



# Lincolnshire Pharmacy Contractors Webinar

Understanding PQS



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## Agenda

- Introduction
- How to be a good participant
- Update on pharmacy – Garry Myers
- PQS – What you need to do
- PQS - Domains 4 & 5: collaboration with the PCN
- PCN contractor discussions
- Reflection and feedback
- Close



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## How to be a good participant

- Mute yourself
- Poll everywhere
  - [www.pollev.com/liamstapleto728](http://www.pollev.com/liamstapleto728)
  - Word-clouds - single words or separate multiple words with an underscore ( \_ )
  - Questions/ideas
  - Polls
- Zoom chat
- Hands up
- Breakout rooms



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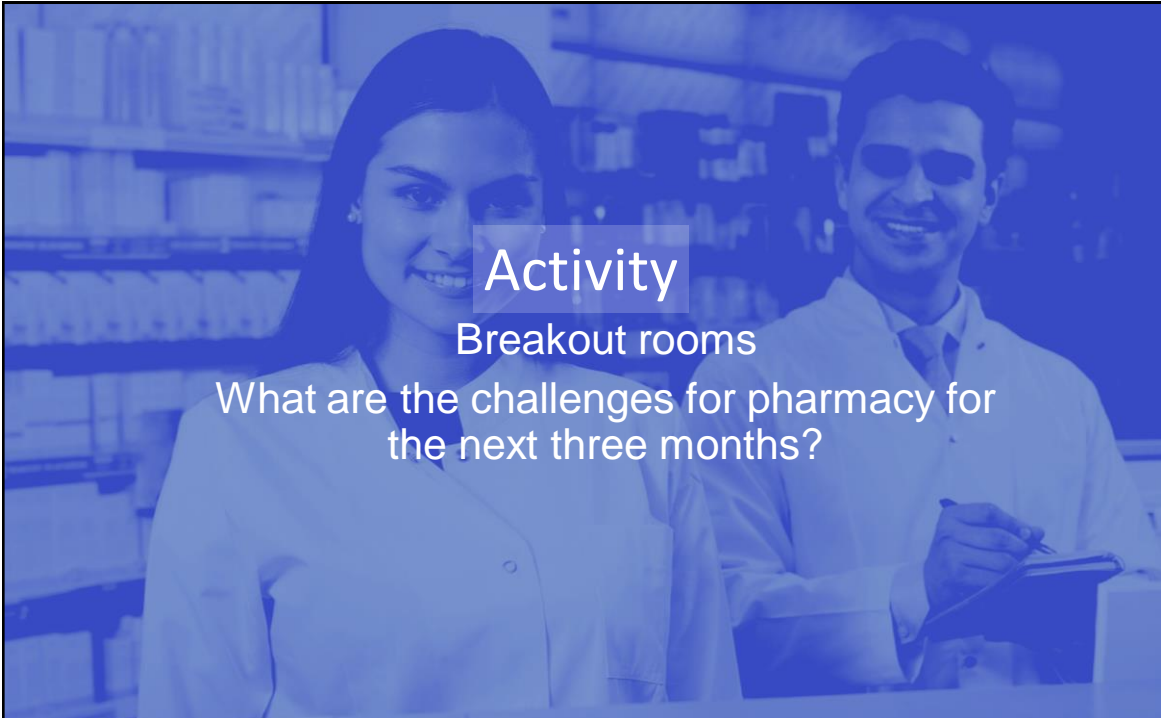
**What are you looking forward to after Covid lockdown restrictions are lifted?**

seeing family  
 freedom family no masks  
 pub seeing travel travelling  
 family time normality  
 cold hand-pulled beer  
 concerts


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**Activity**  
Breakout rooms  
What are the challenges for pharmacy for the next three months?



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**Garry Myers**  
PSNC Regional Representative



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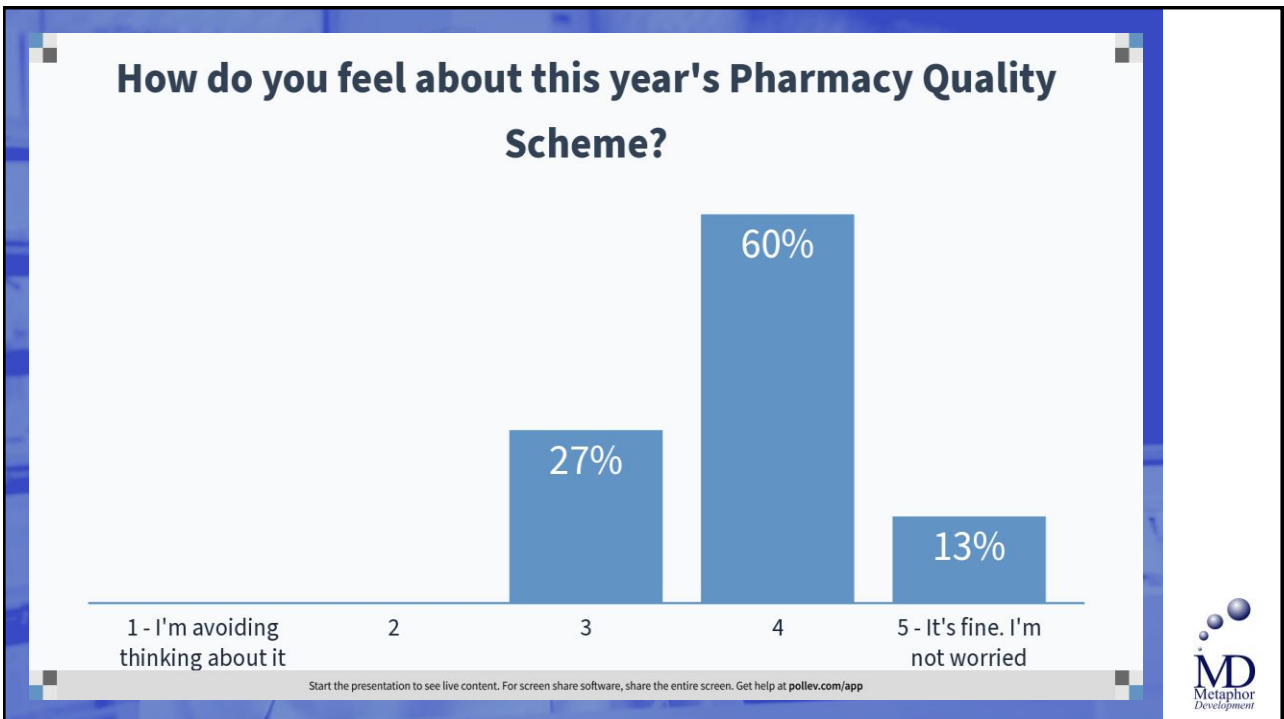


# PQS 2020/21

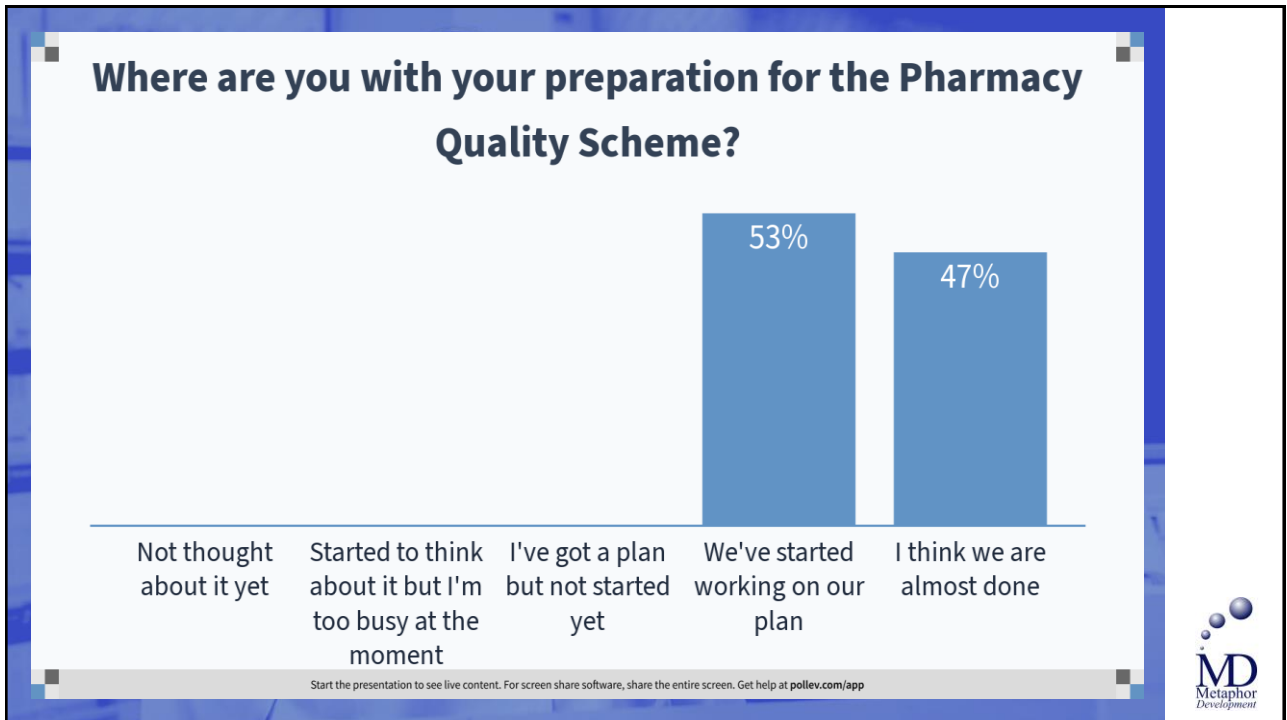
What you need to do



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## Pharmacy Quality Scheme

- Gateway criteria
  - PQS Part 1 – Covid preparations
- Quality criteria
  - Domain 1 - Infection Prevention & Control and AMS
  - Domain 2 - Prevention
  - Domain 3 - Risk management
  - Domain 4 - Primary Care Network - Prevention
  - Domain 5 - Primary Care Network - Business continuity

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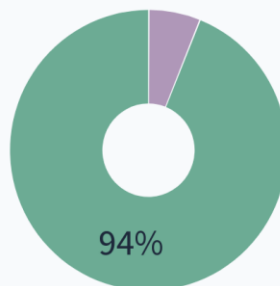
## PQS part 1

- Confirm on MYS
- Actions
  - Covid risk assessment
  - Maximise social distancing
  - Updated SOPs
  - Display up to date Covid posters
  - Briefing team members of risk factors and offer and undertake risk assessment and mitigation for each member of the staff as requested
  - Process for referring staff
  - Provision of facilities and posters for appropriate hand sanitisation
  - Adopt appropriate PPE guidelines
  - Review business continuity plan
  - Area in pharmacy for insulating customers with symptoms
  - Reviewed and adopted examples of good practice
  - Contractor and registered staff have read guidance on GPhC website

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## Where am I with the gateway criteria

■ Nowhere near **A**
■ Partly there **B**
■ Nearly there **C**
■ All done **D**



All done

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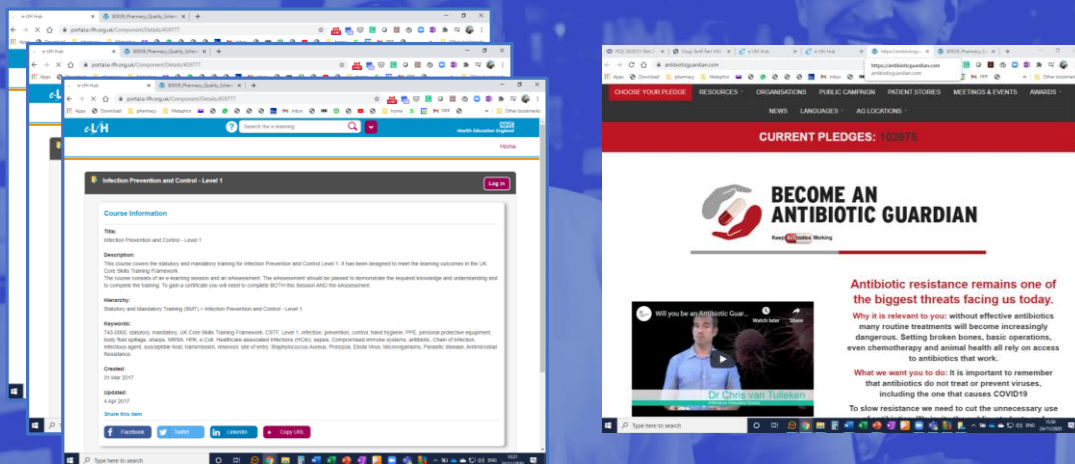
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# Domain 1 Infection Prevention & Control and AMS

- **Non-registered pharmacy staff** - complete the HEE infection prevention and control Level 1 e-learning and assessment
- **Registered pharmacy professionals** - completed the HEE Infection Prevention and Control Level 2 e-learning and assessment
- Completed a team review with documented reflections and actions and SOPs
- **All patient-facing pharmacy staff** have satisfactorily completed the PHE Antimicrobial Stewardship for Community Pharmacy e-learning and e-assessment
- Develop an antimicrobial stewardship action plan for the pharmacy and evidence of completion
- **All patient facing staff** should become Antibiotic Guardians, and have an awareness of the local antibiotic formulary.

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# Domain 1 – online courses



The image displays two screenshots of online resources. On the left, a screenshot of the 'Infection Prevention and Control - Level 1' course page, showing course information, description, and updates. On the right, a screenshot of the 'BECOME AN ANTIBIOTIC GUARDIAN' website, featuring a video by Dr. Cheng van Tubergen and text about antibiotic resistance.

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## Domain 2 Prevention

### Suicide prevention

- **All patient-facing staff** must have completed the Zero Suicide Alliance (ZSA) training
- Prepare and implement an action plan which includes the action to take if anyone reports to staff that they have suicidal feelings.

### Sugar sweetened beverages

- Sales of Sugar Sweetened Beverages must account for no more than 10% by volume in litres of all beverages sold.



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## Domain 2 Prevention

### Obesity

- **All non-registered patient-facing pharmacy staff** must have completed the PHE All Our Health bitesize training and assessments on Adult Obesity and Childhood Obesity
- **80% of registered pharmacy professionals** must have satisfactorily completed sections 1 and 3 of the 'CPPE Weight management for adults: understanding the management of obesity training' and assessment
- Prepare and implement an action plan of how they will proactively engage with people to discuss weight and assist a person who would like support with their weight.
- The pharmacy team has a record over a period of 4 consecutive weeks of the total number of people who
  - had a conversation with a trained member of the pharmacy team about the benefits of achieving a healthy BMI and who have been shown how to self-measure and calculate their BMI and self-measure their waist circumference; and
  - were referred to other services for weight management support, e.g. physical activity.



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## Domain 3 Risk management

- **80% of all registered pharmacy professionals** must have satisfactorily completed the CPPE risk management training and e-assessment (if not completed previously before 2018)
- The pharmacy must have available a new risk review or an update of the previous risk review including reflection on the risk of missing sepsis identification and the risk minimisation actions and the risk of missing red flag symptoms during OTC consultations



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## PQS - Domains 4 & 5

Collaboration with the PCN



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## Domain 4 PCN - Prevention

- Engage with the Pharmacy PCN Lead to communicate that they would like to be involved in increasing the uptake of flu vaccination to patients aged 65 and over.
- Scaled point score based on local performance and prescription volume



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## Flu performance targets

	Band 1	Band 2	Band 3	Band 4	Band 5	Band 6
Point per 0.1 percentage point increase between 70.1% and 77%	0.0107	0.0750	0.1607	0.2143	0.3214	0.3750

Percent vaccination achieved – 77%

PQS points  $((77-70) \div 0.1) \times 0.2143$

**15 pts**



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## Domain 5 PCN- Business continuity

- Contractors must have participated in a discussion, organised by the Pharmacy PCN lead, regarding business continuity planning



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## Requirements for PCN Business Continuity Planning

- Share contractor survey
- Produce summary high level BCP
- Identify actions to complete and ensure they are completed
- Collaborate with other HC providers re temporary closure
- Share top line plan with Clinical Director
- Understand the general practice BCP
- Update and share final BCP with contractors



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## Activity

PCN breakout rooms - in your rooms discuss  
 What can we do with flu vaccination for the rest  
 of the season?  
 How can we collaborate over business  
 continuity plans?  
 What else can we talk about with the PCN?



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## Actions

- Team review of infection prevention and control
- SOP for infection prevention and control
- Antimicrobial stewardship action plan
- All staff antibiotics guardians
- Action plan for suicide prevention
- Plan to reduce sugar sweetened beverage sales to <10%
- Action plan to engage patients to discuss weight loss
- Four weeks data collection regarding weight management advice
- New updated risk review including sepsis and red flags
- Training plan



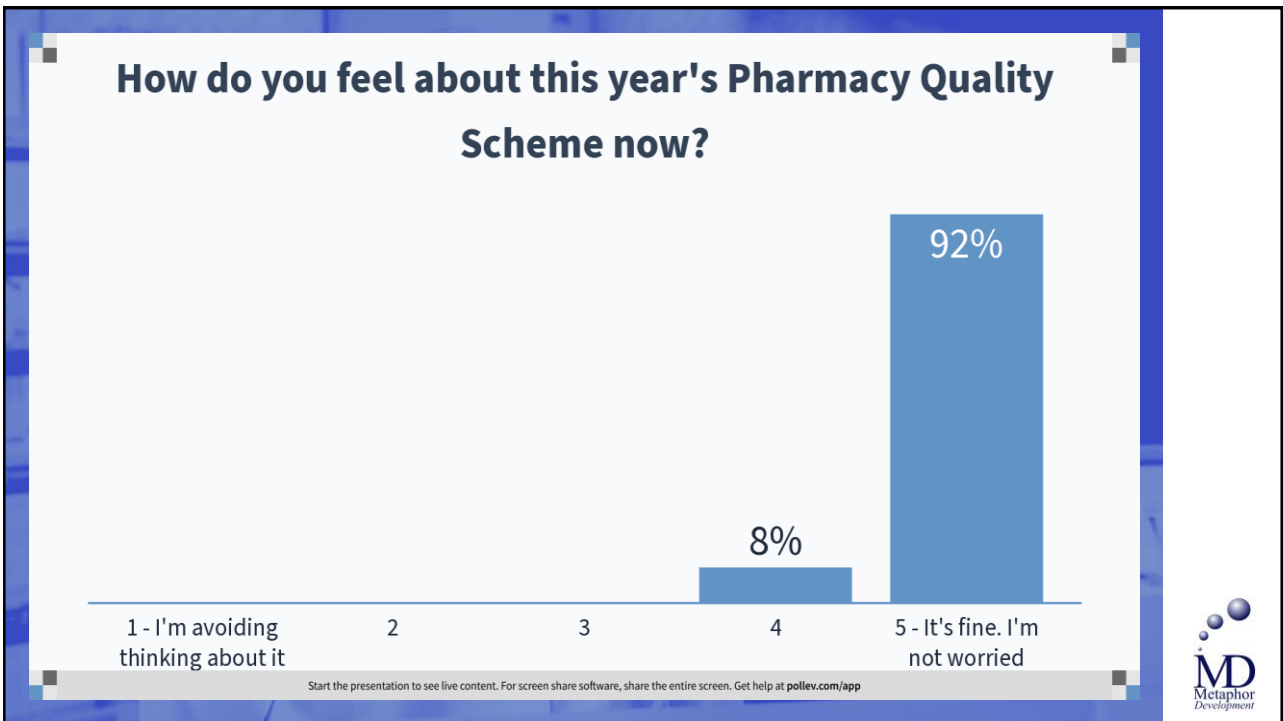
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**PQS training plan 2020/21**

The spreadsheet is titled 'PQS training plan 2020/21' and features the MD Metaphor Development logo in the top right corner. It lists several training topics in the header row: HEE Infection prevention L1, HEE Infection prevention L2, PHE Antimicrobial Stewardship for GP, Zero Safety Alliance (ZSA), PHE M447 Quality and Outcomes Dashboard, OPPE Weight management, and OPPE risk management. The rows are grouped into three categories: 'Non-registered patient facing staff (counter staff, dispensers, delivery drivers)', 'Registered Pharmacy Technicians', and 'Pharmacists (including relief pharmacists and regular hours)'. Each cell in the grid is currently empty, indicating no training assignments have been made yet.

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## Reflection

In your breakout groups discuss the important points you will take from the webinar.



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## Next steps




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How would you rate today's webinar?



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# Lincolnshire Contractors Webinar

## Understanding PQS



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