



Supporting and Fighting for Pharmacy

Quality Payments Scheme

The Department of Health (DoH) is introducing a [Quality Payment scheme](#) as part of the Community Pharmacy Contractual Framework in 2017/18. This will involve payments being made to community pharmacy contractors meeting certain quality criteria, with funding taken from the overall funding for 2017/18 of £2.592 billion.

If you do not or cannot provide MUR, NMS or NUMSAS (NHS Urgent Medicine Supply Advanced Service), you will not be eligible to receive the quality payment and could miss out on at least £6,400!

Further guidance on Quality Payments is still being issued by the DoH but the scheme will start on 1st December 2016.

The Gateway criteria:



To be eligible to collect the points necessary to claim the Quality Payment, the contractor must meet four gateway criteria:

- provision of at least one specified Advanced Service;
- have their [NHS Choices](#) entry up to date;
- have the ability for staff to send and receive [NHS mail](#); and
- ongoing utilisation of the [Electronic Prescription Service](#).

Contractors passing the gateway criteria will only receive a Quality Payment if they meet one or more of the criteria listed in the table under the 'Quality Payment criteria' subheading below. Therefore, meeting the gateway criteria will not, in itself, attract a Quality Payment; it is subject to

how many of the quality criteria the contractor meets.

Quality Payment criteria:

Contractors passing the gateway criteria will receive a Quality Payment if they meet one or more of the criteria listed in the table below. DH has weighted these based on an assessment of the difficulty of achieving them and the benefit to patients for doing so, with each criterion being designated a number of points.

The total number of points that each contractor can qualify for over the two reviews is 100. Three of the quality criteria, which account for 45 points between them, only need to be met once in the year and therefore can only be claimed for once at one of the two review points.

- Production of a written report that demonstrates evidence of analysis, learning and action taken in response to near misses and patient safety incidents, including implementation of national patient safety alerts and having shared learning (20 points)
- 80% of registered pharmacy professionals have achieved level 2 safeguarding status for children and vulnerable adults within the last two years (10 points)
- Results of patient experience survey from the last 12 months published on the pharmacy's NHS Choices page (5 points)
- Healthy Living Pharmacy level 1 (self-assessment) (20 points)
- Demonstration of having accessed the Summary Care Record and increase in access since the last review point (10 points)
- NHS111 Directory of Services entry up to date at review point (5 points)
- Asthma patients dispensed more than 6 short acting bronchodilator inhalers without any corticosteroid inhaler within a 6-month period are referred to an appropriate health care professional for an asthma review (20 points)

- 80% of all pharmacy staff working in patient facing roles are trained 'Dementia Friends' (10 points)

We are currently working up a plan to support you and allow you to achieve, track and evidence your progress towards achieving your quality payments.



Review points:

There are two review points during the year, at which a Quality Payment can be claimed. These are:

1. 28th April 2017; and
2. 24th November 2017.

At each review point, in order to receive payment where the gateway criteria and some or all quality criteria have been fulfilled, pharmacies will need to make a declaration to the NHS Business Services Authority (NHS BSA) using the approved form. (The form is not yet available).

Payment information:

DH has said it will allocate £75 million to fund the Quality Payments in 2017/18, which will be funded from the overall funding for 2017/18 of £2.592 billion.

Payments will be made to eligible contractors depending on how many criteria they have met (and therefore how many 'points' they achieved). DH expects the value of each point

to be set at £64. This is set at a level that would deliver £75 million assuming 100% of pharmacies achieved all 100 points.

Payments due from each review point will be paid as part of the full value of services for that month, i.e. payment from April's review point will be paid at the end of June/beginning of July.

However, it may be the case that not all pharmacies will achieve all of the quality criteria across the two review points. Therefore, after the two review points, there will be a reconciliation process, at which the remaining funding will be divided between qualifying pharmacies based on the number of points they have achieved over the two review points. This reconciliation payment will not have to be claimed and will be paid with the full value of services payment for March 2018 (i.e. end of May/beginning of June).

To ensure the overall amount earned by one contractor for Quality Payments remains proportionate, a cap of £128 per point will be allowed in totality including the reconciliation payment. To reach the cap would require less than 50% of pharmacies achieving less than 50% of the quality criteria.

We are currently organising local training in Dementia, Safeguarding and Healthy Living Pharmacy.....details coming in the New Year....so it is more important than ever that you read our Weekly Update email every week to keep in touch with events near you.

Quality Payments involves ALL staff – from delivery drivers who may often interact with Dementia patients to the full team needing to understand and engage with the principles of the Healthy Living Pharmacy. With this in mind, please email laura.smart@cpny.co.uk with any additional staff email addresses you would like us to add to our weekly update list.

Action for Contractors

- Start familiarising yourselves with the quality payments criteria and in particular review the GATEWAY criteria to check you have it all covered (except the NHSmail requirement – details pending)
- Send us any new/additional staff email addresses
- Please make sure you read ALL weekly updates from us so you do not miss any advice/training dates issued!

Flu Vaccination Programme 2016/17

Locally.....

The number of flu vaccinations undertaken by North Yorkshire community pharmacists, under the national NHS service, has reached 10,825 so far (as at 9th December 2016). Last year's end of season total was 6,954....so this is a 55% increase so far – what a fantastic achievement – well done to everyone involved!

One of the top performing 'flu jabbers' in North Yorkshire is Barlby Pharmacy in Barlby. Tomi Akintolu, Pharmacist Manager (pictured below) told us:



“This year's flu jab exercise has been a very successful one for us at Barlby Pharmacy, we ensured as a team that we were all prepared for the first week of September when the flu jab season began in terms of staff training, ordering of stock and other items needed for the campaign.

Customer awareness was also a key factor in our success as we made sure there was a flu leaflet in every prescription bag that left the pharmacy, verbally made customers aware we were starting early this year and no appointment was needed. We had over 50 in the first few days and just kept going on from there.

The feedback has been great as a lot of our customers have said they were very happy with the service they received especially the fact that they didn't have to book an appointment and were attended to straightaway.

My advice for a successful service for all is to prepare early, have well informed staff, and good customer engagement.”

Well done to Tomi and his team!

Nationally.....

Community pharmacists in 7,195 pharmacies across England provided 595,467 flu vaccinations to patients under the national NHS Flu Vaccination Service in 2015/16.

Nationwide, this year, community pharmacy has massively improved on last year's total already.....the number of vaccines administered has already reached 787,078 (as at 12th December 2016).

The number of pharmacy teams signed up this year to provide the service is 8,424 (72.3% of all contractors in England).

Approved Provider List for North Yorkshire County Council Public Health – YORTender (NYCC only)

The Public Health team at NYCC has asked us to forward on the message below. This is to make you aware that you will need to sign up again to YORTender if you wish to continue delivering NYCC commissioned services:

“North Yorkshire County Council Public Health is in the process of renewing the Approved Provider List for Primary Care Services effective from 1st April 2017 which includes community pharmacy delivered services. The current Approved Provider List ends on 31 March 2017. For the past 2-3 months the Public Health Team has been in discussions with CPNY to consult on Public Health facing service specifications in preparation for the renewal of the Approved Provider List. The service specification consultation stage has now been completed and any modifications to the service specifications have been approved by the CPNY committee.”



If your pharmacy wishes to continue to provide these services, you will be able to join the new Approved Provider List from next week. The process will be managed via the YORTender system (www.yortender.co.uk) and will involve the completion of a Business Questionnaire. This, along with the service specifications and Public Health Services Contract, will be available on the website from **19th December 2016**.

Action for Contractors

- Register your details/complete questionnaire via YORTender

Reminder: Complaints Return for 2015/16

You should have seen a link to the annual complaints return form in our weekly update email. This is a contractual requirement so please complete and return your form to england.pharmacyreturns@nhs.net by 31st December 2016.

If you need another copy of the form, please follow this link: <http://cpny.co.uk/resources/annual-complaints-return/>

Action for Contractors

- Complete and return 'Complaints Return 15/16'

Elliot Goran Resigns from the Committee



Elliot Goran, CPNY independent Committee member, tendered his resignation at the last Committee meeting on 17th November 2016 following the sale of his two pharmacies upon his retirement. Elliot has been a valuable member of the Committee and he will be missed. We wish him all the best for the future.

Future CPNY Meeting Dates

Any contractor that wishes to attend any meeting is invited to do so. If you do wish to attend one of the meetings, arrange this by contacting either your assigned buddy from the Committee or Laura Smart (Engagement Officer) at laura.smart@cpny.co.uk. We can then amend any agenda to address any issues you feel should be raised at the time.

Committee Meeting Dates:

Time	Day	Date	Venue
12pm	Thursday	19 th January 2017	Innovation Centre, York Science Park
12pm	Thursday	16 th March 2017	Innovation Centre, York Science Park
12pm	Thursday	18 th May 2017	Innovation Centre, York Science Park
2pm	Thursday	20 th July 2017	Innovation Centre, York Science Park - AGM

Contractor Communication

CPNY urges all contractors to keep up to date with all the latest news by regularly checking our updated website frequently <http://cpny.co.uk/>.

Keeping Us Informed

We endeavour to keep our database up to date with your names/email addresses so that all important information and opportunities reach all of our contractors. We would therefore be grateful if you could let us know if you move to another pharmacy and/or new members of staff join you who would benefit from being on our mailing list and receiving our weekly email updates. Thank you!

Actions for Contractors	Complete (tick)
Quality Payments – <ul style="list-style-type: none"> • Start familiarising yourselves with the quality payments criteria and in particular review the GATEWAY criteria to check you have it all covered (except the NHSmail requirement – details pending) • Send us any new/additional staff email addresses • Please make sure you read ALL weekly updates from us so you do not miss any advice/training dates issued! 	
YORTender – Register your details/complete questionnaire from 19 th December 2016 (NYCC only)	
Complete and return annual Complaints Return by 31 st December 2016	

Key Contact Details

- Jack Davies (CPNY Chief Executive Officer) jack.davies@cpny.co.uk
- Laura Smart (CPNY Engagement Officer) laura.smart@cpny.co.uk