

Appendix E

Quality Payment Framework

1. Introduction

A quality payments scheme has been introduced and up to £75m has been made available for this in 2017/18.

To qualify for a payment, a contractor must:

- Meet 4 gateway criteria
- Meet one or more additional quality criteria

2. Gateway Criteria

2.1. The contractor must be offering at the pharmacy Medicines Use Review (MUR) or New Medicine Service (NMS); or must be registered for NHS Urgent Medicine Supply Advanced Service Pilot

2.2. The NHS Choices entry for the pharmacy must be up to date

2.3. Pharmacy staff at the pharmacy must be able to send and receive NHS mail

2.4. The pharmacy contractor must be able to demonstrate ongoing utilisation of the Electronic Prescription Service at the pharmacy premises

3. Quality Criteria

For the purposes of the quality framework, high quality care has been defined as the presence of three dimensions:

- Care that is clinically effective
- Care that is safe
- Care that provides a positive experience for patients

The Quality Payments Scheme rewards community pharmacies for delivering quality criteria across all three dimensions of quality.

The table (next page), which has been reproduced from “Pharmacy Quality Payments: Quality Criteria Guidance” (NHS England, February 2017), summarises the criteria by domain and indicates the number of points allocated to each criterion.

Domain	Criterion	No. of review points	Points per review point	Total points
Patient Safety	Written safety report at premises level available for inspection at review point, covering analysis of incidents and incident patterns (taken from an ongoing log), evidence of sharing learning locally and nationally, and actions taken in response to national patient safety alerts	1	20	20
Patient Safety	On the day of the review 80% of registered pharmacy professionals working at the pharmacy have achieved level 2 safeguarding status for children and vulnerable adults in the last two years	2	5	10
Patient Experience	On the day of the review, the results of the Community Pharmacy Patient Questionnaire from the last 12 months is publicly available on the pharmacy's NHS Choices page or for distance selling pharmacies it is displayed on their website and the NHS Choices service desk has been notified	1	5	5
Public Health	On the day of the review, the pharmacy is a Healthy Living Pharmacy level 1(self-assessment)	1	20	20
Digital	On the day of the first review, the pharmacy can demonstrate a total increase in access to Summary Care Records (from Monday 27 June 2016 to Sunday 27 November 2016 compared to Monday 28 November 2016 to Sunday 30 April 2017); and on the day of the second review, the pharmacy can demonstrate a total increase in access to Summary Care Records (from Monday 3 October 2016 to Sunday 30 April 2017 compared to Monday 1 May 2017 to Sunday 26 November 2017)	2	5	10
Digital	On the day of the review, the pharmacy's NHS 111 Directory of Services entry is up to date	2	2.5	5
Clinical Effectiveness	On the day of the review, the pharmacy can show evidence of asthma patients, for whom more than 6 short acting bronchodilator inhalers were dispensed without any corticosteroid inhaler within a 6 month period, are referred to an appropriate health care professional for an asthma review.	2	10	20
Workforce	On the day of the review, 80% of all pharmacy staff working in patient facing roles are trained 'Dementia Friends'	2	5	10