of catch-up NMS, for patients who were prescribed an inhaler for the first time or changed to a new inhaler device between 1 April 2020 and 31 August 2021. Pharmacists providing NMS with inhaler technique checks to undertake CPPE training and assessment; and</li> <li>• Encouraging the <b>return of unwanted and used inhalers</b> for safe disposal to support the aims within NHSE&amp;I's <a href="#">Delivering a 'Net Zero' National Health Service</a> report.</li> </ul>
Digital	<b>Remote consultation skills</b> - CPPE training for pharmacy professionals.
Primary Care Networks	<b>Influenza vaccination</b> - engagement with the PCN, via the Pharmacy PCN Lead, to increase flu vaccination uptake within the PCN's eligible population. Thresholds for vaccination of the 65 years and over cohort must be met across the PCN (80-86% of eligible patients vaccinated) and contractors will also need to administer 30 or more flu vaccinations to qualify for a payment.
Prevention	<ul style="list-style-type: none"> <li>• <b>Antimicrobial Stewardship (AMS)</b> a review of practice, including updating the pharmacy's AMS action plan and undertaking a review using the Target Antibiotic Checklist.</li> <li>• <b>Infection Prevention and Control.</b></li> </ul>
Addressing unwarranted variation in care	<ul style="list-style-type: none"> <li>• <b>Health inequalities</b> – CPPE training and assessment for pharmacy professionals and producing and implementing an action plan to actively promote Covid-19 vaccinations, particularly in BAME and low uptake communities.</li> </ul>
Healthy Living Support	<ul style="list-style-type: none"> <li>• <b>Weight management</b> training and assessment, an updated action plan and targeted conversations with people about healthy weight, with-referral of eligible patients to the NHS Digital Weight Management Programme and/or-Local Authority funded tier 2 weight management services.</li> </ul>

## Appendix 2

Criterion	Training	Participation
Safety report and demonstrable learnings from CPPE LASA e-learning	<a href="#">CPPE Reducing Look-Alike Sound-Alike errors (LASA) e-learning<sup>1</sup></a> and <a href="#">e-assessment<sup>2</sup></a>	All registered pharmacy professionals
Risk review	<a href="#">CPPE risk management training<sup>3</sup></a> and <a href="#">assessment<sup>4</sup></a>	All registered pharmacy professionals
	<a href="#">CPPE Sepsis e-learning<sup>5</sup></a> and <a href="#">e-assessment<sup>6</sup></a>	
Inhaler technique checks for patients prescribed a new inhaler with asthma or COPD during the COVID-19 pandemic	CPPE <a href="#">Inhaler technique for health professionals: getting it right e-learning*<sup>7</sup></a> and <a href="#">e-assessment<sup>8</sup></a>  *Contractors can complete this e-learning or attend a CPPE inhaler technique face-to-face or online inhaler technique workshop.	All registered pharmacists
Remote consultation skills	CPPE <a href="#">Remote consultation skills<sup>9</sup></a>	All registered pharmacy professionals
Infection prevention and control and review of antimicrobial stewardship practice using the target antibiotic checklist	<a href="#">‘HEE infection prevention and control Level 1 e-learning and assessment’</a>	All non-registered pharmacy staff
	<a href="#">‘HEE Infection Prevention and Control Level 2 e-learning and assessment’</a>	All registered pharmacy professionals
	<a href="#">HEE Antimicrobial Stewardship for Community Pharmacy e-learning and e-assessment</a>	All patient-facing pharmacy staff that provide advice on medicines or healthcare
Health inequalities	<a href="#">CPPE Health Inequalities<sup>10</sup></a> and <a href="#">e-assessment<sup>11</sup></a>	All registered pharmacy professionals
Weight management	Section 1 and 3 of <a href="#">‘CPPE Weight management for adults: understanding the management of obesity training<sup>12</sup></a> and <a href="#">assessment<sup>13</sup></a>	All registered pharmacy professionals
	<a href="#">PHE All Our Health: bitesize training and assessments on Adult Obesity and Childhood Obesity<sup>14</sup></a> ,	All non-registered patient-facing pharmacy staff who provide health advice

<sup>1</sup> <https://www.cppe.ac.uk/programmes//safetylasa-e-01/>

<sup>2</sup> <https://www.cppe.ac.uk/programmes//?t=safetyLASA-A-02&evid=>

<sup>3</sup> <https://www.cppe.ac.uk/programmes//riskman-g-02/>

<sup>4</sup> <https://www.cppe.ac.uk/programmes//?t=RiskManG-A-03&evid=>

<sup>5</sup> <https://www.cppe.ac.uk/gateway/sepsis>

<sup>6</sup> <https://www.cppe.ac.uk/programmes//sepsis-a-02>

<sup>7</sup> <https://www.cppe.ac.uk/programmes//inhalers-e-02>

<sup>8</sup> <https://www.cppe.ac.uk/programmes//inhalers-a-08>

<sup>9</sup> <https://www.cppe.ac.uk/programmes//consultrem-e-01>

<sup>10</sup> <https://www.cppe.ac.uk/programmes//health-e-01>

<sup>11</sup> <https://www.cppe.ac.uk/programmes//?t=Health-A-01&evid=>

<sup>12</sup> <https://www.cppe.ac.uk/programmes//weightman-e-01>

<sup>13</sup> <https://www.cppe.ac.uk/programmes//weightmane-a-06/>

<sup>14</sup> <https://portal.e-lfh.org.uk/Component/Details/571222>