**SCHEDULE 4 – QUALITY REQUIREMENTS**

1. **Local Quality Requirements**

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| **Quality dimension** | **Indicator** | **Method of measurement** | **Threshold** | **Consequence of breach** |
| Clinical governance - Patient safety | All significant events and complaints are used as a learning toolFor all controlled drugs reporting requirements to the CD Accountable Officer must also be adhered to  | Findings from root cause analysis are forwarded to the CCG | Notify the CCG within 48 hours of incident and forward root cause analysis when complete 100% compliance | The commissioner reserves the right to instigate discussions with the contractor, which could lead to termination of the contract100% compliance |
| Clinical governance - Patient safety | The service provider reviews its standard operating procedures for the service on 2 yearly basis | Annual declaration | 100% compliance |
| Availability of stock within the community pharmacy | To identify and manage shortfalls in the service a significant event reporting form should be completed and forwarded to the CCG medicines management team when alternative providers have needed to be identified.  | Community service provider record of communications | Report to the CCG within 48 hours of incident 100% compliance |
| Availability of stock, Manufacturer cannot supply (MCS) | CCG is informed of any manufacturer or wholesaler who 'cannot supply' stock where there is an estimated delivery delay of more than 5 working days | Community pharmacy record of communications | Report to the CCG within 48 hours if stock deemed as MCS with estimated delivery delay of more than 5 working days100% compliance |
| Suitably Qualified Workforce |

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| The service provider can demonstrate that pharmacists involved in the provision of the service have undertaken training relevant to this service  |

 | Annual declaration | 100% compliance |