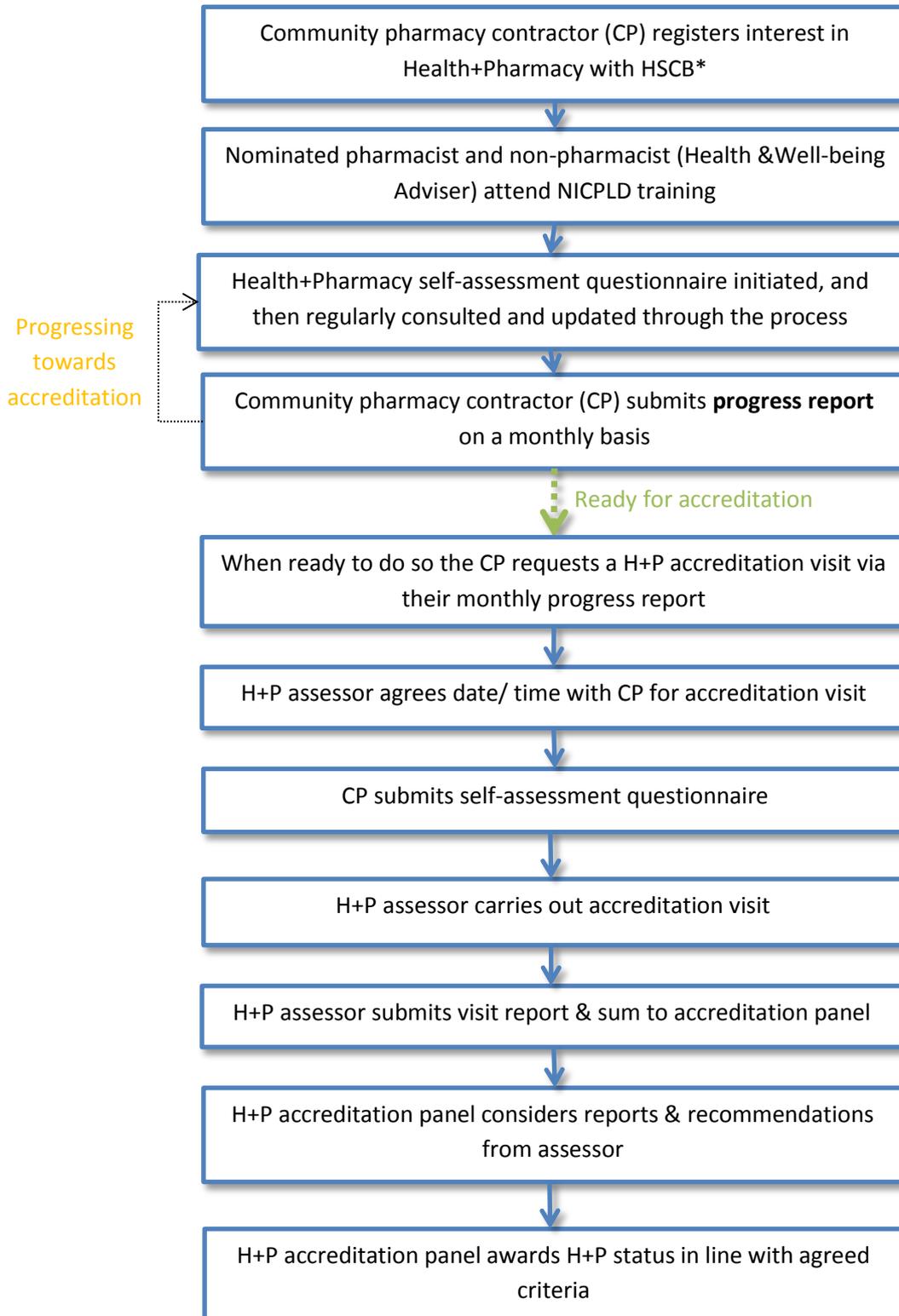


The flowchart below outlines the steps to becoming a Health+Pharmacy. There is further detail on accreditation process on the following pages.



*Initial interest was registered in June 2013. New applications will be considered when capacity allows.

1. Request for accreditation

The accreditation visit will be requested by the community pharmacy contractor using the progress report.

2. Pre-visit confirmation

Prior to conducting the accreditation visit HSCB/PHA will contact the pharmacy to confirm that:

- Both pharmacist and healthcare assistant have completed the live NICPLD training and the healthcare assistant has completed the distance learning pack
- The pharmacy considers that it has fully achieved each of the Health+Pharmacy (H+P) quality standards (i.e. self-reported score of 160/160 on their progress report)
- The date of the request for an accreditation visit does not exceed 1 year from the date of the live training with the exception of an agreed extension. (NB for wave 1 the date should not exceed 30th June 2015)

3. Confirmation of request

HSCB/PHA will write to the community pharmacy contractor, acknowledging the request for accreditation as a Health+Pharmacy and requesting submission of the following from the pharmacy:

- evidence of completion of training
- the completed H+P self-assessment questionnaire

4. Notification of accreditation visit

HSCB/PHA will arrange the accreditation visit. It is anticipated that visits will not commence before 16th February 2015. Following agreement of the date, the pharmacy contractor will be notified in writing and a copy of the H+P accreditation visit template will be sent in advance of the visit.

5. Accreditation visit

The accreditation visit will be undertaken by a H+P pharmacist assessor and it is anticipated that the visit should last for no more than 2 hours. The H+P trained pharmacist and Health and Well-Being Adviser should be available for the duration of this visit and the community pharmacy contractor will have the opportunity to decide if they wish to have anyone else present at the visit. During the visit, the H+P

assessor will discuss the information contained in the self-assessment questionnaire and will also talk to, and observe, staff.

6. Accreditation visit template

The accreditation visit template contains guidance for the assessor as to the various methods of assessment which may be used, including:

- Documentation
- Observation, which may include photographs where appropriate
- Discussion with the pharmacist, Health and Well-Being Adviser and other relevant pharmacy staff
- Additional information, self-reported by the pharmacy, via the self-assessment questionnaire

The accreditation visit template will be used by the H+P assessor to record assessment of achievement for each of the 16 quality standards.

A copy of the template can be found on the BSO website.

7. Accreditation visit reports

There will be two accreditation visit reports which will be prepared by the H+P assessor:

1. The completed accreditation visit template, together with any other supporting evidence (e.g. photographs where appropriate)
2. A summary report - this will indicate the achievement level for each of the 16 quality standards and an overall recommendation, based on the evidence provided, that:
 - H+P status should be awarded
 - H+P status should not be awarded
 - H+P status requires further consideration by the accreditation panel

8. Accreditation panel

In all cases, the final decision on the awarding of H+P status to a particular pharmacy contractor will be made by an accreditation panel. It is proposed that the panel will consist of 3 members: one from HSCB, one from PHA and one other representative from the H+P Alliance.

Initially, accreditation panels will be convened as and when required. It is anticipated that, thereafter, the panel will meet quarterly. This may be reviewed in order to

provide timely decisions. There should be no longer than 3 months between the accreditation visit and the recommendation being considered by the panel.

The remit of the accreditation panel is to ensure that the H+P status is awarded in a consistent, fair and equitable manner. In cases where the quality standards have not been fully achieved, the panel will review the detailed information provided in the accreditation visit report and any supporting evidence. If the decisions of panel members are not unanimous, the panel decision will be made on the basis of the majority.

9. Notification of the decision by the panel

The decision of the panel, together with any recommendations to the community pharmacy contractor, will be recorded on the accreditation panel report. A copy of the report will be issued to the community pharmacy contractor within 4 weeks of the meeting of the panel, together with a copy of the accreditation visit report and summary report.

10. Appeals

There will be an appeals process available for any concerns about the process followed for the accreditation of an individual pharmacy. An appeal should be made in writing, to the chair of the accreditation panel, within 4 weeks of notification. The appeal will be heard at a subsequent meeting of the accreditation panel. This panel will consist of three members (one from HSCB, one from PHA and one other representative from the H+P Alliance) but members will not have been involved in the original accreditation decision.

11. Re-accreditation

HSCB/PHA will seek an annual declaration that the pharmacy continues to meet all the quality standards. H+P status will be fully re-evaluated for re-accreditation on a 3 yearly cycle.

February 2015