

Community Pharmacy Assurance Framework (CPAF)

Issues commonly raised during CPAF visits

This short document highlights common issues that are raised during a CPAF visit. Please use this document to ensure your pharmacy is compliant with the terms of the [Community Pharmacy Contractual Framework \(CPCF\)](#).

For further information on contract monitoring please click [here](#).

For the terms of service as set out in Schedule 4 of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 click [here](#).

Reasons why you may have a CPAF visit:

- Data Security & Protection Toolkit not returned
- Initial CPAF screening questions not returned
- Workforce survey not completed
- Annual complaints report not submitted
- Pharmacy contractor – change of ownership

Community Pharmacy Hampshire & Isle of Wight release a monthly deadline tracker to help you keep track of all the contractual deadlines. Please click [here](#) to view the latest monthly deadline tracker. You may find it useful to print and display this every month.

Community Pharmacy Hampshire & Isle of Wight also release a weekly newsletter targeted at contractors which offers useful information and a Text Message Service to send reminders about important deadlines.

To sign up to the Newsletter, please click [here](#).

To sign up to the Text Reminder Service, please click [here](#).

Commonly raised issues

Policy & Procedure:

Standard Operating Procedures (SOPs) – For all SOPs, please check if they are available, the date they were last reviewed, the next review date and have they been signed by all staff members. The most common SOPs checked are:

- Dispensing
- Repeat dispensing
- Discharge Medicine Service (DMS)
- Support for self-care
- Whistle blowing policy
- Safeguarding

DMS – ensure all referrals are accepted or rejected within 72 hours as per the service specification.

Whistleblowing policy – please ensure all staff have the correct contact details for whistleblowing to allow staff to raise at the earliest opportunity, any general concern that they might have about a risk, malpractice or wrongdoing at work, which might affect patients, the public, other staff, or the organisation itself.

Safeguarding – please ensure all staff are aware of the safeguarding policy and have access to local Safeguarding contact details or can access them via the NHS England Safeguarding app.

Reviewed: June 2024

Next Review Date: June 2026

Complaints procedure – Pharmacy owners must make information available to the public as to their arrangements for dealing with complaints; and how further information about those arrangements may be obtained. The way members of the public make a complaint about primary care services to the commissioner changed in July 2023. Rather than contacting NHS England, complaints will be made to directly to the local integrated care board (ICB). Contact details for Frimley ICB and Hampshire & IOW ICB: Email: frimleyicb.southeastcomplaints@nhs.net

Post: South East Complaints Hub NHS Frimley Integrated Care Board, King Edward VII Hospital, St Leonards Road, Windsor, SL4 3DP

For more information and a template for your complaint's poster, please click [here](#).

Staff

- Roles – Do all staff members have clearly defined roles?
- Qualifications – Please ensure you have checked the qualifications for all your staff members and have any certificates on file.
- Induction programmes for employed staff and locum staff – You must have an induction programme available for all employed staff members and for locum staff.
- Continuing Professional Development (CPD) – can staff evidence this?
- Staff references on employment (including locums) – Make sure you have a procedure for checking references upon employing staff.

Premises:

- Prescription cost is clearly displayed to the public
- Opening hours are clearly displayed to the public
- There is a clearly defined dispensary and Over the Counter (OTC) areas
- There are suitable bins for unwanted medicines which are stored safely and waste separated as required – e.g. list of cytotoxic medication

Record Keeping:

You may be asked to evidence the following:

- Information given to patients or referrals made to another health care professional
- Advice given and/or drugs supplied when advice was given
- Advice given to persons seeking support for managing their own conditions
- Prescription interventions/refusal to supply drugs or appliances ordered on a prescription (and staff are aware of the circumstances that may be relevant for a refusal to supply and know what action to take in such circumstances)

You may find this [Q&A](#) useful under recording advice, interventions and referrals in community pharmacy to help ensure you are keeping the correct records.

Other

- Ensure at least two people have access to the pharmacy's shared NHS mail account and that the email is checked several times a day
- Ensure the pharmacies NHS.uk website and Directory of Services (via Profile Manager) is up to date and validated at least once every quarter
- Evidence that safety alerts have been read and dealt with
- Patient safety incidents are reported to the NHS and there are arrangements in place to allow the pharmacy team to participate in the analysis of critical incidents. For more information on reporting patient safety incidents please click [here](#).
- Ensure the pharmacies practice leaflet is available and contains the information required as per the approved particulars. For information on practice leaflet requirements, please click [here](#).

If you need support with a CPAF visit, please contact the LPC at: artur.pysz@cpsc.org.uk

Reviewed: June 2024

Next Review Date: June 2026