

## ICB Primary Care Commissioning Committee

<b>Date of meeting</b>	29 August 2024
<b>Title of paper</b>	Community Pharmacy Assurance Framework (CPAF) – Annual Visit Summary Report
<b>Presented by</b>	Peter Tinson - Director of Primary and Community Care (Amy Lepiorz - Associate Director Primary Care)
<b>Author</b>	Nicola Feeney Delivery Assurance Manager
<b>Agenda item</b>	11
<b>Confidential</b>	No

<b>Executive summary</b>				
The purpose of the paper is to provide the Primary Care Commissioning Committee with an overview of the Community Pharmacy Assurance Framework (CPAF) process for 2023/24.				
<b>Advise, Assure or Alert</b>				
The report assures the committee that the CPAF process and subsequent actions have taken place in line with the NHS England Policy Book.				
<b>Recommendations</b>				
The committee is requested to note the report.				
<b>Which Strategic Objective/s does the report contribute to</b>				<b>Tick</b>
1	Improve quality, including safety, clinical outcomes, and patient experience			X
2	To equalise opportunities and clinical outcomes across the area			
3	Make working in Lancashire and South Cumbria an attractive and desirable option for existing and potential employees			
4	Meet financial targets and deliver improved productivity			
5	Meet national and locally determined performance standards and targets			X
6	To develop and implement ambitious, deliverable strategies			
<b>Implications</b>				
	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
Associated risks			X	
Are associated risks detailed on the ICB Risk Register?			X	
Financial Implications			X	
<b>Where paper has been discussed (list other committees/forums that have discussed this paper)</b>				
<b>Meeting</b>	<b>Date</b>		<b>Outcomes</b>	
Pharmacy Services Group	June 2024		Not Applicable	
<b>Conflicts of interest associated with this report</b>				
Not Applicable				

Impact assessments				
	Yes	No	N/A	Comments
Quality impact assessment completed			X	
Equality impact assessment completed			X	
Data privacy impact assessment completed			X	
<b>Report authorised by:</b>	Craig Harris, Chief Operating Officer			

# Primary Care Commissioning Committee

## 29<sup>th</sup> August 2024

---

### CPAF 2023-2024 Visits – Summary Report

#### 1. Introduction

- 1.1 The Community Pharmacy Assurance Framework (CPAF) is an annual process to monitor and assure that the regulatory Terms of Service (ToS) of pharmacy contractors are being provided. This is based on self-assessment questionnaires sent to, and submitted by, all contractors on the Pharmaceutical List and visits to premises, where appropriate. The CPAF process is defined in the NHS England Pharmaceutical Services Policy Manual, which the ICB must follow as part of the delegation agreement.
- 1.2 Each year contractors are asked to complete a short questionnaire which pulls out the key aspects of the ToS. If this is not completed by the required deadline, contractors are required to complete a longer questionnaire which covers all aspects of the ToS. A link to the longer questionnaire can be found in **Appendix A**.
- 1.3 The delivery assurance team within the primary and community care team review the information received within the questionnaire and based on this information and any local intelligence select pharmacies to receive a CPAF visit. This includes any contractors that fail to complete both the longer questionnaire and any pharmacies that have recently changed ownership. The monitoring visits are carried out by the professional advisor and a member of the primary and community care team.
- 1.4 In 2023/24, ten contractors were chosen to receive supportive CPAF visit. A table of visits broken down into place level can be found in **Appendix B**.

#### 2. Discussion

- 2.1 The CPAF visits, which take on a supportive approach, were well received by the pharmacy contractors. Several of the visits were attended by a Local Pharmaceutical Committee representative, invited by the contractor. The ICB works closely with the LPC and all contractors to promote good practice and the sharing of good practice, any issues or areas of good practice are highlighted in the monthly LPC liaison meetings and also forms part of the ICB Pharmacy Access Programme.
- 2.2 A range of areas are covered within the visit including, standard operating procedures, fridge monitoring, safeguarding and controlled drug security.

- 2.3 No pharmacies failed their CPAF visit however most had small improvements that could be made to the overall running of the pharmacy to ensure safe and competent provision of NHS services to patients.
- 2.4 One of the main focusses of the visit is safeguarding. This includes signposting to NHS Safeguarding mobile phone app.
- 2.5 All pharmacies were good at ensuring adequate standard operating procedures are in place, undertaking clinical governance, making healthy living signposting interventions to other health care professionals and prescription-based interventions e.g., diabetes, heart disease.
- 2.6 Areas for improvement identified in most pharmacies were correctly informing the appropriate bodies if the pharmacy must close for any period, fridge temperature monitoring recording, recording and auditing staff training needs.
- 2.7 During the visit initial important points are discussed and agreed by the monitoring team and the contractor. The visit is then followed up with an official report and associated action plans.
- 2.8 If any serious concerns are raised at the time of the visit this trigger the local dispute resolution process with escalation internally via the pharmacy services group and if required, liaison with relevant third party (e.g., the General Pharmaceutical Council).
- 2.9 Whilst these visits are proactive and part of the community pharmacy assurance framework, the primary and community care team also undertake reactive visits when information is received that would necessitate the need for extra assurances in the provision of NHS services.

### **3. Conclusion**

- 3.1 No pharmacies failed their 2023-2024 CPAF visit however most had small improvements that could be made to the overall running of the pharmacy to ensure safe and competent provision of services to patients.
- 3.2 The primary and community care team continue to support pharmacy contractors in safe and competent delivery of NHS services.

### **4. Recommendations**

- 4.1 The Primary Care Commissioning Committee is requested to:
  1. Note the contents of the paper.

**Nicola Feeney**

**Delivery Assurance Manager**

**August 2024**

## Appendix A

[InformationServices CPAF FullSurvey NOV 2023 - Questionnaire \(nhsbsa.nhs.uk\)](https://nhsbsa.nhs.uk)

## Appendix B

Place	Number of Pharmacies Visited
Blackburn with Darwen	0
Blackpool	2
Central Lancashire	3
East Lancashire	3
North Lancashire	2
South Cumbria	0