



6 March 2018

Dear Colleague

PHARMACEUTICAL SERVICES SUPPORTING QUALITY IMPROVEMENT: 2018 ACTIVITIES

Summary

1. This Circular advises community pharmacy contractors and NHS Boards of initiatives to continue to strengthen and raise the profile of Quality Improvement activity within community pharmacy.

Background

2. Circular [PCA\(P\)\(2016\)15](#), issued in September 2016, introduced Quality Improvement as a key focus of the Community Pharmacy Contract. It is intended that continuous Quality Improvement should be a feature of the community pharmacy funding settlement going forward.

3. Circular [PCA\(P\)\(2017\)13](#), issued in November 2017, advised that a non-recurring annualised pool of £2.0m, had been identified for Quality Improvement activities, building on the patient safety work previously undertaken.

Details

4. A single payment of £1,600 was made in November 2017 paid January 2018 to community pharmacy contractors on the list at 1 April 2017.

5. This payment is for **completing two quality improvement activities**:- undertaking the Safety Climate Survey and developing an action plan; and participation in Non-Steroidal Anti-Inflammatory Drugs (NSAIDs) Interventions.

Addresses

For action
Chief Executives, NHS Boards

For information
Chief Executive, NHS NSS
Director of Practitioner
Services, NHS NSS
NHS Directors of Pharmacy

Enquiries to:

Elaine Muirhead
Pharmacy & Medicines
Division
1st Floor East Rear
St Andrew's House
EDINBURGH
EH1 3DG

Tel: 0131-244-3433

Email:
Elaine.Muirhead@gov.scot

www.gov.scot

QUALITY IMPROVEMENT 2018 ACTIVITIES

Continuous Improvement: Safety Climate Survey - Activity A

6. Circular PCA(P)(2016)15 required all pharmacy teams to undertake the Safety Climate Survey, which was designed and tested via the Scottish Patient Safety Programme.
7. Following on from this, contractors are requested to again complete the Safety Climate Survey and this time to develop an action plan based on the results by 30 September 2018 (Template at Annex A and also available at web link <http://ihub.scot/media/1784/20170412-pharmacy-action-plan-1-0.pdf>). The results of the survey will form a baseline for each contractor, with the intention being that the Safety Climate Survey will be repeated on a biennial basis such that improvements can be tracked internally by each pharmacy team.
8. Feedback from last year's Pharmacy Quality roadshows and Safety Climate Survey activity indicated that there was a desire from pharmacy teams for support with using root cause analysis (RCA) tools to support continuous improvement in the community pharmacy setting. An introductory RCA pack has been developed for this purpose, and can be found on the Community Pharmacy Scotland website (www.cps.scot/RCA). Pharmacy teams should familiarise themselves with these tools to facilitate improvement in response to near misses, dispensing incidents and feedback including complaints.

Non-Steroidal Anti Inflammatory Drugs (NSAIDs) Interventions – Activity B

9. Reducing the risks associated with the use of High Risk Medicines and specifically non-steroidal anti-inflammatory drugs (NSAIDs) is an area of focus within the Scottish Patient Safety Programme (SPSP). NSAIDs are more likely to be associated with emergency hospital admissions due to adverse drug reactions than any other drug class. NSAIDs are frequently dispensed and sold over the counter in community pharmacies, and evidence has shown that consistent delivery of a structured intervention (care bundle) can improve patient awareness of how to minimise the risks associated with NSAID treatment e.g. GI bleeds and kidney injury.
10. Healthcare Improvement Scotland (HIS) will distribute a Quality Improvement Toolkit to each community pharmacy in May 2018. This will contain a range of Quality Improvement tools and guidance to support quality improvement in community pharmacy practice in general. A NSAID communication bundle makes up part of this toolkit and forms the basis of Activity B. HIS will be writing to all community pharmacies shortly with more information about the Toolkit.
11. All the materials and instructions necessary to undertake this activity can be found in the toolkit. All contractors should use these materials to train staff involved in the supply of medicines to patients to:
 - Deliver the bundle of three safety messages to all patients prescribed or purchasing NSAIDs during the period 1 June – 30 September 2018.

- Collect small samples of data about how consistently the messages are delivered throughout this period.
- Track improvement in the delivery of the three safety messages over time.

This activity is designed to encourage internal quality improvement. Contractors will not be required to report the data collected nationally but are asked to use this methodology to drive engagement in this and any future patient safety improvement exercise.

12. The focus is on communication as a pharmacy team : talking to patients and making sure they are taking their medicines safely. There are three key safety messages that should be covered in the consultation with patients and this will feature in the QI Toolkit. Pharmacy teams should use their weekly data collection to reflect on how effectively they are delivering the NSAID key messages and what steps they can take to improve this practice.

13. This initiative aims to have an emphasis on continuous improvement and help embed practices within the pharmacy team that can be reviewed and reflected upon. All contractors are to complete the feedback form at Annex B and retain locally. Boards may put in place local arrangements to collate the forms.

14. NES and HIS, with support from existing local Quality Improvement (QI) teams, will support the implementation of the NSAID communication care bundle in community pharmacy practice through a webinar on 8th March followed by local face to face events. These events are open to the pharmacy teams and will help them understand and embed Quality Improvement methodology, and apply the concept of care bundles into their own practice.

Action

15. As detailed above, the payment for this activity was made in November 2017 paid January 2018. All community pharmacy contractors that were eligible for this payment must either complete and sign the declaration attached at Annex C, and return it to NSS Practitioner Services Division by 30 April 2018 to confirm that they will undertake these two activities, or complete the electronic version of the declaration form hosted by Community Pharmacy Scotland at www.cps.scot/QI2018 by 30 April 2018 to confirm that they will undertake these two activities.

16. The signed declaration will used for payment verification purposes. Contractors should keep a local record of activity undertaken for future inspection by Payment Verification Services on request.

17. Community Pharmacy Scotland has been consulted on the contents of this Circular.

18. NHS Boards should share a copy of this Circular and bring it to the attention of community pharmacy contractors, local pharmacy committees and Health and Social Care Partnerships.

Yours sincerely

A handwritten signature in black ink, reading "Rose Marie Parr". The script is cursive and fluid, with the first name "Rose" and last name "Parr" being more prominent than the middle name "Marie".

Rose Marie Parr
Deputy Director Pharmacy & Medicines
Chief Pharmaceutical Officer

SAFETY CLIMATE SURVEY ACTION PLAN TEMPLATE

**Safety Climate Survey
Pharmacy Action Plan**



Please use this form to summarise your team discussions within your pharmacy and to develop an action plan based on your safety climate survey report



Date:

Section

Our average score

Other pharmacies' average score

What we do well
What we can improve
What we will change

Non-Steroidal Anti Inflammatory Drugs (NSAIDs) Interventions – Activity B

Pharmacy Feedback - to be completed and retained by each contractor.

Contractor Name

Contractor Code

Date

What has worked well?

What has not worked?

What will you do now to improve practice (e.g. ensure NSAID safety messages are routinely given?) Outline identified actions and timelines.

QUALITY IMPROVEMENT 2018 ACTIVITIES

TO BE COMPLETED, A COPY RETAINED IN THE PHARMACY AS RECORD FOR POST PAYMENT VERIFICATION, AND A COPY SENT TO NSS/CPS AS DETAILED AT THE END OF THE DOCUMENT

Contractor Name

Contractor Code

Date

I the undersigned contractor confirm that I have complied with all the requirements detailed in NHS Circular PCA(P)(2018) (2) relating to the 2018 Quality Improvement Activities.

I hereby confirm that by 30th September 2018:

A. Continuous Improvement: Safety Climate Survey

The contractor and members of the pharmacy team will have undertaken the safety climate survey and developed an action plan based on the results, identifying areas for improvement and actions to be taken. Contractors and members of the pharmacy team should also familiarise themselves with the Root Cause Analysis pack.

B. Non-Steroidal Anti Inflammatory Drugs (NSAIDs) Interventions

All pharmacy team members involved in the supply of medicines to patients have been trained in, and will follow, the QI Toolkit to undertake and track improvement in interventions with patients either being dispensed or purchasing NSAIDs during the period 1 June - 30 September 2018, as described in the body of the circular.

COUNTER FRAUD DECLARATION

Declaration

I declare that the information I have provided is correct and complete.

I understand that, if I knowingly provide false information, this may result in disciplinary action and I may be liable for prosecution and civil recovery proceedings.

I agree to co-operate fully with all payment verification procedures.

I agree that any overpayments identified through the post payment verification procedure may be recovered at a future date by the Common Services Agency for the Scottish Health Service.

Please give us your consent to share, disclose or obtain information

The Common Services Agency may occasionally share information provided on this form with Health Boards and any other relevant organisations. We will share information for the purposes of payment verification, and the prevention, detection and investigation of crime.

Do you have **written consent** from contractors named on this claim form **agreeing to share relevant information** for these purposes? Please indicate by circling YES or NO:

YES

NO

Signature agreeing to Declaration and consent to share, disclose or obtain information:

Signature:.....

Name (in capitals):.....

Company Position:.....

Date:.....

PLEASE RETURN THIS FORM BY **30 APRIL 2018** TO:

Pharmacy Payments
Practitioner & Counter Fraud Services
NHS National Services Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

NOTE: Instead of returning the form by post, Community Pharmacy Scotland members may complete an electronic version of this declaration form available at www.cps.scot/QI2018 by 30 April 2018.