Assessment of compliance for the promotion of healthy living template

Version 1, 22nd December 2020

This assessment of compliance form is a template that pharmacy contractors may wish to use to demonstrate compliance with the requirements for the promotion of healthy living, which are set out in the NHS (Charges and Pharmaceutical and Local Pharmaceutical Services) (Amendment) Regulations 2020. Details of these changes regarding the promotion of healthy living can be found in chapter 10, Clinical Governance and the Promotion of Healthy Living, of NHS England and NHS Improvement’s [regulations guidance](https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-manual/nhs-pharmacy-regulations-guidance-2020/), , which contractors are advised to read before completing this form.

Pharmacy contractors should answer ‘yes’ to each requirement and provide a description of evidence. Suggested evidence for each section is detailed in chapter 10 of NHS England and NHS Improvement’s regulations guidance. This form, or any other form assessing compliance, and the related evidence must be retained on the pharmacy premises.

The requirements apply to all pharmacies, including distance selling premises (DSPs), except where specifically noted that different requirements apply to DSPs.

## Part 1: Evidencing compliance

**Workforce development**

In order to comply with paragraph 28(2)(e)(ii), Schedule 4, with regards to the promotion of healthy living, contractors should confirm they meet the following requirements:

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Requirement met?** | **Description of evidence** |
| All patient-facing pharmacy staff have an awareness of the public health and pharmaceutical needs of the population they serve. | **Yes  No** |  |
| All pharmacy staff consider the ways in which they engage with their local community, so they can seek to meet the needs of the local area and help address health inequalities, including targeting deprived communities. | **Yes  No** |  |
| **For** **DSPs**: DSPs reflect on the broad health needs of their patients, for example by seeking information on the health profile of their patients when undertaking patient experience surveys or similar. | **Yes  No** |  |
| All patient-facing pharmacy staff understand the basic principles of health and wellbeing, and that every interaction is an opportunity for a health promoting intervention. | **Yes  No** |  |
| The pharmacy has at least one member of the patient-facing pharmacy staff (one Full Time Equivalent) that has completed the training and assessment of the RSPH Level 2 Award ‘Understanding Health Improvement’ and is therefore a qualified Health Champion. | **Yes  No**  (Name(s) of staff member(s)): |  |
| All patient-facing pharmacy staff receive training on how to approach people to discuss difficult or sensitive public health issues. | **Yes  No** |  |

In order to comply with paragraphs 17, 18 and 22, Schedule 4, with regards to the promotion of healthy living, contractors should confirm they meet the following requirements:

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Requirement met?** | **Description of evidence** |
| The pharmacy has an appointed health and wellbeing leader from the pharmacy team that has undergone leadership training internally or through an organisation that maps to/encompasses the following domains: inspiring a shared purpose; sharing the vision; engaging the team; developing capability; influencing for results. | **Yes  No**  (Name(s) of staff member(s)): |  |
| All patient-facing pharmacy staff can use the NHS website and other appropriate public health information sources, eg PHE Resource Centre, when providing advice on health issues and where appropriate. | **Yes  No** |  |
| The patient-facing pharmacy staff are friendly, welcoming and sensitive to the need for privacy for different individuals seeking advice including respecting people’s values and beliefs. | **Yes  No** |  |
| The patient-facing pharmacy staff routinely explain who they are, wear a name badge and inform people about the information and/or services on offer. | **Yes  No** |  |
| All patient-facing pharmacy staff are able to provide brief health and wellbeing advice (2-3 minutes) and have an awareness that the person may need additional support for behavioural change. | **Yes  No** |  |
| When communicating with patients and the public and offering advice on difficult or sensitive issues, community pharmacy contractors and staff need to consider how they offer and maintain patient privacy. | **Yes  No** |  |

**Engagement**

In order to comply with paragraph 17 and paragraph 20(1), Schedule 4, with regards to the promotion of healthy living, contractors should confirm they meet the following requirements:

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Requirement met?** | **Description of evidence** |
| The pharmacy proactively engages with patients and the public using the pharmacy to offer them advice, support and signposting to other providers of services in the community. | **Yes  No** |  |
| The pharmacy encourages charities and other providers to work with them for delivery of key health messages. | **Yes  No** |  |
| The pharmacy direct patients and the public to health and wellbeing providers and resources appropriate to their needs, where this is necessary (eg specialist clinics, Smoking Cessation, Drug and Alcohol Services, Health Trainer Service, weight management services, mental health services, community exercise groups). | **Yes  No** |  |
| The pharmacy has completed a risk assessment prior to the community engagement exercise to ensure that activities are undertaken in a safe and culturally competent way. | **Yes  No** |  |

In order to comply with paragraph 28(2)(a)(viii)[[1]](#footnote-1), Schedule 4, contractors should confirm they meet the following requirement:

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Requirement met?** | **Description of evidence** |
| The pharmacy has undertaken at least one approved community engagement exercise within the financial year. | **Yes  No** |  |

**Premises requirements**

In order to comply with paragraph 28(2)(g)(ii), Schedule 4 and NHS England and NHS Improvement’s Approved Particulars for premises, contractors should confirm they meet the following requirements:

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Requirement met?** | **Description of evidence** |
| It is clear to the public that free, confidential advice on their health and wellbeing can be accessed. | **Yes  No** |  |
| For pharmacies which are visited by patients and the public, the pharmacy has a dedicated Health Promotion Zone, of sufficient prominence, that contains up-to-date professional health and wellbeing information that meets the needs of the population they serve. | **Yes  No** |  |
| The pharmacy has consideredenvironmental sustainability in the way they operate their business, including reducing the use of paper materials and providing more information online, where appropriate for patient care. | **Yes  No** |  |
| **For DSPs**: In accordance with **paragraph 28C, Schedule 4**[[2]](#footnote-2), DSPs have an interactive page on their website clearly promoted to any user of the website when they first access it, which provides public access to a reasonable range of up to date materials that promote healthy lifestyles, by addressing a reasonable range of health issues. | **Yes  No** |  |

In order to comply with paragraphs 28A to 28C, Schedule 4, contractors should confirm they meet the following requirements:

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Requirement met?** | **Description of evidence** |
| The pharmacy complies with paragraphs 28A to 28C, Schedule 4 of the 2013 Regulations with respect to consultation rooms. | **Yes  No** |  |

## Part 2: Declaration of compliance

|  |  |
| --- | --- |
| Pharmacist name: |  |
| Pharmacist GPhC number: |  |
| **I declare that** | |
| Pharmacy name: |  |
| Pharmacy address: |  |
| Pharmacy GPhC number: |  |
| **Complies with the requirements set out in this document for attaining HLP level 1 status and possesses the evidence and items declared above. I understand that a false declaration may affect my GPhC registration.** | |
| Pharmacist signature: |  |
| Date: |  |

This declaration, once signed, must be retained securely in the pharmacy and should be available for inspection.

It is recommended that compliance against these requirements is reviewed by the contractor at least every three years.

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This publication can be made available in a number of other formats on request.

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1. Inserted by regulation 14, the National Health Service (Charges and Pharmaceutical and Local Pharmaceutical Services) (Amendment) Regulation 2020. SI 2020/1126 [↑](#footnote-ref-1)
2. Inserted by regulation 15, the National Health Service (Charges and Pharmaceutical and Local Pharmaceutical Services) (Amendment) Regulation 2020. SI 2020/1126 [↑](#footnote-ref-2)