

Health+Pharmacy: Accreditation visit report template



Contractor name _____

Contractor number _____

Address _____

Postcode _____

Name of Health+Pharmacy trained pharmacist: _____

Name of Health and Well-Being Adviser: _____

Date of accreditation visit: _____

Name of Health+Pharmacy assessor: _____

Method of assessment:

- D Documentation – e.g. training records, SOPs etc.
- O observation – which may include photographs
- V verbal – discussion with pharmacist and/or pharmacy staff
- SR self-reported evidence e.g. from self-assessment questionnaire

1. Environment

The pharmacy staff, premises and merchandise reflect a professional healthcare and healthy living environment.

Principles:

The 'professional' environment reflects the impression and ethos of a Health+Pharmacy, pro-actively promoting health and wellbeing to the public. The pharmacy gives the public a clear impression that free and confidential health and wellbeing advice, information and services are readily available.

Standards:

	Quality Standard for Health+Pharmacy	Criteria for assessment	Notes for assessor: All criteria must be met, if in doubt please document with supporting evidence. Supporting evidence (e.g. photographs) should be submitted with this report for consideration by the accreditation panel.	Standard met
1.1 Premises	<p>Standard: The pharmacy complies with <i>all</i> the essential and <i>appropriate</i> desirable indicators included in the PSNI Standards for Registered Pharmacy Premises.</p> <p>Desirable indicators are:</p> <p>1.4: Windows reflect a professional image;</p> <p>2.2: Front shop area is maintained in a good state of repair and decoration;</p> <p>2.4: Stock is effectively managed and reflects a professional image.</p>	<p>The pharmacy has indicated in their progress report that they comply with all the essential indicators in the PSNI Standards for Registered Pharmacy Premises ? (SR)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>And meets all desirable criteria as listed below:</p> <p>The windows should be free from merchandise as listed in H+P standard 1.2 merchandise (O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

	<p>3.7: The pharmacy has an appropriate area for counselling patients;</p> <p>3.9: The professional area does not contain any non-health related products;</p> <p>8.3: The name(s) of the pharmacist(s) who is (are) on duty, or their registration certificates, are prominently displayed in the professional area</p> <p>Consider: <i>Do the premises reflect the required environment?</i> <i>Are the retail space and staff only areas conducive to promoting health and wellbeing?</i></p>	<p>Does the window contain a positive health promotion message? (O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Is stock clean and well presented? (O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Refer to H+P Standard 1.4 private consultation area</p> <p>Are toiletries, cosmetics etc. displayed for sale within the professional area? (O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Are non-health related confectionery or drinks placed at till points or within the professional area? (O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Are the name(s) of the pharmacist(s) who is (are) on duty, or their registration certificates, prominently displayed in the professional area? (O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		
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	<p>Quality Standard for Health+Pharmacy</p>	<p>Criteria for assessment</p>	<p>Notes for assessor: All criteria must be met, if in doubt please document with supporting evidence. Supporting evidence (e.g. photographs) should be submitted with this report for consideration by the accreditation panel.</p>	<p>Standard met</p>
<p>1.2 Merchandise</p>	<p>Standard: The pharmacy promotes messages that support the delivery of public health goals for prevention, self-care and harm reduction by stocking appropriate products, in line with local and national guidance and policy. The pharmacy does not stock products which the professional regulator advises against or which evidence shows may be injurious to health.</p> <p>Consider: <i>What is the pharmacy's policy relating to merchandise stocked e.g. confectionery, cigarettes and e-cigarettes, SPF and UV protection of sunscreens available?</i></p>	<p>The following products are not available for purchase:- Tobacco products E-cigarettes Alcoholic beverages Products intended to mask the signs of alcohol or drug consumption Sun protection products less than SPF 15 Lottery tickets (O) Yes <input type="checkbox"/> No <input type="checkbox"/></p>		<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

	Quality Standard for Health+Pharmacy	Criteria for assessment	Notes for assessor: All criteria must be met, if in doubt please document with supporting evidence. Supporting evidence (e.g. photographs) should be submitted with this report for consideration by the accreditation panel.	Standard met
<p>1.3 Health promotion area</p>	<p>Standard: There is a publicly accessible area for engaging with patients and providing public health information.</p> <p>Consider: <i>Is there a health promotion area available?</i></p> <p><i>Is this accessible to all, e.g. disabled patients?</i></p> <p><i>Can the needs of other groups of patients such as visually impaired, non-English speaking, those with literacy issues be met?</i></p> <p><i>What resources e.g. books, DVDs leaflets, promotional displays, electronic or web-based information sources are available?</i></p>	<p>Is there a clearly defined and publicly accessible health promotion area? (O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Is there a range of resources relating to public health information available in the health promotion area? (O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

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<p>1.4 Private consultation area</p>	<p>Standard: A readily identifiable consultation area/room is available for private and confidential conversations; this should be easily accessible and used as appropriate by all members of the team.</p> <p>Consider:</p> <p><i>Can both the patient and the pharmacist sit down together?</i></p> <p><i>Can the patient and pharmacist talk at normal speaking volumes without being overheard by any other person (including pharmacy staff)?</i></p> <p><i>Is the consultation area clearly designated as an area for confidential consultations, distinct from the general public areas of the pharmacy?</i></p>	<p>Is there a readily identifiable consultation area or room? (O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Can the patient and pharmacist talk at normal speaking volumes without being overheard by any other person (including pharmacy staff)? (O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Is the consultation area clearly designated as an area for confidential consultations, distinct from the general public areas of the pharmacy? (O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

2. Staff Development

Staff embrace the healthy living ethos through their training, attitude and competence

Principles:

- All staff understand the concepts of health and wellbeing
- All staff have some understanding of the public health needs in their area and how these may impact on the health and health-related choices, of people living in the local community
- Staff understand that every interaction is an opportunity for a health intervention – **“every contact counts”**
- In recognising the need for equality and diversity, all staff are friendly, welcoming and sensitive to the need for privacy for different individuals seeking advice and health services
- Members of the pharmacy team make appropriate use of resources from within and outside the pharmacy to best meet the health and well-being needs of their local population

Standards:

	Quality Standard for Health+Pharmacy	Criteria for assessment	Notes for assessor: All criteria must be met, if in doubt please document with supporting evidence. Supporting evidence (e.g. photographs) should be submitted with this report for consideration by the accreditation panel.	Standard met
2.1 Training	<p>Standard: The pharmacist and one other member of staff (Health and Well-Being Adviser) have completed the mandatory NICPLD live training. The Health and Well-Being Adviser has completed the distance learning course. Cascade training has been provided to current staff members.</p> <p>A training programme is in place to train new staff, and provide refresher training to</p>	<p>DL training, NICPLD live training, NICPLD online resources from live training, NICPLD train the trainers resources</p> <p>Check certificates of completion (D)</p> <p>Training completed?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

	<p>existing staff as needed. If either the H+P trained pharmacist or Health and Well-Being Adviser leave the pharmacy, arrangements should be made with the HSCB and NICPLD to ensure that a replacement member of staff is trained as soon as possible.</p> <p>Consider: <i>Is there a plan in place to cascade learning to other members of staff and gauge their understanding?</i></p>	<p>Is a training programme in place? (D/V)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Are pharmacy staff familiar with the H+P concept: (V)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		
	<p>Quality Standard for Health+Pharmacy</p>	<p>Criteria for assessment</p>	<p>Notes for assessor: All criteria must be met, if in doubt please document with supporting evidence. Supporting evidence (e.g. photographs) should be submitted with this report for consideration by the accreditation panel.</p>	<p>Standard met</p>
<p>2.2 Public Health Needs</p>	<p>Standard: All relevant staff are aware of the local health needs in their area and understand the basic needs of their community. Staff can identify public health needs both in their own community and regionally and the potential impact that the pharmacy may have in addressing these.</p> <p>Staff should support Public Health information campaigns and uptake of services such</p>	<p>What awareness do staff have of public health issues or campaigns both local and regionally/nationally? (V)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Can the pharmacy provide information on Public Health</p>		<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

	<p>as immunisation and screening services.</p> <p>Pharmacists should build on existing partnerships and develop new links with other health / community / voluntary service providers and organisations to target hard to reach groups</p> <p>Consider: <i>What awareness has the pharmacist and other staff of local needs e.g. work with BCPP, contact with community/voluntary groups, local health needs through prescription and OTC business?</i></p>	<p>campaigns, either written in posters or verbally? (V/SR/O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Evidence of external links is dealt with under Standard 3;</p>		
	<p>Quality Standard for Health+Pharmacy</p>	<p>Criteria for assessment</p>	<p>Notes for assessor: All criteria must be met, if in doubt please document with supporting evidence. Supporting evidence (e.g. photographs) should be submitted with this report for consideration by the accreditation panel.</p>	<p>Standard met</p>
<p>2.3 Communication skills</p>	<p>Standard: Relevant members of staff understand the benefits of engagement and developing different communication styles to suit individuals and communities.</p> <p>Consider: <i>Do staff adjust their</i></p>	<p>Does the self-assessment questionnaire indicate the staff have fully achieved this standard? (SR)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

	<p><i>communication styles to different patient needs?</i></p> <p><i>The pharmacy should indicate that staff have fully achieved this standard prior to the visit, as observing this in a real situation with patients on the visit day would be difficult. This will be confirmed on the visit day by conversation with the H+P trained staff.</i></p>	<p>Is this demonstrated by the H+P trained staff? (discuss an example or scenario)(V)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		
	<p>Quality Standard for Health+Pharmacy</p>	<p>Criteria for assessment</p>	<p>Notes for assessor: All criteria must be met, if in doubt please document with supporting evidence. Supporting evidence (e.g. photographs) should be submitted with this report for consideration by the accreditation panel.</p>	<p>Standard met</p>
<p>2.4 Behavioural change</p>	<p>Standard: All relevant staff offer brief public health advice, can identify readiness to change, provide support and/or signpost where additional support is needed.</p> <p>Consider: <i>Do staff require further training to understand the need to support behavioural change?</i></p> <p><i>Do staff recognise the impact of wider issues impacting on</i></p>	<p>Does the self-assessment questionnaire indicate the staff have fully achieved this standard? (SR)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Is this demonstrated by the H+P trained staff? (discuss an example or provide a scenario)(V)</p>		<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

	<i>people's ability to make positive health changes e.g. social circumstance?</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>		
	Quality Criteria for Health+Pharmacy	Criteria for assessment	Notes for assessor: All criteria must be met, if in doubt please document with supporting evidence. Supporting evidence (e.g. photographs) should be submitted with this report for consideration by the accreditation panel.	Standard met
2.5 Privacy and confidentiality	<p>Standard: 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.</p> <p>There is a written policy on privacy and confidentiality which includes General Data Protection Regulation (GDPR). All staff should adhere to this.</p> <p>Consider: <i>Does a policy exist?</i></p> <p><i>Have all staff been trained?</i></p> <p><i>Are new staff always made aware of this?</i></p>	<p>Does policy exist? (D)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Is policy up to date? (D)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Are staff aware of the content of policy? (V/D)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

	Quality Standard for Health+Pharmacy	Criteria for assessment	Notes for assessor: All criteria must be met, if in doubt please document with supporting evidence. Supporting evidence (e.g. photographs) should be submitted with this report for consideration by the accreditation panel.	Standard met
2.6 Protection of children and vulnerable adults	<p>Standard: Staff are aware of and work under procedures for the protection of children and vulnerable adults. There is a clear SOP in place for dealing with safeguarding issues and concerns, which should include the principles of disclosure and use of Fraser guidelines.</p> <p>Consider: <i>Have relevant staff completed training on protection of children and vulnerable adults?</i></p>	<p>Does SOP exist? (D/O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Is SOP up to date? (D/O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Are staff aware of content of the SOP? (V)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Have staff signed SOP? (D/O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
	Quality Standard for Health+Pharmacy	Criteria for assessment	Notes for assessor: All criteria must be met, if in doubt please document with supporting evidence. Supporting evidence (e.g. photographs) should be submitted with this report for consideration by the accreditation panel.	Standard met
2.7 Service awareness	<p>Standard: All staff understand and proactively explain the services available in the</p>	<p>Are staff aware of available services? (V)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

	<p>pharmacy for health and wellbeing, as appropriate.</p> <p>Consider: <i>Are regular staff briefings and training events held to provide updates on services?</i></p> <p><i>Is there evidence of good communication with staff?</i></p>	<p>Do appropriate staff have an appropriate knowledge of individual service? (V)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Are there mechanisms in place to update staff? (D/V)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		
	<p>Quality Standard for Health+Pharmacy</p>	<p>Criteria for assessment</p>	<p>Notes for assessor: All criteria must be met, if in doubt please document with supporting evidence. Supporting evidence (e.g. photographs) should be submitted with this report for consideration by the accreditation panel.</p>	<p>Standard met</p>
<p>2.8 Staff</p>	<p>Standard: All staff are clearly identifiable and reflect the professional image of Health+Pharmacy.</p> <p>Staff refer appropriately to other members of the team within the pharmacy where necessary to ensure the public are advised by the right person and develop confidence in the service.</p> <p>Pharmacy leads should</p>	<p>Are all staff wearing a name badge? (O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Is the health and wellbeing of staff promoted? (SR/V/O/D)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

	<p>demonstrate how the health and wellbeing of staff is actively considered.</p> <p>Consider: <i>Are there instances when staff do not refer to others when appropriate?</i></p> <p><i>Is the health and wellbeing of pharmacy staff considered?</i></p>			
	<p>Quality Standard for Health+Pharmacy</p>	<p>Criteria for assessment</p>	<p>Notes for assessor: All criteria must be met, if in doubt please document with supporting evidence. Supporting evidence (e.g. photographs) should be submitted with this report for consideration by the accreditation panel.</p>	<p>Standard met</p>
<p>2.9 Pharmacist engagement</p>	<p>Standard: The pharmacist is committed to promoting public health initiatives and readily engages in proactive public health advice in their interactions with the public.</p> <p>Consider: <i>How does the pharmacist proactively engage with individuals or are they more reactive with public health advice?</i></p>	<p>Is the pharmacist able to demonstrate recent and relevant involvement in public health initiatives? (V/SR/D/O)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

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3. Engagement with others in the local community

The pharmacy team are active in their local community; engaging with the public, healthcare professionals, other organisations and commissioners.

Principles:

- Relevant staff are active members of their local community and understand how to work with their communities and respond to their local needs
- The pharmacy team is an integral part of local public health delivery and engages with other healthcare professionals, other statutory, community and voluntary organisations to contribute to the implementation of an integrated system
- The pharmacy provides information that is relevant to all sections of the community

Standards:

	Quality Standard for Health+Pharmacy	Criteria for assessment	Notes for assessor: All criteria must be met, if in doubt please document with supporting evidence. Supporting evidence (e.g. photographs) should be submitted with this report for consideration by the accreditation panel.	Standard met
<p>3.1 Engagement with primary care team, Trusts and community and voluntary sector and statutory bodies</p>	<p>Standard: The pharmacy team engages with the local GP practices, the wider health and social care team and community and voluntary sector in the local area to support patient referral and follow up pathways for health and wellbeing services.</p> <p>Consider: <i>What action has the pharmacy team taken to contribute to work with relevant groups/individuals in the development of referral pathways? How are patients referred onwards?</i></p> <p><i>Where the GP practice is reluctant to engage, what has the pharmacy done</i></p>	<p>The pharmacy should detail their involvement in local projects, schemes and initiatives on the self-assessment questionnaire.</p> <p>This will be discussed and confirmed on the visit day.</p> <p>Does the pharmacy engage with the bodies detailed? (SR/D/V)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

	<i>to attempt to engage with their local practice?</i>			
	Quality Standard for Health+Pharmacy	Criteria for assessment	Notes for assessor: All criteria must be met, if in doubt please document with supporting evidence. Supporting evidence (e.g. photographs) should be submitted with this report for consideration by the accreditation panel.	Standard met
3.2 Signposting and referral	<p>Standard: The pharmacy has communicated with local health, community and voluntary groups and exchanged contact details and information relating to the services that they each provide.</p> <p>The pharmacist and staff are aware of the health, community and voluntary services available locally and have access to up-to-date contact information for them</p> <p>All relevant staff signpost and refer into appropriate services correctly and proactively where necessary and actively use relevant signposting/referral resources. There should be a Standard Operating Procedure in place for this.</p> <p>Consider: <i>Do the pharmacy team have any signposting/referral resources available to them?</i></p> <p><i>Do these include local contacts in the community and voluntary sector?</i></p>	<p>Is a directory of other services available? (D) Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Is there a process for updating directory? (V/D) Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Are the staff working on the pharmacy counter aware of the directory? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Is there an SOP available? (D/O) Yes <input type="checkbox"/> No <input type="checkbox"/></p>		<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

	<p><i>Is this information current?</i></p> <p><i>Are systems in place for updating the available resources?</i></p>			
	Quality Standard for Health+Pharmacy	Criteria for assessment	Notes for assessor: All criteria must be met, if in doubt please document with supporting evidence. Supporting evidence (e.g. photographs) should be submitted with this report for consideration by the accreditation panel.	Standard met
3.3 Engagement with local community	<p>Standard: The pharmacist and staff work in partnership with individuals and communities to identify local health needs and are active in working with their community to address these needs.</p> <p>The pharmacy can demonstrate active engagement with their local community.</p> <p>Consider: <i>Does the pharmacy engage with the local community within/outside of the pharmacy premises?</i></p> <p><i>What local groups could the pharmacy start to work with?</i></p>	<p>The pharmacy should detail their involvement in local community projects on the self-assessment questionnaire.</p> <p>This will be discussed on the visit day.</p> <p>Does the pharmacy demonstrate engagement with the local community? (SR/D/V)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>