



Health+Pharmacy: Quality Standards Guidance and Self-Assessment Questionnaire

When completing the questionnaire please ensure comments are concise and clearly demonstrate how standards are met. Pay particular attention to standards that are assessed using the Self-Reported (SR) evidence in this form.

Introduction

This self-assessment is designed to help you and the HSCB understand whether you have met each of the Health+Pharmacy quality standards for the environment you have created. The evidence you put together will help towards you receiving your Health+Pharmacy 'quality mark'. These quality standards relate to:

- the environment
- staff development *and*
- engagement with others in the local community

These are not listed in any priority order; all are equally important. These Health+Pharmacy quality standards will help to support pharmacies in meeting their professional requirements when delivering commissioned services.

How to assess your pharmacy

1. The criteria for staff relate to those individuals working within the scope of healthcare provision, they do not apply to staff working in larger stores who do not interface in the health aspects of the business (e.g. beauty counter staff).
2. This assessment is for an individual pharmacy. It is not appropriate to complete a single form for a number of pharmacies within a group, as the status may be very different in each location.
3. Read each quality standard and, together with members of your team, decide what aspects of the criteria under each standard you currently meet by using the questions asked as a prompt and what additional actions you need to take to meet these. Document how you meet these criteria, providing supporting information and evidence where appropriate.

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4. Consider aspects of the standard not met, using the questions in italics under each criterion as a prompt. Using the information on training and support provided detail what action you need to take to meet the criteria. Many of the gaps will be covered by the mandatory training provided to nominated staff but you may wish to consider additional training to meet your specific needs. Nominated staff that have completed mandatory training will cascade their learning to colleagues to ensure that everyone working in the healthcare area can meet the required standards.

Method of assessment:

- D Documentation – e.g. training records, SOPs etc.
- O Observation – which may include photographs
- V Verbal – discussion with pharmacist and/or pharmacy staff
- SR Self-reported evidence e.g. from self-assessment questionnaire

Quality Standards and Criteria

In assessing your level of service delivery decide if you:

Partially meet Health+Pharmacy standard: This means that some arrangements are in place and the pharmacy is moving towards achieving the standard. You should develop a robust action plan to achieve all the criteria listed under the standard using support and resources provided.

Fully meet Health+Pharmacy standard: The criteria listed are met for each standard.

If you have any further queries, please contact the Health+Pharmacy Pharmacist, Katie Blair on 02895 360139 for advice and support.

June 2018

1. Environment

The pharmacy staff, premises and merchandise reflect a professional healthcare and healthy living environment.

Principles:

The 'professional' environment reflects the impression and ethos of a Health+Pharmacy, proactively promoting health and wellbeing to the public. The pharmacy gives the public a clear impression that free and confidential health and wellbeing advice, information and services are readily available.

Standards:

	Criteria for assessment	Training and support available/provided	Action required to meet the standards	Description of how standards are met
<p>1.1 Premises</p> <p>Standard: The pharmacy complies with <i>all</i> the essential and <i>appropriate</i> desirable indicators included in the PSNI Standards for Registered Pharmacy Premises. Desirable indicators are:</p> <p>1.4: Windows reflect a professional image; 2.2: Front shop area is maintained in a good state of repair and decoration; 2.4: Stock is effectively managed and reflects a professional image.</p>	<p>The pharmacy has indicated in their Self-Assessment Questionnaire that they comply with all the essential indicators in the PSNI Standards for Registered Pharmacy Premises? (SR)</p> <p>And meets all desirable criteria as listed below:</p> <p>The windows should be free from merchandise as listed in H+P standard 1.2 merchandise. (O)</p>	<p>PSNI Standards for Registered Pharmacy premises (http://www.psni.org.uk/publications/code-of-ethics-and-standards/)</p> <p>NB footnote to standard 2.4 - Lottery must not be promoted or sold within the premises.</p>		

	Criteria for assessment	Training and support available/provided	Action required to meet the standards	Description of how standards are met
<p>3.7: The pharmacy has an appropriate area for counselling patients;</p> <p>3.9: The professional area does not contain any non-health related products;</p> <p>8.3: The name(s) of the pharmacist(s) who is (are) on duty, or their registration certificates, are prominently displayed in the professional area.</p> <p>Consider: <i>Do the premises reflect the required environment?</i> <i>Are the retail space and staff only areas conducive to promoting health and wellbeing?</i></p>	<p>Does the window contain a positive health promotion message? (O)</p> <p>Is stock clean and well presented? (O)</p> <p>Refer to H+P Standard 1.4 private consultation area</p> <p>Are toiletries, cosmetics etc. displayed for sale within the professional area? (O)</p> <p>Are non-health related confectionery or drinks placed at till points or within the professional area? (O)</p> <p>Are the name(s) of the pharmacist(s) who is (are) on duty, or their registration certificates, prominently displayed in the professional area? (O)</p>	<p>Standard 3.9 states: "Toiletries, cosmetics etc. should not be displayed for sale within the professional area. Non-health related confectionery must not be placed at till points or at the medicines counter. Pharmacies are discouraged from selling non-health related confectionery and drinks since there is considerable evidence that their consumption, especially in children, contributes to dental caries."</p>		

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<p>1.2 Merchandise</p> <p>Standard: The pharmacy promotes messages that support the delivery of public health goals for prevention, self-care and harm reduction by stocking appropriate products, in line with local and national guidance and policy. The pharmacy does not stock products which the professional regulator advises against or which evidence shows may be injurious to health.</p> <p>Consider: <i>What is the pharmacy's policy relating to merchandise stocked e.g. confectionery, cigarettes and e-cigarettes, SPF and UV protection of sunscreens available?</i></p>	<p>The following products are not available for purchase:-</p> <ul style="list-style-type: none"> Tobacco products E-cigarettes Alcoholic beverages Products intended to mask the signs of alcohol or drug consumption Sun protection products less than SPF 15 Lottery tickets (O) 	<p>Mandatory standard 1.10 of the Professional Standards and Guidance for the Sale and Supply of Medicines (http://www.psni.org.uk/wp-content/uploads/documents/313/standards_on_sale_and_supply_of_medicines.pdf) states: "The pharmacist must ensure that [there is] a ban on the sale or supply of products, from registered pharmacy premises, that may be injurious to a person's health, for example, tobacco products, alcoholic beverages and products intended to mask the signs of alcohol or drug consumption."</p> <p>PSNI 2013 communication to</p>		

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		<p>registrants regarding e-cigarettes: http://www.psni.org.uk/wp-content/uploads/2013/02/e-cigarettes-statements1.pdf)</p> <p>Current evidence around products that are either beneficial or injurious to health is available from a range of sources:</p> <p>NICE Clinical Guidelines are applicable in Northern Ireland and relevant guidance should inform activities within pharmacies (e.g. NICE guidance January 2011, Skin cancer prevention: information, resources and environmental changes http://guidance.nice.org.uk/PH32) includes promotion of skin protection including adequate UVA and</p>		

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		UVB protection; NICE guidance on Maternal and Child Nutrition, March 2008, updated July 2011 includes appropriate promotion of vitamins http://www.nice.org.uk/PH11). The Public Health Agency (http://www.publichealth.hscni.net/) is a useful source of local policy imperatives across each of the key health and wellbeing topics.		

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<p>1.3 Health promotion area</p> <p>Standard: There is a publicly accessible area for engaging with patients and providing public health information.</p> <p>Consider: <i>Is there a health promotion area available?</i></p> <p><i>Is this accessible to all, e.g. disabled patients?</i></p> <p><i>Can the needs of other groups of patients such as visually impaired, non-English speaking, those with literacy issues be met?</i></p> <p><i>What resources e.g. books, DVDs, leaflets, promotional displays, electronic or web-based information sources are available?</i></p>	<p>Is there a clearly defined and publicly accessible health promotion area? (O)</p> <p>Is there a range of resources relating to public health information available in the health promotion area? (O)</p>			

	Criteria for assessment	Training and support available/provided	Action required to meet the standards	Description of how standards are met
<p>1.4 Private consultation area</p> <p>Standard: A readily identifiable consultation area/room is available for private and confidential conversations; this should be easily accessible and used as appropriate by all members of the team.</p> <p>Consider:</p> <p><i>Can both the patient and the pharmacist sit down together?</i></p> <p><i>Can the patient and pharmacist talk at normal speaking volumes without being overheard by any other person (including pharmacy staff)?</i></p> <p><i>Is the consultation area clearly designated as an area for confidential consultations, distinct from the general public areas of the pharmacy?</i></p>	<p>Is there a readily identifiable consultation area or room? (O)</p> <p>Can the patient and pharmacist talk at normal speaking volumes without being overheard by any other person (including pharmacy staff)? (O)</p> <p>Is the consultation area clearly designated as an area for confidential consultations, distinct from the general public areas of the pharmacy? (O)</p>			

2. Staff Development

Staff embrace the healthy living ethos through their training, attitude and competence

Principles:

- All staff understand the concepts of health and wellbeing
- All staff have some understanding of the public health needs in their area and how these may impact on the health and health-related choices, of people living in the local community
- Staff understand that every interaction is an opportunity for a health intervention – **“every contact counts”**
- In recognising the need for equality and diversity, all staff are friendly, welcoming and sensitive to the need for privacy for different individuals seeking advice and health services
- Members of the pharmacy team make appropriate use of resources from within and outside the pharmacy to best meet the health and well-being needs of their local population

(Standards for Staff Development continue on next page)

Standards:

	Criteria for assessment	Training and support available/provided	Action required to meet the standards	Description of how standards are met
<p>2.1 Training</p> <p>Standard: The pharmacist and one other member of staff (Health and Well-Being Adviser) have completed the mandatory NICPLD live training. The Health and Well-Being Adviser has completed the distance learning course. Cascade training has been provided to current staff members.</p> <p>A training programme is in place to train new staff, and provide refresher training to existing staff as needed. If either the H+P trained pharmacist or Health and Well-Being Adviser leave the pharmacy, arrangements should be made with the HSCB and NICPLD to ensure that a replacement member of staff is trained as soon as possible.</p> <p>Consider: <i>Is there a plan in place to cascade learning to other members of staff and gauge their understanding?</i></p>	<p>DL training, NICPLD live training, NICPLD online resources from live training, NICPLD train the trainers resources</p> <p>Check certificates of completion (D)</p> <p>Training completed?</p> <p>Is a training programme in place? (D/V)</p> <p>Are pharmacy staff familiar with the H+P concept: (V)</p>	<p>DL training, NICPLD live training, NICPLD online resources from live training, NICPLD train the trainers resources</p>		

	Criteria for assessment	Training and support available/provided	Action required to meet the standards	Description of how standards are met
<p>2.2 Public Health Needs</p> <p>Standard: All relevant staff are aware of the local health needs in their area and understand the basic needs of their community. Staff can identify public health needs both in their own community and regionally and the potential impact that the pharmacy may have in addressing these.</p> <p>Staff should support public health information campaigns and uptake of services such as immunisation and screening services.</p> <p>Pharmacists should build on existing partnerships and develop new links with other health/community/voluntary service providers and organisations to target hard to reach groups</p> <p>Consider: <i>What awareness has the pharmacist and other staff of local needs e.g. work with BCPP, contact with community/voluntary groups, local health needs through prescription and OTC business?</i></p>	<p>What awareness do staff have of public health issues or campaigns both local and regionally/nationally? (V)</p> <p>Can the pharmacy provide information on Public Health campaigns, either written in posters or verbally? (V/SR/O)</p> <p>Evidence of external links is dealt with under Standard 3;</p>	<p>Distance learning (DL) training, NICPLD training, local knowledge and contacts</p>		

	Criteria for assessment	Training and support available/provided	Action required to meet the standards	Description of how standards are met
<p>2.3 Communication skills</p> <p>Standard: Relevant members of staff understand the benefits of engagement and developing different communication styles to suit individuals and communities.</p> <p>Consider: <i>Do staff adjust their communication styles to different patient needs?</i></p>	<p>Does the self-assessment questionnaire indicate the staff have fully achieved this standard? (SR)</p> <p>Is this demonstrated by the H+P trained staff? <i>(discuss an example or scenario)</i>(V)</p>	<p>DL training, NICPLD training</p>		

	Criteria for assessment	Training and support available/provided	Action required to meet the standards	Description of how standards are met
<p>2.4 Behavioural change</p> <p>Standard: All relevant staff offer brief public health advice, can identify readiness to change, provide support and/or signpost where additional support is needed.</p> <p>Consider: <i>Do staff require further training to understand the need to support behavioural change?</i></p> <p><i>Do staff recognise the impact of wider issues impacting on people’s ability to make positive health changes e.g. social circumstance?</i></p>	<p>Does the self-assessment questionnaire indicate the staff have fully achieved this standard? (SR)</p> <p>Is this demonstrated by the H+P trained staff? <i>(discuss an example or provide a scenario)</i>(V)</p>	<p>DL training, NICPLD training</p>		

	Criteria for assessment	Training and support available/provided	Action required to meet the standards	Description of how standards are met
<p>2.5 Privacy and confidentiality</p> <p>Standard: All staff are sensitive to confidentiality requirements when offering health and wellbeing advice, support and/or services, and give the individual the opportunity to discuss in an area suitable for the client e.g. private or semi-private.</p> <p>There is a written policy on privacy and confidentiality which includes General Data Protection Regulation (GDPR). All staff should adhere to this.</p> <p>Consider: <i>Does a policy exist?</i></p> <p><i>Have all staff been trained?</i></p> <p><i>Are new staff always made aware of this?</i></p>	<p>Does policy exist? (D)</p> <p>Is policy up to date? (D)</p> <p>Are staff aware of the content of policy? (V/D)</p>	<p>DL training; PSNI Code of Ethics; local pharmacy procedures</p>		

	Criteria for assessment	Training and support available/provided	Action required to meet the standards	Description of how standards are met
<p>2.6 Protection of children and vulnerable adults</p> <p>Standard: Staff are aware of and work under procedures for the protection of children and vulnerable adults. There is a clear SOP in place for dealing with safeguarding issues and concerns, which should include the principles of disclosure and use of Fraser guidelines.</p> <p>Consider: <i>Have relevant staff completed training on protection of children and vulnerable adults?</i></p>	<p>Does an SOP exist? (D/O)</p> <p>Is the SOP up to date? (D/O)</p> <p>Are staff aware of content of the SOP? (V)</p> <p>Have all staff signed the SOP? (D/O)</p>	<p>DL training, NICPLD course on child protection, on-line NICLD resources</p>		

	Criteria for assessment	Training and support available/provided	Action required to meet the standards	Description of how standards are met
<p>2.7 Service awareness</p> <p>Standard: All staff understand and proactively explain the services available in the pharmacy for health and wellbeing, as appropriate.</p> <p>Consider: <i>Are regular staff briefings and training events held to provide updates on services?</i></p> <p><i>Is there evidence of good communication with staff?</i></p>	<p>Are staff aware of available services? (V)</p> <p>Do appropriate staff have an appropriate knowledge of individual service? (V)</p> <p>Are there mechanisms in place to update staff? (D/V)</p>	<p>Service specific specifications, guidance from HSCB</p>		

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<p>2.8 Staff</p> <p>Standard: All staff are clearly identifiable and reflect the professional image of Health+Pharmacy.</p> <p>Staff refer appropriately to other members of the team within the pharmacy where necessary to ensure the public are advised by the right person and develop confidence in the service.</p> <p>Pharmacy leads should demonstrate how the health and well-being of staff is actively considered.</p> <p>Consider: <i>Are there instances when staff do not refer to others when appropriate?</i></p> <p><i>Is the health and wellbeing of pharmacy staff considered?</i></p>	<p>Are all staff wearing a name badge? (O)</p> <p>Is the health and wellbeing of staff promoted? (SR/V/O/D)</p>	<p>Staff training, pharmacy policies and procedures, NICPLD training</p>		

	Criteria for assessment	Training and support available/provided	Action required to meet the standards	Description of how standards are met
<p>2.9 Pharmacist engagement</p> <p>Standard: The pharmacist is committed to promoting public health initiatives and readily engages in proactive public health advice in their interactions with the public.</p> <p>Consider: <i>How does the pharmacist proactively engage with individuals or are they more reactive with public health advice?</i></p>	<p>Is the pharmacist able to demonstrate recent and relevant involvement in public health initiatives? (V/SR/D/O)</p>	<p>Code of Ethics, SOPs</p>		

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3. Engagement with others in the local community

The pharmacy team are active in their local community; engaging with the public, healthcare professionals, other organisations and commissioners.

Principles:

- Relevant staff are active members of their local community and understand how to work with their communities and respond to their local needs
- The pharmacy team is an integral part of local public health delivery and engages with other healthcare professionals, other statutory, community and voluntary organisations to contribute to the implementation of an integrated system
- The pharmacy provides information that is relevant to all sections of the community

(Standards for Engagement with others in the local community continue on next page)

Standards:

	Criteria for assessment	Training and support available/provided	Action required to meet the standards	Description of how standards are met
<p>3.1 Engagement with primary care team, Trusts and community and voluntary sector and statutory bodies</p> <p>Standard: The pharmacy team engages with the local GP practices, the wider health and social care team and community and voluntary sector in the local area to support patient referral and follow up pathways for health and wellbeing services.</p> <p>Consider: <i>What action has the pharmacy team taken to contribute to work with relevant groups/individuals in the development of referral pathways? How are patients referred onwards?</i></p> <p><i>Where the GP practice is reluctant to engage, what has the pharmacy done to attempt to engage with their local practice?</i></p>	<p>The pharmacy should detail their involvement in local projects, schemes and initiatives on the self-assessment questionnaire.</p> <p>This will be discussed and confirmed on the visit day.</p> <p>Does the pharmacy engage with the bodies detailed? (SR/D/V)</p>	<p>NICPLD training, ICP pharmacists and projects</p>		

	Criteria for assessment	Training and support available/provided	Action required to meet the standards	Description of how standards are met
<p>3.2 Signposting and referral</p> <p>Standard: The pharmacy has communicated with local health, community and voluntary groups and exchanged contact details and information relating to the services that they each provide.</p> <p>The pharmacist and staff are aware of the health, community and voluntary services available locally and have access to up-to-date contact information for them</p> <p>All relevant staff signpost and refer into appropriate services correctly and proactively where necessary and actively use relevant signposting/referral resources. There should be a Standard Operating Procedure in place for this.</p> <p>Consider: <i>Do the pharmacy team have any signposting/referral</i></p>	<p>Is a directory of other services available? (D)</p> <p>Is there a process for updating directory? (V/D)</p> <p>Are the staff working on the pharmacy counter aware of the directory?</p> <p>Is there an SOP available? (D/O)</p>	<p>NICPLD training, local knowledge and contacts</p>		

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<p><i>resources available to them?</i></p> <p><i>Do these include local contacts in the community and voluntary sector?</i></p> <p><i>Is this information current?</i></p> <p><i>Are systems in place for updating the available resources?</i></p>				

	Criteria for assessment	Training and support available/provided	Action required to meet the standards	Description of how standards are met
<p>3.3 Engagement with local community</p> <p>Standard: The pharmacist and staff work in partnership with individuals and communities to identify local health needs and are active in working with their community to address these needs.</p> <p>The pharmacy can demonstrate active engagement with their local community.</p> <p>Consider: <i>Does the pharmacy engage with the local community within/outside of the pharmacy premises?</i></p> <p><i>What local groups could the pharmacy start to work with?</i></p>	<p>The pharmacy should detail their involvement in local community projects on the self-assessment questionnaire.</p> <p>This will be discussed on the visit day.</p> <p>Does the pharmacy demonstrate engagement with the local community? (SR/D/V)</p>	<p>BCPP, local knowledge and contacts</p>		