



Once your pharmacy has become a Healthy Living Pharmacy (HLP), you have made a commitment to continue to deliver against all of the HLP quality criteria. With the Quality Payment Scheme deadline of 29 June coming up, use the following checklist to check against the key requirements<sup>3</sup>. Aside from the payment, HLP provides many benefits to the pharmacy including improvements in service delivery, team motivation and customer experience.

- We have a trained **HLP leader** within the pharmacy who is actively leading the team, following an action plan and getting regular feedback on their performance from their colleagues
- We have a full-time equivalent (35 hours or more) **Health Champion** who has achieved the RSPH Level 2 award in Understanding Health Improvement
- Our pharmacy is continuing to deliver **MURs, NMS and flu vaccinations** (if not flu, then actively signposting to others who are)
- Our team are **proactively offering advice** to customers and can provide relevant information and signposting (evidenced by using a log of interventions)
- Our team are able to provide advice on **sensitive and difficult public health issues** when supporting customers
- Our pharmacy is involved in delivering **six regular public health campaigns per year** linked to local and national health priorities
- Our **consultation room** is tidy and reflects the professional services being offered
- We have a clearly marked **Health Promotion Zone**, leaflets are relevant, non-promotional and up-to-date, we are displaying our **HLP logo and certificate** in a prominent place
- Our team all wear **name badges** (at least first name) and understand each other's roles
- Community pharmacy patient questionnaire (CPPQ)**  
A good way to understand the impact of what you're doing with HLP and the benefits to your customers is to include some additional questions within the CPPQ. We have some suggestions so please get in touch for more information

## TIPS:

- ✓ Print this checklist and refer to it once every couple of months to make sure you always adhere to the HLP criteria; keep it in your portfolio of evidence
- ✓ Contact us by email ([connect@pharmaycomplete.org](mailto:connect@pharmaycomplete.org)) or phone (01962 828710) to ask any questions about unticked boxes. We have many resources which can help with all of the Quality Criteria