Quality Payments: Review point is tomorrow, April 28th 2017

Community pharmacy contractors are reminded that they must review and validate their NHS Choices entry for their pharmacies and ensure this is up to date before the review period for this gateway criterion closes on Friday 28th April 2017 at 11.59pm.

The requirement to have an up to date NHS Choices profile on the day of the review (28th April 2017) is a gateway criterion of the Quality Payments Scheme and this must therefore be met, otherwise contractors will not be entitled to claim for a Quality Payment.

Contractors are also reminded that **they are required to edit or validate three parts of their NHS Choices profile** to meet the gateway criterion:

- their opening hours;
- the facilities the pharmacy provides e.g. consulting room, parking, etc; and
- the services the pharmacy provides.

All three parts will need to have been amended or validated for the contractor to have met the gateway criterion to have an up to date NHS Choices profile.

Further information on the process contractors must follow to update their NHS Choices profile and the process which distance selling pharmacies must follow to meet the gateway criterion can be found in NHS England's quality criteria guidance (pages 10-14).

FAQs

Q. I have viewed my NHS Choices profile and my opening times, the facilities the pharmacy provides and the services the pharmacy provides are all correct..... Do I therefore meet the gateway criterion?

A. No. To meet the gateway criterion contractors need to have logged in to their NHS Choices profile and either have amended or validated the opening times, the facilities the pharmacy provides and the services the pharmacy provides.

Contractors must validate their profile even if their NHS Choices profile is correct otherwise they will not meet the gateway criterion and will therefore not be entitled to claim for a Quality Payment.

Q. The NHS England guidance states that I need to amend or validate my opening times, the facilities the pharmacy provides and the services the pharmacy provides on my NHS Choices profile. What if I don't check or validate all three parts of the NHS Choices profile?

A. The NHS England guidance clearly states that all three parts of the NHS Choices profile need to be updated or validated to meet the quality criterion (the opening times, the facilities the pharmacy provides and the services the pharmacy provides).

Therefore if all three sections are not updated or validated, contractors will not meet the requirements of the gateway criterion and will not be entitled to claim for a Quality Payment.

Q. I am having problems accessing my NHS Choices profile and can therefore not update my profile. What should I do?

A. If a contractor has experienced any difficulty with accessing and editing their NHS Choices profile, please urgently send an email describing the problem you are having to nhschoicesservicedesk@nhs.net with 'Issues with pharmacy profiles – Quality Payments Scheme' in the subject line of the email; the NHS Choices service desk team will prioritise these emails for action and will contact the pharmacy to try to solve the problem.

Q. I only applied for my editing rights using the application form after Tuesday 25th April, what happens now?

A. Contractors who have applied for editing rights using the application form since Tuesday 25th April and indeed all those applications which are received until 11.59pm on Friday 28th April 2017 will be processed and contractors should receive their editing rights by Wednesday 3rd May 2017.

Contractors will then have until 11.59pm on Monday 8th May 2017 to update or validate their NHS Choices profile before the window for meeting this gateway criterion closes.

Contractors have until 11.59pm on Friday 12th May 2017 to submit their Quality Payment declaration on the NHS Business Services Authority website.

Q. I applied for editing rights by emailing the NHS help-desk directly instead of using the application form - what happens now?

Contractors who have emailed the NHS Choices help-desk directly and have therefore not followed the NHS England guidance which states to use the application form, should have received an email on Thursday 27th April advising them to apply for editing rights using the application form by 11.59pm on Friday 28th April 2017.

If contractors do not do this, they will not receive editing rights by Wednesday 3rd May 2017 and will not be able to update their NHS Choices profile by 11.59pm on Monday 8th May 2017. These contractors will therefore not be eligible to claim for a Quality Payment as they will not have met all four of the gateway criteria.

Q. I don't have editing rights for my NHS Choices profile and am unsure if I applied using the application form or if an email was sent. What should I do?

A. If you do not have editing rights for your NHS Choices profile and are unsure whether you have applied for editing rights using the application form or if an email was sent to the NHS Choices service desk, PSNC would advise you to complete the application form on the

NHS Choices website by 11.59pm on Friday 28th April 2017 to ensure you will be provided with access rights and therefore the ability to update or validate your NHS Choices profile by the deadline stated above.

Q. I am a distance selling pharmacy, what do I need to do about NHS Choices?

Please note, if a contractor has a Distance Selling Pharmacy, they do not need editing rights for their NHS Choices profile and should follow the process to meet this gateway criterion as stated in the NHS England quality criteria guidance (pages 12-14).

Q. Do I need to upload my Community Pharmacy Patient Questionnaire (CPPQ) to my NHS Choices profile by 11.59pm on 28th April 2017 (the April review point) to claim the quality criterion?

A. Yes, if you want to claim the quality criterion at the April review point.

However, the CPPQ quality criterion can be claimed at either the April review point or the November review point.

Contractors can only claim for this criterion once, therefore it is up to the contractor to decide whether to upload their CPPQ 2016/17 results following the procedure stated in NHS England's quality criteria guidance (pages 21-22) by 11.59pm on the 28th April 2017 to be able to claim for this quality criterion at the April review point or to upload the results by 11.59pm on 24th November 2017 to be able to claim this quality criterion at the November review point.

Q. When does the gateway for April 28th declarations close?

A. Contractors have until 11.59pm on Friday 12th May 2017 to submit their Quality Payment declaration on the NHS Business Services Authority website.

Other FAQs on the Quality Payments Scheme can be found on the Quality Payments – FAQs page of the PSNC website. Your LPC website also has extensive information on the Quality Payments Scheme.

I hope you have found this information useful, please email me if you have any questions on gill@southstaffslpc.co.uk

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