



August 2021

PSNC Briefing 025/21: Pharmacy Quality Scheme – Summary of the training requirements for the 2021/22 Scheme

This PSNC Briefing provides a summary of the training requirements which are included in the 2021/22 Pharmacy Quality Scheme.

Eight of the twelve training requirements have been included in previous schemes, so team members that have previously completed the training and, where applicable, successfully passed the e-assessment, do not need to complete this again.

Different types of staff members

Many of the criteria in this scheme include training and related assessments being undertaken by pharmacy team members. The following terms are used in the requirements to define different types of staff:

- **Registered pharmacy professionals** are pharmacists and pharmacy technicians.
- **Patient-facing pharmacy staff** include all registered pharmacy professionals, trainee pharmacists, trainee pharmacy technicians, dispensary staff, medicines counter assistants and delivery drivers. Contractors may also have other staff that can be identified as having patient-facing roles.
- **Non-registered pharmacy staff** include all trainee pharmacists, trainee pharmacy technicians, dispensary staff, medicines counter assistants and delivery drivers.
- **Patient-facing staff that provide advice on medicines or healthcare** include all registered pharmacy professionals, trainee pharmacists, trainee pharmacy technicians, dispensary staff and medicines counter assistants.
- **Non-registered patient-facing pharmacy staff who provide health advice** includes trainee pharmacists, trainee pharmacy technicians, dispensary staff and medicines counter assistants.

New staff or staff returning from maternity leave

Where new staff who have recently joined the pharmacy or staff returning from long term leave, for example maternity leave, have not undertaken the training and assessment by the day of the declaration, the pharmacy contractor can count them as having completed the training and assessment, if the pharmacy contractor has a training plan in place to ensure they satisfactorily complete the training and assessment within 30 days of the day of the declaration. This training plan and demonstrable evidence of completion of the training and assessment, within 30 days of the day of the declaration, must be retained at the pharmacy to demonstrate they are meeting this criterion.

Evidence of meeting the training criteria

In relation to the training requirements within the various criteria, in all cases at the time of making the PQS declaration, there is a requirement to have available at the pharmacy premises, a copy of the personalised certificate provided upon completion of the training and assessment, as evidence that all relevant members of staff have completed the training.

If you have queries on this PSNC Briefing or require more information, please contact the [PSNC Services Team](#).

Summary of the 2021/22 PQS training requirements (full details of the requirements are contained in the Drug Tariff)

 = a new training requirement

Gateway / domain	Training and assessment (where applicable)	Who needs to complete it?	Pharmacists	Pharmacy technicians	Trainee pharmacists	Trainee pharmacy technicians	Dispensary staff	Medicines counter assistants	Delivery drivers
Gateway	CPPE reducing look-alike sound-alike errors (LASA) e-learning and e-assessment	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required			
	CPPE risk management training and e-assessment	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required			
	CPPE sepsis e-learning and e-assessment	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required			
Respiratory	CPPE Inhaler technique for health professionals: getting it right e-learning* and e-assessment	Pharmacists	✓		Recommended but not required				
	Return of unwanted and used inhalers**	Patient-facing pharmacy staff***	✓	✓	✓	✓	✓	✓	✓
Digital	CPPE remote consultation skills (there is no e-assessment)	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required			
Prevention	HEE infection prevention and control level 1 e-learning and e-assessment	Non-registered pharmacy staff			✓	✓	✓	✓	✓
	HEE infection prevention and control level 2 e-learning and e-assessment	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required			
	HEE antimicrobial stewardship for community pharmacy e-learning and e-assessment	Patient-facing pharmacy staff that provide advice on medicines or healthcare	✓	✓	✓	✓	✓	✓	
Addressing unwarranted variation in care	CPPE health inequalities and e-assessment	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required			
Healthy living support	PHE All Our Health: bitesize training and e-assessments on adult obesity and childhood obesity	Non-registered patient-facing pharmacy staff who provide health advice			✓	✓	✓	✓	
	Section 1 and 3 of CPPE weight management for adults: understanding the management of obesity training and e-assessment	Registered pharmacy professionals	✓	✓	Recommended but not required	Recommended but not required			

* Contractors can complete this e-learning or attend a CPPE inhaler technique face-to-face or online inhaler technique workshop (if available).

** There is no specific training for the return of unwanted and used inhalers, however, PSNC has produced a short briefing (available at psnc.org.uk/pqs) which contractors can use to train staff and meet this training requirement.

*** Contractors may also have other staff that can be identified as having patient-facing roles.