

Quality Payment Guide – HLP

Criteria

On the day of the review, the pharmacy is a Healthy Living Pharmacy level 1 (self-assessment)

Review Points

This quality criterion is claimable only once (at either review point).

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

- Friday 28 April 2017
- Friday 24 November 2017

Total Number of points at either review point (not both) – 20 (£1280)

Requirements

To meet this quality criterion, the pharmacy must on the day of the review be meeting the requirements of a level 1 HLP as defined by Public Health England (PHE)* or have been accredited as an HLP locally between 1 December 2014 and 28 April 2017.

This may be demonstrated in one of the following ways:

- an entry in the Royal Society for Public Health (RSPH) online register** as a profession-led self-assessed HLP level 1 that has not been previously accredited;

or

- a copy of the signed and dated documentation that demonstrates that between 1 December 2014 and 28 April 2017 the pharmacy was accredited as a HLP level 1 locally. Pharmacies that have been accredited between 1 December 2014 and 28 April 2017, do not need to go through the profession-led self-assessment process led by PHE to qualify for the quality payment and therefore do not need to register with the RSPH registry;

* https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/20538638/HLP-quality-criteria-and-self-assessment-process.pdf

** <https://www.rspph.org.uk/our-services/registration-healthy-living-pharmacies-level1/assessment-of-compliance.html>

Further information for pharmacies who self-assess themselves as meeting the requirements of a level 1 HLP after 28 April 2017 will be published by NHSE later in the year.

Distance selling pharmacies

Any pharmacy that wishes to be an HLP must fully meet the requirements defined by PHE (except contractors whose pharmacies became HLPs between 1st December 2014 and 28th April 2017). These requirements were developed for bricks and mortar pharmacies, not pharmacies that operate via a

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distance selling model. Distance selling pharmacies (DSPs) are also prohibited from providing Essential Services, including the Public Health (Promotion of Healthy Lifestyles service), on the pharmacy premises. NHS England or PHE have not issued any guidance on this matter, but for the reasons set out above, PSNC believes it is unlikely that a DSP could fully meet the requirements for being an HLP.

If you are already working to become healthy living pharmacies in the local Cheshire and Merseyside scheme

Becoming an HLP is more than the training and so please look at the Pharmacy Complete checklist and flow chart to see where you are on your HLP journey. The Quality Payment Scheme guidance from NHS England states that any pharmacies who have been accredited in a local scheme between 1 December 2014 and 28 April 2017 and have a copy of the signed and dated documentation that demonstrates that the pharmacy was accredited as an HLP Level 1 locally, do not need to go through the PHE self-assessment process to qualify for the quality payment. This means that if you can satisfy the local requirements in the next few weeks including all training requirements, then you can be 'grand-parented over'.

If you choose to focus on completing this before 28 April deadline, please note that if you have not received a certificate and confirmation by 28 April then you do not qualify and must go through a separate process of registration through the Royal Society for Public Health. Pharmacy Complete will receive SDC forms up to midnight on 21 April 2017 to ensure they process these in time.

The alternative beyond 28 April is likely to be a declaration and registration through a third party such as RSPH but there is no detail on this beyond the 28 April deadline.

Support from Pharmacy Complete will continue, so if you do miss this deadline there will be further opportunity.

If you are working independently towards Healthy Living Pharmacy Status

Stage 1 – Key requirements that must be met before becoming an HLP Level 1

The following requirements must be met before a pharmacy can be registered as a HLP Level 1, therefore contractors should ensure that they meet the requirements before they start working their way through the HLP quality criteria:

- the pharmacy has a consultation room which is compliant with the Advanced Services standards and is appropriate for the services on offer;
- in the past year, the pharmacy has participated in the provision of both Medicines Use Reviews (MURs) and the New Medicine Service (NMS), and has proactively engaged in health promoting conversations
- in the past year, the pharmacy has participated in the provision of the NHS Community Pharmacy Seasonal Influenza Vaccination Advanced Service or has actively referred patients to other NHS providers of vaccinations;

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- the pharmacy complies with the General Pharmaceutical Council's Standards for Registered Premises and Standards of Conduct, Ethics and Performance; and
- the pharmacy complies with the NHS Community Pharmacy Contractual Framework requirements.

Stage 2 – How to achieve HLP Level 1

PHE has published a self-assessment quality criteria guide, which sets out the quality criteria that pharmacies must achieve to gain HLP Level 1 status and lists suggested evidence which can be used to demonstrate that the pharmacy meets the criteria. Pharmacy teams must be able to provide evidence of their behaviours and activities as well as the physical environment. There is a checklist of the 27 quality criteria which need to be met.

<http://psnc.org.uk/wp-content/uploads/2013/08/HLP-Level-1-checklist.pdf>

Stage 3 – Action once a contractor has met the requirements for HLP Level 1 (for contractors whose pharmacies have not been previously accredited as HLPs)

PHE has appointed RSPH as the organisation that will register pharmacies that have successfully completed the self-assessment process for Level 1 HLPs and to provide a QA process. Please note that registration with the RSPH is only open to those pharmacies that have undertaken the profession led self-assessment process and have not been previously accredited as an HLP.

Once a contractor has met all the requirements for HLP Level 1, they should use the self-assessment tool available on the RSPH website to make notes on how they meet each criterion.

Part 1 of the assessment of compliance should then be completed which relates to the key requirements that the pharmacy must have in place before HLP Level 1 status can be granted and the HLP logo displayed. Pharmacy professionals must be able to indicate YES to all statements by ticking the appropriate boxes to be compliant (this web-based form must be completed by a registered pharmacy professional (pharmacist or pharmacy technician) in the pharmacy, who must provide their General Pharmaceutical Council registration number).

Part 2 of the assessment of compliance should then be completed, which is the section of the framework that asks the pharmacy professional to state the evidence they possess in the pharmacy, which they can use to demonstrate compliance with the requirements. Evidence must be provided against all requirements.

Part 3 requires the pharmacy professional to declare compliance with the HLP Level 1 quality criteria and to submit this electronically.

Once submitted, the form will be sent electronically to the RSPH and after receipt and review, a copy will be sent to the pharmacy email address that the pharmacy professional provided in Part 3. A copy of this email should be retained in the pharmacy so it is available for inspection.

RSPH will endeavour to contact contractors by mail or email within 10 working days after they have received the submitted online assessment of compliance form to confirm registration and provide the HLP logo and certificate.

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The HLP logo and if possible, the certificate, should then be displayed in the pharmacy.

Training providers

There are several organisations that provide HLP training for pharmacy staff and those that PSNC has been made aware of are listed at: psnc.org.uk/hlp

APPENDIX 1 – List of training providers – can be viewed [here](#)

Quality assurance visits

The QA process, overseen by the RSPH, is intended to assure the public, commissioners, and other healthcare professionals that the HLP quality criteria are met consistently across the country. Contractors may be required to provide evidence to the RSPH to show that they have met the HLP Level 1 criteria. Several HLP Level 1 pharmacies will be chosen at random to be visited by an examiner, working on behalf of the RSPH, to have their compliance of assessment document and supporting evidence verified.

Further Resources

PSNC resources to support contractors

- PSNC HLP Level 1 Evidence Portfolio Workbook (available at: psnc.org.uk/hlp) – Available as a Word document or a PDF;
- HLP page on PSNC website which has further information, documents and links to various websites (psnc.org.uk/hlp).

Other resources to support contractors

- Frequently asked questions can be found on the RSPH website (<https://www.rsph.org.uk/our-services/registration-healthy-living-pharmacies-level1.html>);
- The assessment of compliance can be found on the RSPH website https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/538638/HLP-quality-criteria-and-self-assessment-process.pdf
- PHE publish a quarterly e-newsletter to provide updates on national HLP development and share innovative practice from across the country. To sign up to receive future quarterly issues, email: hlpnewsletter@phe.gov.uk

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