



Quality and Safety Scheme 2018/19

Frequently asked questions

Q: Is the scheme for 2018/19 the same as for 2017/18?

A: No the scheme has been extended for 2017/18 and has additional activities, because of the additional workload the payment has been increased to £3000 for 2018/19

Q: How do I claim the £3000 payment for the scheme?

A: The payment will be automatically paid to all contractors who are on the pharmaceutical list at 30 June 2018 (payment should be received on 1 July 2018). Payment will be reclaimed if all of the requirements of the scheme are not met.

Q: What are the requirements of the scheme for 2018/19?

A: There are 4 parts to the scheme for 2018/19:

- I. Improving Quality Together e-learning
- II. Assessment of safety culture
- III. Validation of information on the All Wales Pharmacy Database
- IV. Measuring the prevalence of high risk medicines use in community pharmacies

All four components must be completed by contractors for them to be eligible for the £3000

Q: My pharmacists and technicians completed the IQT bronze level e-learning in 2017/18; do they need to do it again?

A: No, if they completed it during 2017-18 they are not required to do so again.

Q: Which members of staff need to complete the IQT e-learning?

A: The requirement is that all pharmacy employees involved in the provision of NHS pharmaceutical services at the pharmacy are to complete the training by 31 March 2019. This would then include any member of the pharmacy team who is involved in the receipt or dispensing of NHS prescriptions (e.g. counter assistants, pre-registration students, dispensers, technicians and pharmacists including locums). In the case of pharmacies where there are more than 10 employees involved in the provision of pharmaceutical services, no fewer than 10 must complete the e-learning.

Q: How do I prove that the staff have completed this work?

A: Contractors are advised to request that members of staff provide them with a copy of their certificate for use in any Post Payment Verification.

Q: My counter assistants and dispensers are not registered on WCPPE; do I let them use my login details?

A: No, members of staff that need to complete IQT who do not currently have a WCPPE account (as they are not a pharmacist or technician) will need to register for an account on the WCPPE website to undertake the IQT training. They will then need to tick "N/A" under professional registration number and under role select "pharmacy support staff"

Q: Do I have to wait to later in the year for the team to complete this work?

A: No, CPW recommend that contractors complete this work as soon as they can, as this is not time restricted (and there are additional demands on workload later in 2018/19). This must however be completed by 31 March 2019.

Q: What does 'regular' pharmacist/ technician mean in respect of the IQT Training?

A: A pharmacist / technician who is expected to work in your pharmacy for a total of four or more weeks between 1 April 2018 and 31 March 2019.

Q: One of my team works half the week for my pharmacy and half the week in another pharmacy do they have to complete the IQT training twice?

A: No, the e-learning is only required to be completed once, both contractors are advised to keep a copy of the certificate of completion.

Q: I understand I need to discuss the results of the community pharmacy Safety Attitudes Survey and identify actions to improve the safety culture within the pharmacy by 31 December 2018, where do I find the results?

A: CPW understand that each pharmacy will receive a copy of their own results as well as a copy of the aggregated All Wales results to compare against, NWIS are working with WG to develop the format of these reports and they will be sent to contractors in the near future. CPW will confirm timescales to contractors once they receive any updated information.

Q: There were real issues with the survey last year in regards to "cookies", account number issues and duplication of questions; will the survey be the same for 2018/19?

A: CPW has already met with NWIS to discuss the survey for 2018/19 and to agree development changes for the survey based on the issues encountered during 2017/18.

CPW will continue to work closely with NWIS and WG to aim to ensure that the survey is simplified for 2018/19 and more user friendly.

Q; When do I need to complete the survey?

A: The survey will be available for completion between 1 January and 31 March 2019.

Q: Which members of staff need to complete the Survey?

A: The requirement is that all pharmacy employees involved in the provision of NHS pharmaceutical services at the pharmacy are to complete the survey by 31 March 2019. This would then include any member of the pharmacy team who is involved in the receipt or dispensing of NHS prescriptions (e.g. counter assistants, pre-registration students, dispensers, technicians and pharmacists including

locums). In the case of pharmacies where there are more than 10 employees involved in the provision of pharmaceutical services, no fewer than 10 must complete the survey.

Q: What does 'regular' pharmacist/ technician mean in respect of the Community Pharmacy Safety Attitudes Survey?

A: A pharmacist / technician who is expected to work in your pharmacy for a total of ten or more weeks between 1 October 2018 and 31 March 2019.

Q: One of my team works half the week for my pharmacy and half the week in another pharmacy do they have to complete the survey twice?

A: Yes, they should complete the survey relating to each pharmacy they work in regularly.

Q: How do I check my pharmacy details on the All Wales Pharmacy Database (AWPD)?

A: Full details of the process to check your AWPD entry will be communicated to contractors later in the year, Shared Services are looking at a variety of options to improve this process for 2018/19.

Q: What are the requirements of the high risk medicines survey?

A: On three separate occasions throughout 2018/19 the pharmacy will provide information on the number of patients whose prescriptions were dispensed in the pharmacy where specific conditions are met.

These time periods are:

- Submission of data during August 2018 in relation to prescriptions dispensed in July 2018
- Submission of data during November 2018 in relation to prescriptions dispensed in October 2018
- Submission of data during February 2019 in relation to prescriptions dispensed in January 2019

CPW have provided further information and data collection sheets to support contractors in this work, which can be found: <http://www.cpwales.org.uk/Services-and-commissioning/Quality-Scheme/High-Risk-Medicines-Survey.aspx>

Q: I submitted data for the high risk medicines survey during May – does this not count?

A: The Data on the prevalence of high risk medicines survey use submitted during May 2018 related to prescriptions dispensed during April 2018 and formed part of the components of the 2017/18 Quality & Safety Scheme.

Q: Do we include Prochlorperazine when it is being used acutely as an anti-emetic etc?

A: All antipsychotics should be included regardless of indication

Q: Does this include low (or even high) dose Aspirin which is not in the NSAID section of the BNF but is certainly an NSAID?

A: No

Q: Does this include all topical NSAIDs, Ibuprofen, Diclofenac etc etc. (including heat rubs containing salicylates)?

A: No, only oral NSAIDs should be included

Q: Does this include patients who have COPD rather than Asthma? Is it presumed that pharmacies will know the diagnosis in all cases?

A: Where the pharmacy is aware of the indication then they should exclude COPD patients; if the pharmacy is unaware of the diagnosis then they should include all patients who meet the criteria.

Q: What is the timeline for completing the requirements of the Quality & Safety Scheme?

A: Contractors should by 31/8/18

1. Complete the submission of the data for the prevalence of high risk medicines in respect of prescriptions dispensed during July 2018.

Data collection sheet can be found <http://www.cpwales.org.uk/getattachment/Services-and-commissioning/Quality-Scheme/High-Risk-Medicines-Survey/High-Risk-Medicines-Data-Collection-Sheet-July-2018-Prescriptions.pdf.aspx?lang=en-GB>

Contractors should by 30/11/18

1. Complete the submission of the data for the prevalence of high risk medicines in respect of prescriptions dispensed during October 2018.

Data collection sheet can be found at <http://www.cpwales.org.uk/getattachment/Services-and-commissioning/Quality-Scheme/High-Risk-Medicines-Survey/High-Risk-Medicines-Data-Collection-Sheet-October-2018-Prescriptions.pdf.aspx?lang=en-GB>

Contractors should by 31/12/2018

1. Discussed the results of the 2017-18 Community Pharmacy Safety Attitudes survey and identified actions to improve the safety culture within the pharmacy.

Contractors should by 28/02/19

1. Complete the submission of the data for the prevalence of high risk medicines in respect of prescriptions dispensed during January 2019.

Data collection sheet can be found at: <http://www.cpwales.org.uk/getattachment/Services-and-commissioning/Quality-Scheme/High-Risk-Medicines-Survey/High-Risk-Medicines-Data-Collection-Sheet-JANUARY-2019-Prescriptions.pdf.aspx?lang=en-GB>

2. Complete the validation process for the All Wales Pharmacy Database

Contractors should by 31/03/19

1. Ensure that all pharmacy employees involved in the provision of NHS pharmaceutical services have completed the IQT bronze e-learning
2. Ensure that all members of the pharmacy team involved in the provision of NHS pharmaceutical services have completed the Community Pharmacy Safety Attitudes Survey
3. Answer the questions included in the Clinical Governance toolkit and submit the toolkit response.