



Healthy Living Pharmacy: Quality Criteria - Self Assessment Questionnaire

Name of Pharmacy

Full Address of Pharmacy

Name of Pharmacist/Manager

Attended Leadership Skills Course

Healthy Living Champion #1

RSPH Level 2 Training

Healthy Living Champion #2

RSPH Level 2 Training

Introduction

This self-assessment is designed to help you and the body awarding Healthy Living Pharmacy (HLP) status understand whether you have met the HLP quality criteria for the environment you have created. This, together with other service specific criteria will help commissioners decide whether your pharmacy can be a Healthy Living Pharmacy. The evidence you put together will help towards you receiving your Healthy Living Pharmacy 'quality mark'. These quality criteria include the environment, staff attitudes and training, information provision and engagement with others through joined up working. These are not listed in any priority order; all are equally important.

The General Pharmaceutical Council sets standards for the safe and effective practice of pharmacy from pharmacy premises. These are the core standards that all retail pharmacies must meet and would be a minimum requirement for all. These HLP quality criteria support a pharmacy in meeting their professional requirements when delivering healthy living services.

The HLP quality criteria may, in time, incorporate additional criteria where it is relevant for HLP levels 2 and 3.

How to assess yourself

- This assessment is for an individual pharmacy. It is not appropriate to complete a single form for a number of pharmacies within a group, as the status may be very different in each location.
- Read the quality criteria and, together with members of your team, decide which level you are achieving.
- You may be required to provide supporting information in each of the categories.
- Where you do not meet the requirements for HLP Level 1, think about what you need to do to achieve the criteria.
- The criteria for staff relate to those individuals working within the scope of the pharmacy business, they do not apply to staff working in larger stores who do not interface in the health aspects of the business.

Quality Criteria

The following describes the different levels of service delivery that form the self-assessment

Getting there: Some arrangements are in place and the pharmacy is moving towards achieving the criteria. If arrangements are not in place, there is a robust action plan to achieve the criteria.

Meets HLP: Arrangements are in place that meets all criteria and overall the service is working at that level of provision.

Workforce Development

The aim is ensure that, irrespective of premises, the pharmacy staff demonstrate that they embrace the healthy living ethos.

1. Staff attitude, skills, values and training

- All pharmacy staff understand the basic principles of health and wellbeing
- All pharmacy staff have some understanding of the public health needs in their area
- Members of staff receive training on issues of confidentiality and consent relevant to the member of the public receiving the service
- The team are friendly, welcoming and sensitive to the need for privacy for different individuals seeking advice and health services
- Members of the pharmacy team are able to communicate effectively and sensitively when recruiting members of the public to health and wellbeing services or providing them with advice
- The team recognise the need for equality and diversity; providing a person-centred approach
- The team understand that every interaction is an opportunity for a health intervention
- There is a clear leader within the team who is responsible for achieving the vision and creating an ethos of proactive health and wellbeing within the pharmacy

	Criteria for Meeting HLP	Meets HLP	Getting there	Criteria for 'getting there'
Public Health needs	All staff are aware of the local health needs in their area.	<input type="checkbox"/>	<input type="checkbox"/>	The Team Leader is aware.
	All staff trained to proactively advise the public on health and well being basic principles.	<input type="checkbox"/>	<input type="checkbox"/>	Training of the staff on health and wellbeing principles is in progress.
Privacy	All staff are sensitive to confidentiality requirements when offering health and wellbeing advice, support and/or services and give the individual the opportunity to discuss in an area suitable for the client e.g. private or semi-private.	<input type="checkbox"/>	<input type="checkbox"/>	All staff are sensitive to confidentiality requirements but do not always engage in confidential discussions in health and wellbeing services e.g. weight management, sexual health, stop smoking.
Fraser Guidelines	All relevant staff use Fraser competency routinely.	<input type="checkbox"/>	<input type="checkbox"/>	Some staff use Fraser competencies and some require further training.
Safeguarding Children	All relevant staff are aware of Safeguarding Children procedures.	<input type="checkbox"/>	<input type="checkbox"/>	Some staff are relevant of Safeguarding Children procedures and some require further training.

Service awareness	All staff proactively explain the services available in the pharmacy for health and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	All/some staff reactively explain the services available in the pharmacy for health and wellbeing
Staff	All staff are immediately identifiable.	<input type="checkbox"/>	<input type="checkbox"/>	Some staff are immediately identifiable.
	Staff correctly refer to others members of the team where necessary to ensure the public are signposted to the right person and develop confidence in the service.	<input type="checkbox"/>	<input type="checkbox"/>	Staff sometimes refer to others when necessary.
Raising difficult issues	All relevant staff are trained to provide advice in sensitive/difficult public health issues and signpost/recruit into these services when necessary.	<input type="checkbox"/>	<input type="checkbox"/>	All staff aware but not all staff trained to provide advice on sensitive/difficult issues.
Behavioural change	All relevant staff offer brief public health advice, can identify readiness to change, provide support and/or signpost where additional support is needed.	<input type="checkbox"/>	<input type="checkbox"/>	Staff are able to offer some brief advice but do not yet understand the need to support behavioural change
Pharmacist availability	Pharmacy processes and layout ensure that the pharmacist is highly visible to the public.	<input type="checkbox"/>	<input type="checkbox"/>	Plans available to improve processes and layout and increase pharmacist visibility.
	The pharmacist readily engages in proactive public health advice in their interactions with the public.	<input type="checkbox"/>	<input type="checkbox"/>	The pharmacist proactively engages with individuals but is more reactive with public health advice.
Leadership	The pharmacy team is led by an effective leader to achieve the agreed vision and ethos of a Healthy Living Pharmacy.	<input type="checkbox"/>	<input type="checkbox"/>	The business has identified a leader who has yet to complete or implement any leadership development.

Engagement

The aim is to demonstrate that the pharmacy team are active in their local community; engaging with the public, healthcare professionals and commissioners.

2. Joined up working

- The pharmacy is an active member of the local community and understands how to respond to their local needs
- The pharmacy team is an integral part of local public health delivery and engages with other healthcare professionals
- The pharmacy team understands the need to deliver consistent services as part of their commitment to commissioners and leads on integrated health and wellbeing initiatives

	Criteria for Meeting HLP	Meets HLP	Getting there	Criteria for 'getting there'
Understand local needs	The patient survey is proactively marketed and includes questions linked to health and wellbeing services and results are used to steer local service development.	<input type="checkbox"/>	<input type="checkbox"/>	The patient survey includes questions linked to health and wellbeing services but the results are not used to influence services offered locally.
Engagement with GP practice	The pharmacy team engages with the local GP practices to ensure that there are formalised referral pathways and follow up pathways for health and wellbeing services.	<input type="checkbox"/>	<input type="checkbox"/>	The pharmacy team engagement with the practice is limited to effective repeat prescriptions management.
	Where the GP practice is reluctant to engage, the pharmacy can demonstrate what they have done to approach their local practice.	<input type="checkbox"/>	<input type="checkbox"/>	Further demonstration required e.g. there may be pharmacy involvement in patient care pathways development linked to public health aspects.
Signposting	All relevant staff signpost and refer into appropriate services correctly and proactively where necessary and actively use relevant signposting/referral resources.	<input type="checkbox"/>	<input type="checkbox"/>	The pharmacy team is developing signposting/referral resources beyond those provided by local commissioners.
Other providers	The pharmacy team is aware of and actively links into other appropriate groups depending on the services commissioned.	<input type="checkbox"/>	<input type="checkbox"/>	The pharmacy team links into other service providers and groups on an ad hoc basis e.g. DAAT team, alcohol groups, specialist clinics, Health Trainer service, local authorities and social services, local patient support groups, LINK, etc
Commissioners' needs	The pharmacy team understands local commissioners' needs and delivers against service expectations.	<input type="checkbox"/>	<input type="checkbox"/>	The pharmacy team sometimes but not always delivers against service expectations.
	The pharmacy team understands the role of the Local Pharmaceutical Committee (LPC) in representing their interests locally when services are commissioned.	<input type="checkbox"/>	<input type="checkbox"/>	Understanding of LPCs is limited and needs improvement.

Environment

The aim is to provide an environment that embraces the ethos of a Healthy Living Pharmacy, including an atmosphere created by premises as well as staff attitudes and actions. The environment can also contribute to ensuring confidentiality for service users.

3. Professional environment

- The 'professional' environment reflects the impression and ethos of a Healthy Living Pharmacy, pro-actively promoting health and wellbeing, to the public e.g. the appearance and dress of the staff and premises
- A healthy living pharmacy takes its responsibility to contribute to a sustainable environment seriously and this is reflected in the way it operates its business
- It is clear to the public that free, confidential advice on public health and wellbeing can be accessed

	Criteria for Meeting HLP	Meets HLP	Getting there	Criteria for 'getting there'
Appearance	The pharmacy premises and merchandise reflect a professional healthcare and healthy living environment.	<input type="checkbox"/>	<input type="checkbox"/>	The premises reflect the required environment although the merchandise may not.
Equipment and paperwork	All equipment and material required for services are available at all times in the consultation room.	<input type="checkbox"/>	<input type="checkbox"/>	Inconsistency in availability of equipment and materials.
Awareness of private consultation area	Readily identifiable consultation areas available for private confidential conversations; promoted effectively by members of the team.	<input type="checkbox"/>	<input type="checkbox"/>	The consultation room is clearly indicated to the public but does not highlight the presence of a private and confidential area; the doors may be transparent
Sustainable development	The pharmacy minimises the impact on the environment by responsible recycling, disposal and energy efficiency.	<input type="checkbox"/>	<input type="checkbox"/>	There is a plan for the pharmacy to contribute to a sustainable environment, with room for improvement. e.g. energy saving light bulbs, sensor lighting, energy efficient equipment such as fridges, timers, low emission vehicles for delivery, using fewer plastic bags, etc.

4. Information environment

- The pharmacy gives the public a clear impression that health and wellbeing advice, information and services are readily available
- There are appropriate materials readily available for members of the public on health and wellbeing. This information is refreshed and checked regularly to ensure that it is current and relevant
- The information available appeals to a wide range of the public including men and women, young people, smokers, people with long term conditions, learning difficulties and older people. Where the community includes a significant ethnic minority group, then their needs should as far as possible be accommodated
- There is a clearly marked and accessible health promotion zone
- Written and verbal information is readily available for proactive health and wellbeing interventions by the member of the pharmacy team

	Criteria for Meeting HLP	Meets HLP	Getting there	Criteria for 'getting there'
Promoting a healthy living environment	The pharmacy environment, including staff only areas, is conducive to promoting health and wellbeing.	<input type="checkbox"/>	<input type="checkbox"/>	Some attempts have been made to promote a healthy living environment e.g. posters and leaflets.
Health promotion zone	There is a dedicated health promotion zone clearly marked and accessible to the public. This area may include a local health and wellbeing notice board, plasma screen and access to touchscreen displays by the public. This may also include dedicated health promotion zones linked to current health promotion campaigns or priorities.	<input type="checkbox"/>	<input type="checkbox"/>	Some health promotion materials e.g. books, DVDs, leaflets, promotional displays etc. are available in an area but this is not clearly identified for the public.
Resources available	There is a good display of up to date and relevant health and wellbeing resources appealing to the majority of local public and ethnicity is accommodated where appropriate. Resources are checked every month.	<input type="checkbox"/>	<input type="checkbox"/>	Some reading materials are available although these may not be current or relevant to local needs and priorities. The information available should be issued by recognised bodies and not be promotional.
IT connectivity	The consultation room is IT enabled and networked into the PMR system.	<input type="checkbox"/>	<input type="checkbox"/>	There is a computer in the consultation room but this is not networked to the PMR.
HLP logo	The HLP logo is prominently displayed by approved Healthy Living Pharmacies.	<input type="checkbox"/>		No logo available until approved.

Form completed by PRINT NAME Date