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Dear Colleague

Update on the Health+Pharmacy accreditation process

The purpose of this letter is to update you on the Health+Pharmacy accreditation process and seek invitations for accreditation from those pharmacies who now feel that they meet the Health+Pharmacy quality standards.

It was originally envisaged that the first pharmacies would be ready for accreditation in April 2014, six months after the first training session. Although that goal has passed, the scheme is still very much active, and we are now in a position where we can move forward with the accreditation process.

All documentation, forms and previous communications related to Health+Pharmacy can be found on a dedicated page within the Pharmaceutical Services section of the BSO website (www.hscbusiness.hscni.net/services/2443.htm). This includes a self-assessment questionnaire to assess your progress alongside the Health+Pharmacy quality standards. A summary of the accreditation process has been included in Appendix 1 of this letter.

It is appreciated that not all pharmacies will be at the same point of readiness for Health+Pharmacy. Identifying where your pharmacy sits in the three stages presented below will help you to plan for accreditation.

Stage 1: Not yet attended training

If the pharmacy applied to be part of the Health+Pharmacy initiative when first invited to in June 2013 but no member of staff has attended training, then you should arrange for attendance as soon as possible.

Both a pharmacist and a non-pharmacist assistant should attend the two-day course. The course is facilitated by NICPLD and application to attend is via the normal process on their website (under Accredited Courses). Only the pharmacist should apply, with the assistant attending on the same day.

Only the pharmacist named on the original application form (June 2013) may apply for training via the NICPLD website. If you need to update these details please do so by emailing: healthpluspharmacy@hscni.net and the HSCB will advise NICPLD accordingly.

Note: For those pharmacies where a member of staff has left since training NICPLD are planning to hold a 'mop-up' one-day training event for additional staff. This is planned for Summer Term 2015 with further details to follow.

Stage 2: Training completed, proceeding to full accreditation

If both the pharmacist and non-pharmacist Health and Wellbeing adviser have attended the two-day live training you should now work towards accreditation. The Health and Wellbeing adviser should also complete the distance learning course provided by NICPLD.

The H+P self-assessment questionnaire should be used to support the implementation of the Health+Pharmacy quality standards in your pharmacy.

On a monthly basis you should complete a progress report form (available at the Health+Pharmacy page on BSO internet) and submit via email to the HSCB. This will also allow you to assess your own progress on a regular basis.

Stage 3: Ready for accreditation

When you consider that the pharmacy is ready for Health+Pharmacy accreditation you can request an accreditation visit, also via the monthly progress report form.

As stated, the dedicated webpage on the BSO website will host all documents related to Health+Pharmacy, and any enquiries regarding the Health+Pharmacy initiative should be sent via email to healthpluspharmacy@hscni.net .

Yours sincerely



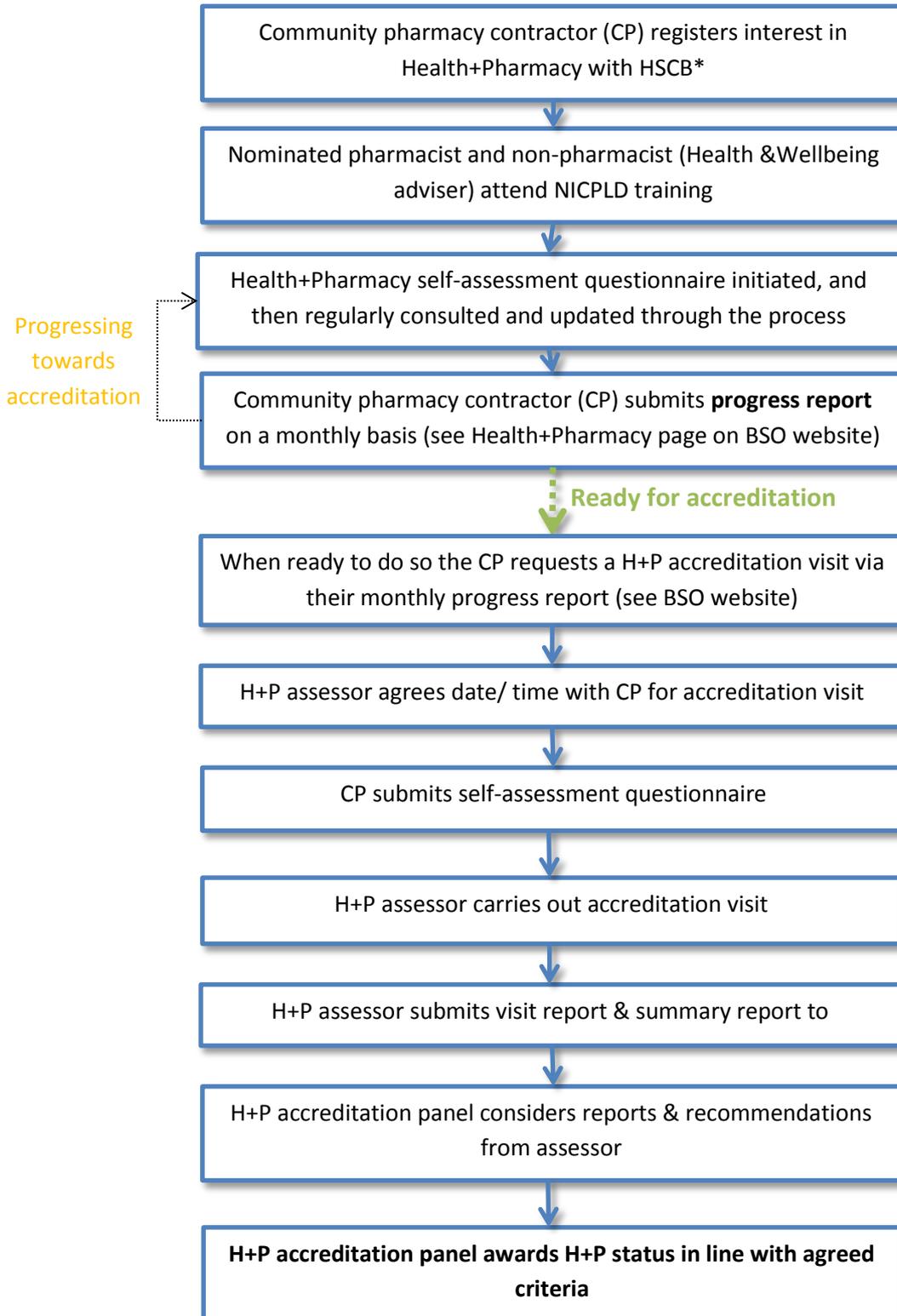
Mr Joe Brogan
Assistant Director – DOIC
Head of Pharmacy and Medicines
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Mrs Mary Black CBE
Assistant Director Health and Social
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Appendix 1: Health+Pharmacy Accreditation Process

The flowchart below outlines the steps to becoming a Health+Pharmacy. Further detail on the accreditation process is provided on the following pages.



*Initial interest was registered in June 2013. New applications will be considered when capacity allows.

Accreditation process:

1. Request for accreditation

The accreditation visit will be requested by the community pharmacy contractor using the progress report.

2. Pre-visit confirmation

Prior to conducting the accreditation visit HSCB/PHA will contact the pharmacy to confirm that:

- Both pharmacist and healthcare assistant have completed the live NICPLD training and the healthcare assistant has completed the distance learning pack
- The pharmacy considers that it has fully achieved each of the Health+Pharmacy (H+P) quality standards (i.e. self-reported score of 160/160 on their progress report)
- The date of the request for an accreditation visit does not exceed 1 year from the date of the live training with the exception of an agreed extension. (NB for wave 1 the date should not exceed 30th June 2015)

3. Confirmation of request

HSCB/PHA will write to the community pharmacy contractor, acknowledging the request for accreditation as a Health+Pharmacy and requesting submission of the following from the pharmacy:

- evidence of completion of training
- the completed H+P self-assessment questionnaire

4. Notification of accreditation visit

HSCB/PHA will arrange the accreditation visit. It is anticipated that visits will not commence before 28th February 2015. Following agreement of the date, the pharmacy contractor will be notified in writing and a copy of the H+P accreditation visit template will be sent in advance of the visit.

5. Accreditation visit

The accreditation visit will be undertaken by a H+P pharmacist assessor and it is anticipated that the visit should last for no more than 2 hours. The H+P trained pharmacist and health and well-being adviser should be available for the duration of this visit and the community pharmacy contractor will have the opportunity to decide if they wish to have anyone else present at the visit. During the visit, the H+P assessor will discuss the information contained in the self-assessment questionnaire and will also talk to, and observe, staff.

6. Accreditation visit template

The accreditation visit template contains guidance for the assessor as to the various methods of assessment which may be used, including:

- Documentation
- Observation, which may include photographs where appropriate
- Discussion with the pharmacist, health and well-being adviser and other relevant pharmacy staff
- Additional information, self-reported by the pharmacy, via the self-assessment questionnaire

The accreditation visit template will be used by the H+P assessor to record assessment of achievement for each of the 16 quality standards.

A copy of the template can be found on the BSO website.

7. Accreditation visit reports

There will be two accreditation visit reports which will be prepared by the H+P assessor:

1. The completed accreditation visit template, together with any other supporting evidence (e.g. photographs where appropriate)
2. A summary report - this will indicate the achievement level for each of the 16 quality standards and an overall recommendation, based on the evidence provided, that:
 - H+P status should be awarded
 - H+P status should not be awarded
 - H+P status requires further consideration by the accreditation panel

8. Accreditation panel

In all cases, the final decision on the awarding of H+P status to a particular pharmacy contractor will be made by an accreditation panel. It is proposed that the panel will consist of 3 members: one from HSCB, one from PHA and one other representative from the H+P Alliance.

Initially, accreditation panels will be convened as and when required. It is anticipated that, thereafter, the panel will meet quarterly. This may be reviewed in order to provide timely decisions. There should be no longer than 3 months between the accreditation visit and the recommendation being considered by the panel.

The remit of the accreditation panel is to ensure that the H+P status is awarded in a consistent, fair and equitable manner. In cases where the quality standards have not been fully achieved the panel will review the detailed information provided in the accreditation visit report and any supporting evidence. If the decisions of panel members are not unanimous, the panel decision will be made on the basis of the majority.

9. Notification of the decision by the panel

The decision of the panel, together with any recommendations to the community pharmacy contractor, will be recorded on the accreditation panel report. A copy of the report will be issued to the community pharmacy contractor within 4 weeks of the meeting of the panel, together with a copy of the accreditation visit report and summary report.

10. Appeals

There will be an appeals process available for any concerns about the process followed for the accreditation of an individual pharmacy. An appeal should be made in writing, to the chair of the accreditation panel, within 4 weeks of notification. The appeal will be heard at a subsequent meeting of the accreditation panel. This panel will consist of three members (one from HSCB, one from PHA and one other representative from the H+P Alliance) but members will not have been involved in the original accreditation decision.

11. Reaccreditation

HSCB/PHA will seek an annual declaration that the pharmacy continues to meet all the quality standards. H+P status will be fully re-evaluated for re-accreditation on a 3 yearly cycle.