General Pharmaceutical Council

NHS England

Community Pharmacy England

Joint webinar for new pharmacy owners, 31 October 2023

Speakers:

- Dr Jill Loader, Deputy Director Pharmacy Commissioning, Primary Care Group, NHS England
- Jane Horsfall, Pharmacy Commissioning Team (England), NHS England
- Claire Bryce-Smith, Director of Insight, Inspection and Intelligence, GPhC
- David Clark, Deputy Regional Manager (South), GPhC
- James Wood, Director, Member and LPC Support, Community Pharmacy England

NHS England

New pharmacy owners' webinar

31 October 2023

Presented by:
Jane Horsfall, Pharmacy Commissioning Team (England)

Who we are and what we do

NHS England agrees the mandate with the Government each year and is responsible to Parliament for the performance of the NHS. NHS England is responsible for setting the strategy, the direction, and allocating the resources to meet the requirements of the mandate.

Pharmacy teams - what we do nationally

- Agree the content of nationally commissioned services
- Part of annual negotiations with CPE and DHSC
- Agree and establish CPAF survey
- Agree any changes to Terms of Service
- Lead the overall strategy for community pharmacy in the coming year
- Work with CPE on operational issues and Regulatory changes
- Produce the pharmacy manual
- Establish PPV programme with NHSBSA
- Involved in contracting for services from PCSE
- Establish new service pilots

Just some of the things we do……

What we do regionally & locally

- Locally, NHS England has delegated its commissioning functions to ICBs. Regionally, NHS England monitor ICB performance and also maintain some retained functions
- Commission local services
- Decisions on pharmacy applications
- Negotiate with LPCs
- Undertake contracting visits
- Breach notices/remedial notices/local dispute resolution/withholdings
- Main point of contact for contractors on contractual issues

Contractor responsibilities

- Terms of service: https://www.legislation.gov.uk/uksi/2013/349/schedule/4
- As a contractor (or as a superintendent if you are part of a body corporate) you are responsible for ensuring you meet all your terms of service – lots of them are obvious requirements that you'd expect, linked to parts of your work around dispensing, giving health and medicines advice, using EPS and summary care records etc. Annually you'll complete a CPAF questionnaire that will cover some or all of the Terms of Service and ask for your declaration you are compliant.
- Some other elements of Terms of Service that you might not have seen:
    - Requirement to have an active shared NHS Mail account, accessible by staff
    - Updating online profile via DOS four times a year
    - Pharmacists having Safeguarding Level 2
    - Incident reporting requirements
- Ensure you understand the terms of any advanced or enhanced services you're signed up to, record keeping requirements, and claims submission processes. PPV processes may mean that monies paid incorrectly can be reclaimed at a later point
- Work with service commissioners – they want you to succeed – they want the service they commissioned and can help you do that

Key do’s and don’ts

Do…

- Make sure your pharmacy runs how you want it to – make sure SOPs reflect your processes accurately, especially if you are making changes. “That’s how we’ve always done it” is no reason to continue, and it’s not a guarantee it’s right
- Use all the resources available. Make contact with local commissioners, your LPC, NHSBSA etc. All of these organisations have resources to help you get things right first time, and most have online content you can explore
- Keep clear records. Work on the assumption that you might at some point be challenged and can evidence what you’ve done and why
- Sign up to NHS England Primary Care Bulletin, LPC and CPE newsletters - make sure you’re always up to date on what’s going on

Don’t…

- Guess! If you’re not sure about claims submission or service content and what you should be doing, ask the question
- Ignore deadlines or emails from commissioners – it won’t go away, and things won’t get better
- Sign up for services without understanding the full requirements of the service

Useful sources of information

- NHS England pharmacy pages – https://www.england.nhs.uk/primary-care/pharmacy/
- NHS England ICB contacts page - https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-contract-teams/
- NHSBSA (including Knowledge Base and Helpdesk contact) - https://www.nhsbsa.nhs.uk/nhs-prescription-services
- NHS service finder – www.nhs.net
- Community Pharmacy England (including links to LPCs) - https://cpe.org.uk/
- General Pharmaceutical Council - https://www.pharmacyregulation.org/

General Pharmaceutical Council

Owning a pharmacy

…and what you need to know from the regulator

Claire Bryce-Smith

Director of Insight, Intelligence & Inspection

David Clark

Deputy Regional Manager

31 October 2023

Agenda

- Who we are
- What we do
- How we do it
- Standards for registered pharmacies
- Inspection
- Outcomes and Insights
- Find out more

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First, a little about us…

Who are we?

- We are the regulator for pharmacists, pharmacy technicians and registered pharmacies in Great Britain

What do we do?

- Our job is to protect, promote and maintain the health, safety and wellbeing of members of the public by upholding standards and public trust in pharmacy

How do we do that?

- Education & Training
- Registration
- Inspection
- Fitness to Practise

What do inspectors do?

- Inspect registered pharmacies
- Review and make recommendations about new pharmacy applications
- Carry out assurance visits of pharmacies
- Work with colleagues across the organization
- Engage with partners outside the GPhC

Standards for registered pharmacy premises

Principle 1 Governance

Principle 2 Staffing

Principle 3 Premises

Principle 4 Services

Principle 5 Equipment & facilities

- SOPs, risk management, near miss / error reporting, record keeping, safeguarding
- Staffing numbers, skill mix, qualifications, training, culture
- Cleanliness, suitability, privacy, security, website
- Accessibility, service delivery, medicines management, alerts or other concerns
- Availability, maintenance, use, privacy

Inspections

Types of inspection

Types of pharmacy

Inspection model

- Routine inspections
- Re-inspections
- Intelligence-led inspections
- In community, distance-selling, hospital, and prison settings
- Individually and as part of a team approach
- ‘Show and tell’ with the whole pharmacy team
- Outcome either ‘met’ or ‘not met’

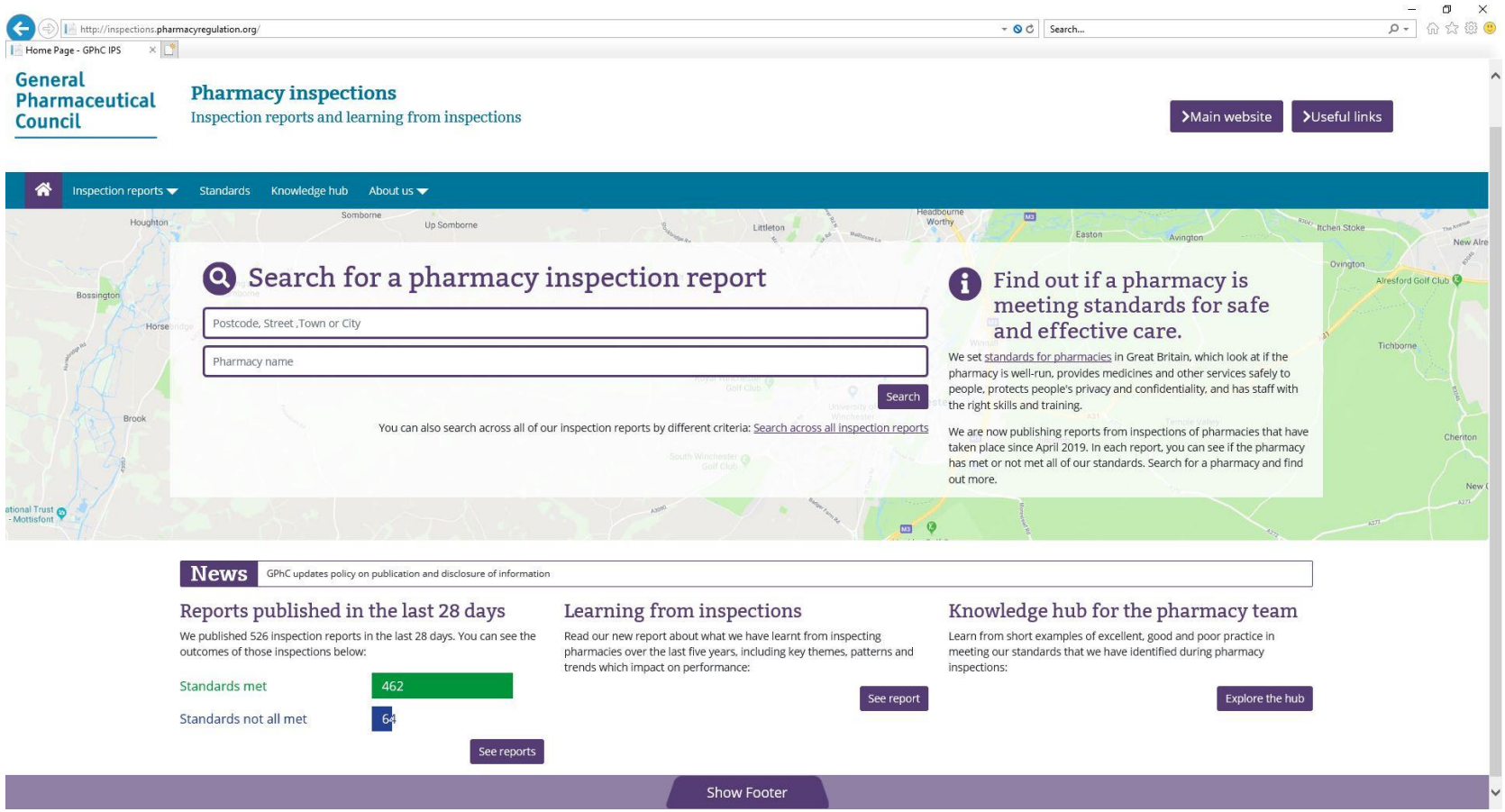
Insights from inspections

Most Common Standards “Not Met” or Rated “Good”

Most Common Standards Not Met			Most Common Standards rated Good	
Standard and short description	Number of inspections		Standard and short description	Number of inspections
1.1 Risk identification and management	81		2.2 Staff skills and qualifications	86
4.3 Sourcing and safe, secure management of medicines and devices	66		1.2 Reviewing and monitoring the safety of services	76
1.6 Record keeping	52		2.4 Culture	46
1.2 Reviewing and monitoring the safety of services	43		4.2 Safe and effective service delivery	36
4.2 Safe and effective service delivery	43		1.1 Risk identification and management	31

Find out more

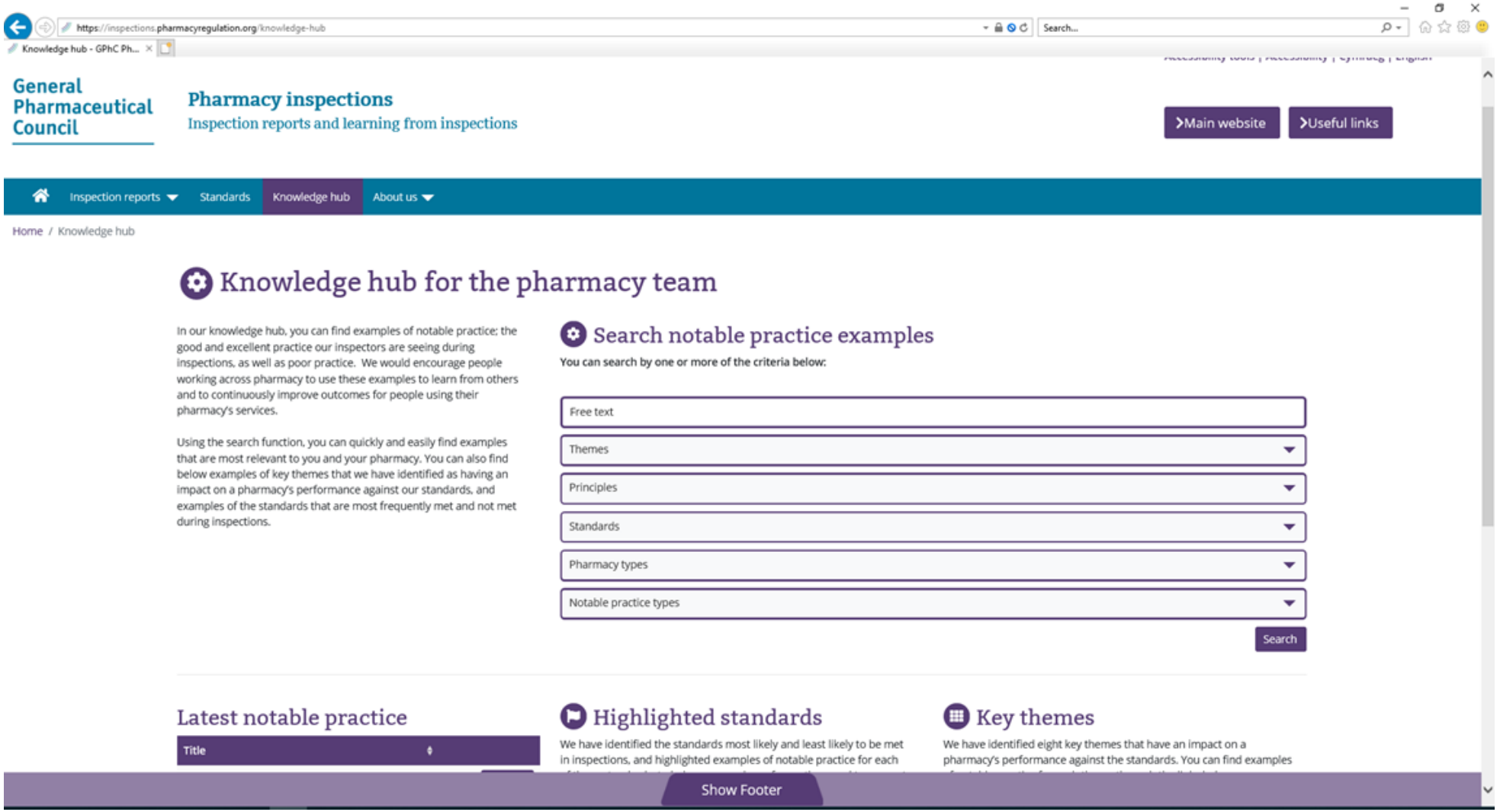
Published inspection reports



https://inspections.pharmacyregulation.org

Find out more

Knowledge hub



Find out more

Useful links

- https://www.pharmacyregulation.org/about-us
- https://www.pharmacyregulation.org/about-us/what-we-do
- https://www.pharmacyregulation.org/inspecting-registered-pharmacies
- https://www.pharmacyregulation.org/inspections/helpful-resources
- https://www.pharmacyregulation.org/standards

Community Pharmacy England

Community Pharmacy England

James Wood
Director, Member and LPC Support
Community Pharmacy England

About Community Pharmacy England

Community
Pharmacy
England

Who we are

- We are the voice of community pharmacy in England.
- We champion community pharmacies across the country – representing our members and giving them the support they need, negotiating the best deal with the Government and NHS, and influencing positive change.
- We represent community pharmacy businesses of all sizes in England and are responsible for negotiating the NHS Community Pharmacy Contractual Framework (CPCF) under which all community pharmacies operate.
- We work closely with everyone in the community pharmacy sector, including the Local Pharmaceutical Committees (LPCs), to meet our goals and to promote the value of community pharmacy.

Community Pharmacy England

What we do

- We are recognised by the Secretary of State for Health and Social Care as the body that represents NHS pharmacy owners (or contractors). We work closely with Local Pharmaceutical Committees (LPCs) to support their role as the local NHS representative organisations.
- Our goal is to develop the NHS community pharmacy service, to enable community pharmacies to offer an increased range of high quality and fully funded services that meet the needs of their local communities and provide value and good health outcomes for the NHS and the public.
- We work with NHS England and other NHS bodies, and with the Department of Health and Social Care, to promote opportunities for the development of community pharmacy services and negotiate the contractual terms for the provision of NHS community pharmacy services.
- We also perform a range of other monitoring and advisory functions, including responding to relevant NHS and Government consultations, monitoring local service commissioning, and checking a percentage of all prescriptions sent to NHS Prescription Services to identify any errors in pricing.

Community Pharmacy England

MEET THE COMMITTEE
Community Pharmacy England

Our Committee

- 10 members elected on a regional basis from England (see Regional Representatives below);
- 2 members nominated by the Board of the National Pharmacy Association;
- 9 members nominated by the Company Chemists' Association;
- 3 members elected from the non Company Chemists' Association multiples; and
- a non-executive chair.

Community Pharmacy England

Our Team

Community Pharmacy England

Community Pharmacy England Team

Janet Morrison
Chief Executive

Mike Dent
Director of Pharmacy Funding

Alastair Buxton
Director of NHS Services

Gordon Hockey
Director, Legal

Zoe Long
Director of Communications, Corporate and Public Affairs

James Wood
Director of Member and LPC Support

Community Pharmacy England

Janet Morrison
Chief Executive

Alastair Buxton
Director of NHS Services

- **Rosie Taylor** — Head of Service Development
- **David Onuoha** — Service Development Manager
- **Caline Umutesi** — Service Development Officer
- **Daniel Ah-Thion** — IT Policy Manager

Gordon Hockey
Director, Legal

- **Katrina Worthington** — Regulations Officer

James Wood
Director of Member and LPC Support

- **Daniel Fladvad** — Member and LPC Engagement Officer

Zoe Long
Director of Communications, Corporate and Public Affairs

- **Adeola Wilson** — Media and Corporate Communications Manager
- **George Foote** — Public Affairs and Policy Manager
- **Melinda Mabbutt** — Pharmacy Communications Manager
- **Sharlyn Beltran** — Digital Communications and Policy Support Officer

Mike Dent
Director of Pharmacy Funding

- **Jack Cresswell** — Funding Strategy Manager
- **Rob Thomas** — Funding Delivery Manager
- **Suraj Shah** — Drug Tariff and Reimbursement Manager
- **Michael Digby** — Margins Lead
- **Janine Rowe** — Assistant Manager (PAT)
- **Mitesh Bhudia** — Dispensing and Supply Team Supervisor
- **Tanya Newcombe** — Senior Auditor (PAT)
- **Gemma Hackett*** — Dispensing and Supply Team Officer
- **Jytte Bishop*** — Analyst (PAT)
- **Sarah Welbourne** — Dispensing and Supply Team Officer
- **Joyce Patterson** — Analyst (PAT)
- **Rekhaben Darji*** — Analyst (PAT)
- **Ciara Clifford** — Analyst (PAT)

- **Shiné Brownsell** — Office Manager
- **Gabriele Vickers** — Deputy Office Manager
- **Michael Osman** — Finance Manager
- **Salha Mansour*** — Finance Assistant

*Part time

Annual Report 2022/23

https://cpe.org.uk/our-work/about-us/our-annual-report/