

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



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/ukxi/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/>

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



Agenda

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



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

The screenshot shows the website <http://inspections.pharmacyregulation.org/>. The page features a navigation bar with 'General Pharmaceutical Council' and 'Pharmacy inspections' (Inspection reports and learning from inspections). A search interface is prominent, with a map in the background. The search form includes fields for 'Postcode, Street, Town or City' and 'Pharmacy name', and a 'Search' button. An information box explains that the standards for pharmacies in Great Britain are designed to ensure safety, privacy, and effective care. Below the search form, there are three main sections: 'News' (GPhC updates policy on publication and disclosure of information), 'Reports published in the last 28 days' (526 reports published, with a bar chart showing 462 standards met and 64 not met), 'Learning from inspections' (a new report about key themes and trends), and 'Knowledge hub for the pharmacy team' (short examples of excellent and poor practice). A 'Show Footer' button is visible at the bottom.

Search for a pharmacy inspection report

Postcode, Street, Town or City

Pharmacy name

Find out if a pharmacy is meeting standards for safe and effective care.

We set [standards for pharmacies](#) in Great Britain, which look at if the pharmacy is well-run, provides medicines and other services safely to people, protects people's privacy and confidentiality, and has staff with the right skills and training.

We are now publishing reports from inspections of pharmacies that have taken place since April 2019. In each report, you can see if the pharmacy has met or not met all of our standards. Search for a pharmacy and find out more.

News GPhC updates policy on publication and disclosure of information

Reports published in the last 28 days

We published 526 inspection reports in the last 28 days. You can see the outcomes of those inspections below:

Standards met	462
Standards not all met	64

[See reports](#)

Learning from inspections

Read our new report about what we have learnt from inspecting pharmacies over the last five years, including key themes, patterns and trends which impact on performance:

[See report](#)

Knowledge hub for the pharmacy team

Learn from short examples of excellent, good and poor practice in meeting our standards that we have identified during pharmacy inspections:

[Explore the hub](#)

[Show Footer](#)

<https://inspections.pharmacyregulation.org>

Find out more

Knowledge hub

The screenshot shows the 'Knowledge hub' page for the General Pharmaceutical Council. The browser address bar displays 'https://inspections.pharmacyregulation.org/knowledge-hub'. The page header includes the GPhC logo and navigation links for 'Main website' and 'Useful links'. A teal navigation bar contains 'Inspection reports', 'Standards', 'Knowledge hub', and 'About us'. The main content area is titled 'Knowledge hub for the pharmacy team' and includes a search section for 'notable practice examples'. This search section has a text input field and dropdown menus for 'Themes', 'Principles', 'Standards', 'Pharmacy types', and 'Notable practice types', with a 'Search' button. Below the search section are three columns: 'Latest notable practice' with a table header 'Title', 'Highlighted standards' with a brief description, and 'Key themes' with a brief description. A 'Show Footer' button is located at the bottom center.

General Pharmaceutical Council

Pharmacy inspections
Inspection reports and learning from inspections

>Main website >Useful links

Inspection reports Standards Knowledge hub About us

Home / Knowledge hub

Knowledge hub for the pharmacy team

In our knowledge hub, you can find examples of notable practice: the good and excellent practice our inspectors are seeing during inspections, as well as poor practice. We would encourage people working across pharmacy to use these examples to learn from others and to continuously improve outcomes for people using their pharmacy's services.

Using the search function, you can quickly and easily find examples that are most relevant to you and your pharmacy. You can also find below examples of key themes that we have identified as having an impact on a pharmacy's performance against our standards, and examples of the standards that are most frequently met and not met during inspections.

Search notable practice examples

You can search by one or more of the criteria below:

Free text

Themes

Principles

Standards

Pharmacy types

Notable practice types

Search

Latest notable practice

Title

Highlighted standards

We have identified the standards most likely and least likely to be met in inspections, and highlighted examples of notable practice for each

Key themes

We have identified eight key themes that have an impact on a pharmacy's performance against the standards. You can find examples

Show Footer

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>



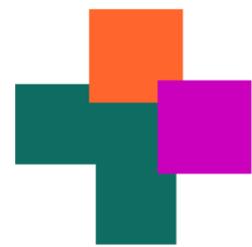
Community Pharmacy England

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.

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.



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.

Our Team



Community Pharmacy England Team



Janet Morrison
Chief Executive



Mike Dent
Director of Pharmacy Funding



Alastair Buxton
Director of NHS Services



Gordon Hockey
Director, Legal

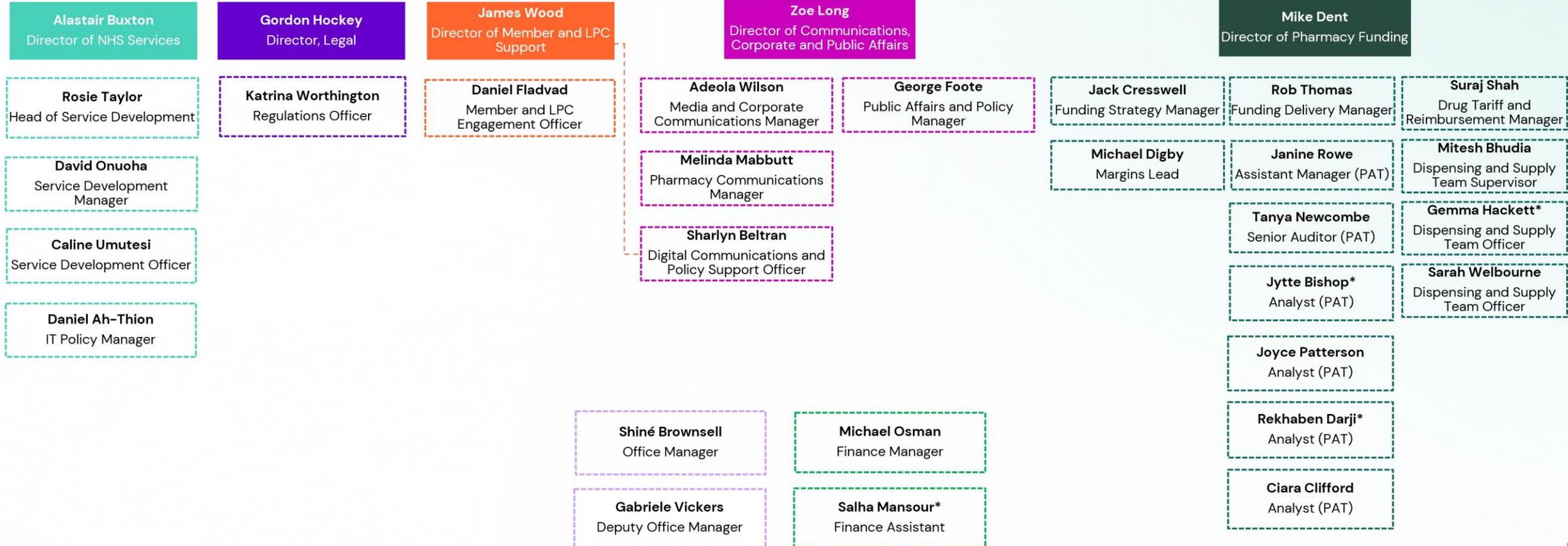


Zoe Long
Director of Communications,
Corporate and Public Affairs



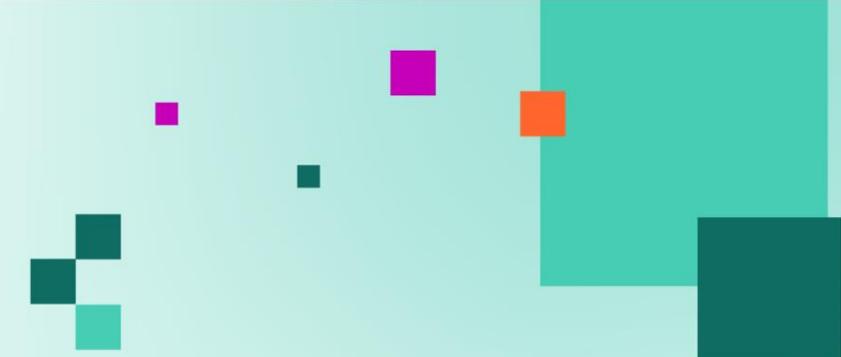
James Wood
Director of Member and LPC Support

Janet Morrison
Chief Executive



*Part time

Annual Report 2022/23



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

