



NOTE: our newsletters are currently designed and distributed as html templates on Outlook. They are available here in .pdf format, with some reduction in quality and layout.

**Local guidance for ALL contractors who want to claim for Part 2 PQS 20/21
Surrey and Sussex | 17 February 2021**

Some common themes are emerging from the enquiries received into the LPC office and helpline, about the **primary care network (PCN) domains** of the pharmacy quality scheme (PQS), which seeks to encourage you to collaborate and work together with the other pharmacies in your PCN.

Here are the answers to these frequently asked questions to help you avoid the pitfalls and help you with what you have to do in order to claim your points for the PQS declaration which is open until 11.59pm on Monday 1 March 2020.

- The contents of this email should be brought to the attention of the pharmacy manager for action.
- Where a pharmacy is owned by AIMp or CCA members the pharmacy manager may wish to refer to any guidance from their head office via their area manager

Background

- PQS part 2 comprises of 5 Domains (Infection Prevention & Control and AMS; Prevention; Risk Management; Primary Care Network – prevention; Primary Care Network - business continuity)
- Each domain is made up of several quality criteria which must **all** be met if you want to claim payment for that domain. Whilst you must achieve every criterion in a domain you do not need to achieve all five domains in order to receive a PQS payment.
- Here are the questions we are being asked about Domain 5 - Primary Care Network - business continuity

ALL contractors

<p>What is the LPCs role?</p>	<p>The LPC supports all contractors in Surrey and Sussex with local guidance and structure, highlights and interprets PSNC advice and offers guidance for PCN-leads to discharge their duties.</p> <p>It is our role to facilitate individual contractors and PCN-leads achieve the outputs and outcomes they require for this domain, not to govern and/or manage this process. It is important that the process is managed at PCN level by both PCN leads and everyone in the grouping.</p>
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<p>How can I find out how to contact my PCN-lead?</p>	<p>If you do not know who your pharmacy PCN Lead is, you will find their details here on our website https://communitypharmacyss.co.uk/healthcare-landscape/primary-care-networks-pcns/pcns-in-surrey/</p>
<p>I have tried but been unable to contact my PCN lead /pharmacy. What do I do?</p>	<p>Keep trying. Maybe evening calls will work. Our best advice is to evidence all attempts in case you need to refer back to it. Check if others in the PCN are having difficulty too.</p>
<p>Where a Pharmacy PCN Lead leaves the role before the point a PQS declaration is made, can a declaration still be made by the pharmacy the lead was based at, as if the Pharmacy PCN Lead was still based at that pharmacy?</p>	<p>If a Pharmacy PCN Lead is no longer able to perform the role of the Lead, but has completed all the required engagement activity, has produced the required community pharmacy plans and has provided these to both the PCN Clinical Director and to contractors aligned with the PCN to support the requirements of Domains 4 and 5 of the Pharmacy Quality Scheme (PQS) 2020/21 Part 2, then the pharmacy that the Lead was based at will still be able to make their declaration as if the Lead was still in post.</p> <p>Contractors in the PCN will also need to complete their declarations with the name of the original Pharmacy PCN Lead. The departing Pharmacy PCN Lead or the pharmacy contractor will need to inform the LPC of their departure from the role, as well as all the aligned contractors in that PCN. The Lead must also confirm to the LPC that all the above required activity has also been completed. The LPC may want to ensure all contractors aligned to the PCN affected have the correct Pharmacy PCN Lead name and pharmacy details for the declaration.</p> <p>However, if the requirements of the PQS PCN domains have not yet been met by the departing Pharmacy PCN Lead, then a new Lead will need to be appointed and the pharmacy that the new Lead is based in will be the pharmacy that declares as the PCN Lead. Should both leads have partially contributed to the domains being completed, the two contractors could agree a private arrangement to share the PCN Lead funding in a manner which reflected the split of work undertaken.</p> <p>We urge all PCN leads to remain in role until after the declaration period closes on 1 March.</p>
<p>What do I do if I can't attend the meeting with my PCN group?</p>	<p>A 1-2-1 discussion with the Pharmacy PCN Lead would only be appropriate if a contractor could not make the planned event and they were following up promptly after the event, but before the point at which the Lead is making their declaration.</p>
<p>What do I do if I cannot complete</p>	<p>Where this activity has not yet commenced or has started, but not concluded, NHSE&I have</p>

<p>the work before the end of the declaration period?</p>	<p>agreed that the collation of the evidence to demonstrate that contractors and Leads are compliant with the requirements can be extended until 30th June 2021 <u>provided the contractor discussion has been undertaken before the end of the declaration period</u>. The contractors participating in this work must confirm that they will actively participate in any additional work required to meet the requirements of the domain after their declaration has been made. The Pharmacy PCN Lead's PQS declaration will include the ODS codes of the participating contractors; this cannot be amended once it has been submitted.</p> <p>Where activity has been completed by the Lead and shared with the PCN, the LPC, NHSE&I and contractors in the PCN, any contractors who did not participate or follow up before this, will not be able to declare as having met the domain. It is the responsibility of the contractor who was unable to attend the planned event to follow up with the Lead promptly after the planned event. In line with the requirement of the domain, any 1-2-1 follow up with the Pharmacy PCN Lead by a contractor who missed the planned event must be as a verbal discussion, it cannot be an email exchange.</p>
<p>Where do I find details of NHSE&I regional team</p>	<p>Please see N for NHS on our website: https://communitypharmacyss.co.uk/a-z/</p>
<p>I'm still unsure and would like to talk this through</p>	<p>In the first instance you should book onto one of our PQS support clinics which are being held from Thursday 18th to Saturday 27th February. Each PQS appointment lasts 15 minutes and must be booked in advance. Book an appointment now</p>
<p>Contractors who are PCN-leads</p>	
<p>Is there an agenda for the meeting of pharmacies</p>	<p>Yes</p> <p>Please refer to the email sent to all Community Pharmacy PCN Leads in Surrey & Sussex sent from pcn@communitypharmacyss.co.uk on 07 January 2021 at 18:48</p> <p>This email also contains template summary plans and a link to PSNC PCN briefing which describes what you need to complete.</p>
<p>I have summarised the responses to my flu survey and meeting into the pharmacy PCN flu vaccination plan and the pharmacy PCN business continuity plan. What next?</p>	<p>Please share your summary with all contractors in your PCN area, the LPC and the PCN Clinical Director.</p> <p>The business continuity plan also needs to be shared with NHSE&I regional team whose contact details can be found on the LPCs website at N for NHS: https://communitypharmacyss.co.uk/a-z/</p>

More support, advice and help with other elements of the PQS on the PSNC and NHS England websites

- <https://psnc.org.uk/services-commissioning/pharmacy-quality-scheme/pharmacy-quality-scheme-faqs/>
- <https://psnc.org.uk/services-commissioning/pharmacy-quality-scheme/pgs-2020-21-part-2/>
- <https://psnc.org.uk/services-commissioning/psnc-briefings-services-and-commissioning/psnc-briefing-041-20-part-2-2020-21-pharmacy-quality-scheme-evidence-checklist/>
- [https://www.england.nhs.uk/wp-content/uploads/2020/09/B0039 Pharmacy Quality Scheme guidance 22 September 2020.pdf](https://www.england.nhs.uk/wp-content/uploads/2020/09/B0039_Pharmacy_Quality_Scheme_guidance_22_September_2020.pdf)

Our PQS support help clinics

- Book an appointment at one of our PQS clinics which are being held from Thursday 18 to Saturday 27 February. Each PQS appointment lasts 15 minutes and should be booked in advance. [Book an appointment now](#)

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