

Health+Pharmacy: The Quality Standards



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, proactively 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:

<p>1.1 Premises</p>	<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. Desirable indicators are: 1.4: Windows reflect a professional image; 2.2: Front shop area is maintained in a good state of repair and decoration; 2.4: Stock is effectively managed and reflects a professional image. NB footnote: Lottery must not be promoted or sold within the premises. 3.7: The pharmacy has an appropriate area for counselling patients; 3.9: The professional area does not contain any non-health related products; 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>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 must not stock products which the professional regulator advises against or which evidence shows may be injurious to health.</p>
<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>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>

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:

2.1 Training	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 C&D distance learning course. Cascade training has been provided to current staff members. A training programme is in place to train new staff, and provide refresher training to 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.
2.2 Public Health Needs	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, regionally and the potential impact that the pharmacy may have in addressing these. Staff should support Public Health information campaigns and uptake of services such as immunisation and screening services. 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

2.3 Communication skills	Standard: Relevant members of staff understand the benefits of engagement and developing different communication styles to suit individuals and communities.
2.4 Behavioural change	Standard: All relevant staff offer brief public health advice, can identify readiness to change, provide support and/or signpost where additional support is needed.
2.5 Privacy and confidentiality	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. There is a written policy on privacy and confidentiality which includes General Data Protection Regulation (GDPR). All staff should adhere to this.
2.6 Protection of children and vulnerable adults	Standard: Staff are aware of and work under procedures for child protection and vulnerable adults and are aware of the principles of disclosure. All relevant staff use Fraser competency routinely. There are clear procedures, policies and training in place.
2.7 Service awareness	Standard: All staff understand and proactively explain the services available in the pharmacy for health and wellbeing, as appropriate.
2.8 Staff	Standards: All staff are clearly identifiable and reflect the professional image of Health + Pharmacy. 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. Pharmacy leads should demonstrate how the health and wellbeing of staff is actively considered.
2.9 Pharmacist engagement	Standard: The pharmacist is committed to public health initiatives and readily engages in proactive public health advice in their interactions with the public.

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:

<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>3.2 Signposting and referral</p>	<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>3.3 Engagement with local community</p>	<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>

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