

Quality Scheme



Community
Pharmacy Wales
Fferylliaeth
Gymunedol Cymru

Community Pharmacy Contractual Framework Quality Scheme

This is to inform contractors that, following a prolonged period of negotiation between CPW and Welsh Government, Welsh Ministers have now agreed the detail of the Quality Scheme.

The details of the scheme Ministers are content to endorse are as follows:

Improving Quality Together bronze level e-learning

By **31 March 2018**, all pharmacists and pharmacy technicians (including locums) who work regularly at the pharmacy (i.e. for a total of five or more days between 1 January and 31 March) will have completed the Community Pharmacy Improving Quality Together bronze level (IQT bronze) e-learning package.

The IQT bronze e-learning package will be provided by the Wales Centre for Pharmacy Professional Education (WCPPE) and the 1000 Lives Plus Improvement Service and is available on the WCPPE website: <https://www.wcppe.org.uk/node/929>

Assessment of Safety Culture

By **31 March 2018**, pharmacy employees and locums involved in the provision of NHS pharmaceutical services at the pharmacy will complete the Community Pharmacy Safety Attitudes Survey.

In the case of pharmacies where fewer than ten employees are involved in the provision of NHS pharmaceutical services, all employees (including locums) must complete the survey. In the case of pharmacies where more than ten employees are involved in the provision of NHS pharmaceutical services, no fewer than ten must complete the survey, this must include all pharmacists and pharmacy technicians (including locums) who work regularly at the pharmacy (i.e. for a total of five or more days between 1 January and 31 March).

Pharmacists and pharmacy technicians who work regularly at more than one pharmacy must complete a survey relating to each pharmacy at which they work.

The community pharmacy safety survey can be accessed at <https://www.surveymonkey.co.uk/r/C8J3QFV>

Validation of the All Wales Pharmacy Database

Before 1 March 2018, each pharmacy will review the information about the pharmacy contained in the All Wales Pharmacy Database maintained by the NHS Wales Shared Services Partnership. Details of the validation will be provided by NHS Wales Shared Services Partnership in the near future.

Prevalence of high risk medicines use

Between 1 and 31 May 2018, the pharmacy will provide information on the number of patients whose prescriptions were dispensed in the pharmacy during April 2018 and where a number of conditions, yet to be determined, are met. Discussions are on-going regarding this component of the 2017/18 Quality Scheme and further details will be provided as soon as they are available.

Payment

Contractors will receive a payment of £1,500 per pharmacy for participation in the scheme at the end of January 2018. Pharmacies will be required to submit a declaration that this work has been completed through the annual clinical governance return. Pharmacies must retain evidence of completion of the activities for inspection by health boards. Pharmacies not completing the work outlined above or not submitting a declaration to that effect will have the payment recovered.

The associated Drug Tariff Amendment is attached for your information.

If you have any queries please contact CPW.

JUDY THOMAS

DIRECTOR OF CONTRACTOR SERVICES

16 January 2018

Draft Drug Tariff Amendment

Quality and Safety Scheme

1. The intention of the quality and safety scheme in 2017-18 is to:
 - Increase community pharmacy teams' awareness of and capability in quality improvement methodology;
 - Undertake a baseline assessment of the safety culture in community pharmacies;
 - Validate information about pharmacy services contained in the All Wales Pharmacy Database (AWPD); and
 - Measure the prevalence of high risk medicine use in community pharmacies.
2. A single payments of £1,500 will be payable to all contractors on the pharmaceutical list at 1 January 2018, who undertake each of the activities set in paragraphs 4 to 7.
3. Contractors included in the pharmaceutical list after 1 January will not be eligible to claim payment other than where a contractor is included as a result of a change of ownership.

Focus of quality and safety scheme

4. Improving Quality Together bronze level e-learning

- 4.1. By 31 March 2018, all pharmacists and pharmacy technicians (including locums) who work regularly at the pharmacy (i.e. for a total of five or more days between 1 January and 31 March) will have completed the Community Pharmacy Improving Quality Together bronze level (IQT bronze) e-learning package.
- 4.2. The IQT bronze e-learning package will be provided by the Wales Centre for Pharmacy Professional Education (WCPPE) and the 1000 Lives Plus Improvement Service and available at <https://www.wcppe.org.uk/>.
- 4.3. Pharmacists and pharmacy technicians who work regularly at more than one pharmacy need only complete the e-learning once.

5. Assessment of Safety Culture

- 5.1. By 31 March 2018, pharmacy employees and locums involved in the provision of NHS pharmaceutical services at the pharmacy will complete the Community Pharmacy Safety Attitudes Survey.
- 5.2. The Safety Attitudes Survey will be provided by the NHS Wales Informatics Service (NWIS).

- 5.3. In the case of pharmacies where fewer than ten employees are involved in the provision of NHS pharmaceutical services, all employees (including locums) must complete the survey.
- 5.4. In the case of pharmacies where more than ten employees are involved in the provision of NHS pharmaceutical services, no fewer than ten must complete the survey, this must include all pharmacists and pharmacy technicians (including locums) who work regularly at the pharmacy (i.e. for a total of five or more days between 1 January and 31 March).
- 5.5. Pharmacists and pharmacy technicians who work regularly at more than one pharmacy must complete a survey relating to each pharmacy at which they work regularly.

6. Validation of the All Wales Pharmacy Database

- 6.1. Before 1 March 2018, the pharmacy will review the information about the pharmacy contained in the All Wales Pharmacy Database maintained by the NHS Wales Shared Services Partnership.
- 6.2. The All Wales Pharmacy Database will be opened for review from mid January 2018.

7. Prevalence of high risk medicines use

- 7.1. Between 1 and 31 May 2018, the pharmacy will provide information on the number of patients whose prescriptions were dispensed in the pharmacy during April 2018 and where the conditions in 7.2 are met.

7.2. Table to be inserted.”