

Gateway ref: 06856

Community Pharmacy
Contractors

Primary Care Policy &
Contracts
Medical Directorate
NHS England
Skipton House
80 London Road
London
SE1 6LH

7 June 2017

Dear Pharmacy Contractor,

Community Pharmacy Assurance Framework (CPAF) – arrangements for 2017/18

To ensure that patients and members of the public receive safe, effective and high quality pharmaceutical services, NHS England has processes in place to monitor compliance by pharmacy contractors, who are included in one of NHS England's pharmaceutical lists, with the terms of service set out in the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 (the 2013 regulations).

One of these processes is the use of the Community Pharmacy Assurance Framework (CPAF) to be conducted in two parts.

Part One: All pharmacy contractors to be invited to complete a short screening questionnaire consisting of ten questions to assure themselves and NHS England that they are compliant with the terms of service.

Part Two: The data collected from this questionnaire along with other information held by NHS England to be used to shortlist pharmacies to be considered for a contract monitoring visit. Only these pharmacies are asked to complete a full CPAF questionnaire.

This approach means that the majority of contractors do not need to complete the full CPAF questionnaire. However, both PSNC and NHS England recommend that all pharmacy contractors make use of the full CPAF questionnaire to assure themselves that they are compliant with the terms of service.

Pharmacies will be asked to complete the screening questionnaire during June/July 2017 to align with the usual compliance timeframes and to avoid pressure points.

The NHS Business Services Authority (BSA) will carry out the administration of both the screening questionnaire and the full CPAF at a national level on our behalf and this is facilitated through a secure on-line mechanism to allow pharmacy contractors to complete their returns.

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You will have four weeks to complete the screening questionnaire which will be available from Monday 12 June 2017 with a closure date of Sunday 9 July 2017. The questionnaire should only take around 20 minutes to complete and you will receive information and instructions on how to access and complete the questionnaire from the BSA in advance of the availability date.

Once you have submitted the completed questionnaire you will have the facility to save, print or access your responses for further reference.

The BSA will contact you on Monday 12 June with instructions on how to access and complete the CPAF questionnaire. If you do not receive this information by Tuesday 13 June 2017 or you have any queries please contact nhsbsa.cpaaf@nhs.net or 0191 2035050.

Thank you in advance for your cooperation with this exercise.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Deborah Jaines', with a horizontal line underneath.

Deborah Jaines
Director Primary Care Policy and Contracts