

Important information about this document

This is reference copy of the Community Pharmacy Assurance Framework screening questionnaire that must be completed via a separate online form between 6 June and 3 July 2016. The Screening Questionnaire will be carried out on an annual basis, please visit the NHSBSA website for the latest information:
<http://www.nhsbsa.nhs.uk/PrescriptionServices/5028.aspx>.

The 2016 version of the questionnaire must be filled in via the online form so please do not attempt to submit this form. You can view instructions and access the online form by clicking the link above.

This printable copy of the questionnaire has been published for reference purposes and as a training tool. It allows pharmacies to assure themselves that they are compliant with the Terms of Service under the community pharmacy contractual framework when the screening questionnaire is not taking place. This document can be saved or printed to keep as a record.

Please note that this version of the questionnaire should not be submitted and will not appear in any reports produced as part of the CPAF exercise.

Pharmacies that complete this questionnaire are still be required to complete the online version of the CPAF questionnaire.

We need to assure ourselves that all services commissioned by the NHS are of consistent high quality. Previously we asked pharmacy contractors to complete the Community Pharmacy Assurance Framework (CPAF) as a self-assessment against their terms of service. In order to streamline the process for both contractors and NHS England last year we worked with PSNC to design a shorter self-assessment tool to help us identify which pharmacies we will ask to provide further assurance by completing the full CPAF to provide evidence they meet their terms of service and decide whether to arrange a contract monitoring visit.

All pharmacies will be asked to complete this short screening questionnaire which asks the same questions as last year. We will look at this together with information from other sources to select pharmacies we are considering for contract monitoring visits.

If your pharmacy is being considered for a full monitoring visit you will be requested to complete and return the full Community Pharmacy Assurance Framework (CPAF) pre visit questionnaire. However both PSNC and NHS England recommend that all Pharmacy contractors make use of the full CPAF pre visit questionnaire to assure themselves that they are compliant with Terms of Service as set out in the NHS (Pharmaceutical and Local Pharmaceutical) Regulations 2013.

The questions asked in this assessment questionnaire are indicators of the level of compliance with the terms of service. Contractors should also satisfy themselves that they are compliant with the terms of service, which are set out in Schedule 4 of:

- The NHS (Pharmaceutical and Local Pharmaceutical) Regulations 2013 as amended.
- see also: www.psnc.org.uk/cpaf

Screening Questionnaire

Please complete the screening questionnaire by **Sunday 3 July 2016**.

The questionnaire will take between 10 and 20 minutes to complete. Please ensure you read all questions and answers carefully. Some questions may require multiple answers and therefore tick all boxes that apply. The questions are in three sections:

Section 1 asks for information to make sure we can correctly identify your pharmacy and confirm who is completing the questions on behalf of your pharmacy.

Section 2 includes 10 questions. You should select the statements that most closely match what actually happens in your pharmacy, bearing in mind you must be able to provide evidence to validate your selections (you may subsequently be asked to provide this evidence during a contract monitoring visit).

Section 3 allows you to provide feedback and requires you to make a declaration that the pharmacy has the evidence to support the answers given, and that they truly and accurately reflect how the Pharmacy complies with the terms of service as set out in the NHS (Pharmaceutical and Local Pharmaceutical) Regulations 2013 as amended.

Pharmacy Information

All required fields are marked with a red asterisk.

Your name*

Are you usually the responsible pharmacist at the pharmacy premises?*

Yes

No

On average, how many hours a week are you the responsible pharmacist at this pharmacy?*

0-15 16-30 31-45 46-60 61-75 76-90 91+

Please state your job role - indicate all that apply.*

- Owner/contractor
- Manager (Non-pharmacist)
- Manager (Pharmacist)
- Pharmacist
- Dispenser
- Technician
- Superintendent
- Other (please specify)

Pharmacy Attainment Questions

Attainment Level Checklist

Please tick the boxes below to show which criteria your pharmacy meets.

To attain Level 1 you must select all Level 1 criteria

To attain Level 2 you must select all Level 1 and all Level 2 criteria

To attain Level 3 you must select all Level 1 and all Level 2 criteria and select at least one of the Level 3 criteria (if more than one option is available).

Question 1: Standard Operating Procedures (SOPs)

Please answer question 1 while considering the following SOPs:

- Dispensing drugs and appliances
- Repeat dispensing
- Providing advice and support to people caring for themselves or their families

Requirements for having SOPs are included in a number of different pieces of legislation or specification, for instance,

- The Medicines (Pharmacies) (Responsible pharmacist), Regulations 2008
- NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013
- Enhanced Services that are commissioned locally

- Level 1**
- We have SOPs for dispensing, repeat dispensing and support for self care
 - The SOPs have been formally reviewed every two years or earlier if needed

- Level 2**
- Each of the SOPs have been read by every staff member to which it applies
 - Staff fully understand the SOPs and work in accordance with them

- Level 3**
- An audit of staff adherence with SOPs has been conducted within the last 2 years and action has been taken as a result of the audit

Pharmacy Attainment Questions

Attainment Level Checklist

Please tick the boxes below to show which criteria your pharmacy meets.

To attain Level 1 you must select all Level 1 criteria

To attain Level 2 you must select all Level 1 and all Level 2 criteria

To attain Level 3 you must select all Level 1 and all Level 2 criteria and select at least one of the Level 3 criteria (if more than one option is available).

Question 2: Prescribed Medicines Advice

This question refers to providing advice to a patient to enable them to use their drugs or appliances appropriately and to meet their needs for general information about their prescribed medicines.

When dispensing a prescription, either to a patient within the pharmacy or by delivery to their home, please indicate do you usually give them advice about their medicines?

- Level 1**
- When the patient asks for advice
 - When the patient has not had the item before

- Level 2**
- When we believe they need advice

- Level 3**
- Every time we hand out a prescription (unless we have recorded that we have given appropriate advice about the medicine or appliance on an earlier occasion)

Pharmacy Attainment Questions

Attainment Level Checklist

Please tick the boxes below to show which criteria your pharmacy meets.

To attain Level 1 you must select all Level 1 criteria

To attain Level 2 you must select all Level 1 and all Level 2 criteria

To attain Level 3 you must select all Level 1 and all Level 2 criteria and select at least one of the Level 3 criteria (if more than one option is available).

Question 3: Storage of Prescribed Drugs and Return of Unwanted Medicines

When we hand out a medicine that we have dispensed, information on safe storage and returns is provided by:

Level 1 Information is made available in the pharmacy or on the website e.g. displayed on a poster or on the dispensing bag

Level 2 Extra information being given verbally when we believe it needs reinforcement

Level 3 Printed information being reinforced more frequently for high risk medicines

Pharmacy Attainment Questions

Attainment Level Checklist

If your pharmacy has dispensed one or more repeatable prescriptions in the last year please tick the boxes that will be displayed below to show which criteria your pharmacy meets.

To attain Level 1 you must select all Level 1 criteria

To attain Level 2 you must select all Level 1 and all Level 2 criteria

To attain Level 3 you must select all Level 1 and all Level 2 criteria and select at least one of the Level 3 criteria (if more than one option is available).

Question 4: Repeat Dispensing

For the purposes of this questionnaire repeat dispensing means 'batch prescriptions', i.e. NHS repeatable prescriptions.

Has your pharmacy dispensed one or more repeatable prescriptions in the last year?*

Yes

No

Thinking about repeatable dispensing, for each batch dispensing:

Level 1 We ask the patient whether their condition has changed

We ask the patient whether they actually need each item

Level 2 If the patient doesn't need an item we record that it wasn't supplied

Level 3 We regularly review reasons why items are not supplied and provide relevant feedback to the prescriber/patient where appropriate

Pharmacy Attainment Questions

Attainment Level Checklist

Please tick the boxes below to show which criteria your pharmacy meets.

To attain Level 1 you must select all Level 1 criteria

To attain Level 2 you must select all Level 1 and all Level 2 criteria

To attain Level 3 you must select all Level 1 and all Level 2 criteria and select at least one of the Level 3 criteria (if more than one option is available).

Question 5: Owings

When we owe a prescribed medicine to a patient we:

- Level 1**
- Note the amount and inform the patient
 - Record the owing in the pharmacy (e.g. on the PMR)

- Level 2**
- Inform the patient of what is owed and when it should be ready
 - Review owings on a regular basis

- Level 3**
- Actively work to reduce the number of owing items by reviewing stock levels or finding alternative suppliers

Pharmacy Attainment Questions

Attainment Level Checklist

Please tick the boxes below to show which criteria your pharmacy meets.

To attain Level 1 you must select all Level 1 criteria

To attain Level 2 you must select all Level 1 and all Level 2 criteria

To attain Level 3 you must select all Level 1 and all Level 2 criteria and select at least one of the Level 3 criteria (if more than one option is available).

Question 6: Prescription Based Interventions

When appropriate we provide advice to people presenting prescriptions who appear to:

- have diabetes
- be at risk of coronary heart disease (especially those with high blood pressure)
- smoke or are overweight

with the aim of increasing the person's knowledge and understanding of the health issues which are relevant to that person's personal circumstances by:

Level 1

- Providing leaflets in the pharmacy or on the website for patients to self-select
- Providing additional advice directly to the patient/carer when asked

Level 2

- Taking opportunities to provide advice directly to patients/carers where appropriate for the above patient groups
- Making a note where appropriate of the advice in a form that facilitates audit of provision of the service and follow up care for the person given the advice

Level 3

- Using records of previous advice given to follow up with patients when necessary
- Actively seeking opportunities to provide ongoing support backed up with written information e.g. leaflet when dispensing their blood pressure medication (following the first time)

Pharmacy Attainment Questions

Attainment Level Checklist

Please tick the boxes below to show which criteria your pharmacy meets.

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To attain Level 3 you must select all Level 1 and all Level 2 criteria and select at least one of the Level 3 criteria (if more than one option is available).

Question 7: Signposting

NHS England advises that you use NHS Choices (www.nhs.uk), the NHS England website, and local CCG and Local Authority websites to obtain up to date signposting information in addition to any paper based or emailed information that may be supplied from time to time.

When a customer requires advice or treatment which we do not provide in our pharmacy we:

Level 1 Use signposting information to find out where the customer can get the advice or treatment they need and provide them with the details

Level 2 Make a note where appropriate of the information provided in a form that facilitates audit of provision of the service and follow up care for the person given signposting information

Level 3 Use the record of the written referral to follow up with customers if necessary

We tell customers about local services where individual members of staff know about these from their own knowledge

Use additional information (e.g. leaflets, or from the internet) alongside the signposting information that we have gathered together for ourselves and provide the customer with these details

Pharmacy Attainment Questions

Attainment Level Checklist

Please tick the boxes below to show which criteria your pharmacy meets.

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To attain Level 3 you must select all Level 1 and all Level 2 criteria and select at least one of the Level 3 criteria (if more than one option is available).

Question 8: Clinical Governance - Risk Management: Incident Reporting

When a patient safety incident occurs in the pharmacy:

Level 1 Relevant staff members are informed and know their responsibilities for incident recording investigation and reporting

Level 2 We make a patient safety incident report to the National Reporting and Learning System (either directly or via Head Office)
 Relevant staff participate in discussion about actions to be taken including detail of any steps to reduce risk of recurrence
 Records are kept of the analysis and response to critical incidents

Level 3 We discuss past incidents to ensure any actions adopted have been implemented and have effected the desired change

Pharmacy Attainment Questions

Attainment Level Checklist

Please tick the boxes below to show which criteria your pharmacy meets.

To attain Level 1 you must select all Level 1 criteria

To attain Level 2 you must select all Level 1 and all Level 2 criteria

To attain Level 3 you must select all Level 1 and all Level 2 criteria and select at least one of the Level 3 criteria (if more than one option is available).

Question 9: Clinical Governance - Locums

It is recognised that some of the process of engaging a locum may be undertaken by someone who is not at the pharmacy, if this is the case please contact the relevant person to establish your current processes:

When a locum is engaged the person(s) responsible for engaging the locum and ensuring they are able to perform the required tasks:

Level 1

- Checks their availability and books them
- Informs them of location, opening times and key contacts

Level 2

- Checks their registration with the GPhC
- Carries out appropriate checks where required e.g. for MUR accreditation and smartcards (if the pharmacy is enabled for the electronic prescription service)
- Provides all other information the locum will need to be able to perform their duties

Level 3

- Speaks to, or asks another representative from the pharmacy to speak to the locum beforehand to discuss anything they might reasonably need to know
- Provides feedback to the locum following their employment - either directly or indirectly

Pharmacy Attainment Questions

Attainment Level Checklist

Please tick the boxes below to show which criteria your pharmacy meets.

To attain Level 1 you must select all Level 1 criteria

To attain Level 2 you must select all Level 1 and all Level 2 criteria

To attain Level 3 you must select all Level 1 and all Level 2 criteria and select at least one of the Level 3 criteria (if more than one option is available).

Question 10: Clinical Governance - Training & Performance Management

Staff members:

Level
1

- Keep up to date by reading pharmacy training material on an ad hoc basis
- Have a training record
- Undergo an induction when joining the pharmacy

Level
2

- Have an induction that includes a training needs assessment in respect of any role they are asked to perform
- Have a training needs assessment that aligns their training needs with the needs of the business
- Are supported to access training appropriate to meet needs identified
- Are subject to a process to address poor performance where this occurs

Level
3

- Have an annual appraisal

Pharmacy Attainment Questions

A summary of the levels attained for each question based on the responses you provided is shown below.

You have not yet completed the questionnaire, please click the 'Next' button below, complete the declaration and press the 'Submit' button to send us your response.

A summary of the levels attained for each question based on the responses you provided is shown below.

Question 1 Standard Operating Procedures (SOPs) **LEVEL ATTAINED**

Question 2 Prescribed Medicines Advice **LEVEL ATTAINED**

Question 3 Storage of Prescribed Drugs and Return of Unwanted Medicines **LEVEL ATTAINED**

Question 4 Repeat Dispensing **LEVEL ATTAINED**

Question 5 Owings **LEVEL ATTAINED**

Question 6 Prescription Based Interventions **LEVEL ATTAINED**

Question 7 Signposting **LEVEL ATTAINED**

Question 8 Clinical Governance - Risk Management: Incident Reporting **LEVEL ATTAINED**

Question 9 Clinical Governance - Locums **LEVEL ATTAINED**

Question 10 Clinical Governance - Training & Performance Management **LEVEL ATTAINED**

Feedback and Declaration

Do you have any additional comments you would like to make?

left

If you would like to receive a message containing details of your submission please enter your email address below.

(You should receive the email within 2 hours of submitting the form)

Declaration

Please complete the following declaration by ticking the box below:

I declare that the pharmacy:

has evidence to support the answers given, that they are true and accurately reflect how the Pharmacy complies with the terms of service as set out in the NHS (Pharmaceutical and Local Pharmaceutical) Regulations 2013 as amended.

I declare that the pharmacy meets the terms of the above declaration*

Please click the submit button to complete the questionnaire.