

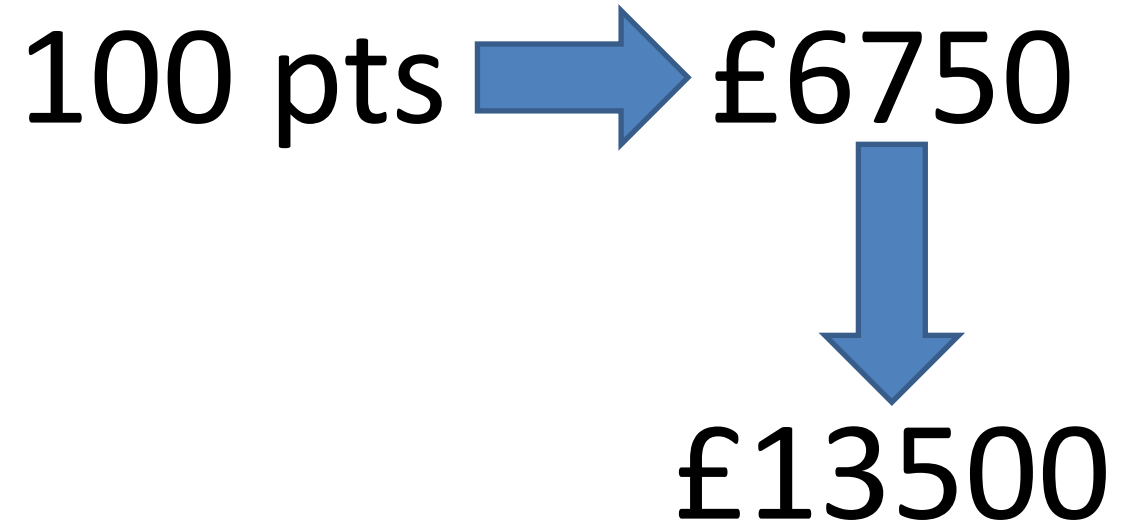
# Achieving PQS points

# Agenda

- Welcome and introduction
- How to be a good webinar participant
- Gateway criteria
- Weight management services
- Approaching patients for weight management services
- Risk management domain
- Respiratory domain

# The size of the PQS prize

Domain	Points for Band 4 pharmacy
Risk management and safeguarding	25
Respiratory	25
Healthy Living Support	Intervention 10
	Referral 10
Prevention	20
Addressing unwarranted variations in care	10



# PQS Criteria



## Gateway criteria

- New Medicines Service
- Patient safety report

## Domain 1 Risk Management and safeguarding

- CPPE sepsis online training and e-assessment
- CPPE risk management guide and e-assessment
- Update previous risk review
- Safeguarding level 3 webinar
- Domestic abuse prevention training

## Domain 2 Respiratory

- Respiratory NMS for new inhaler
- CPPE inhaler technique for health professionals and e-assessment
- Inhaler waste management
- Use of spacer in children (5-15)
- Personalised asthma action plans
- Referrals for patients using >3 bronchodilators with no corticosteroid inhaler

## Domain 3 Healthy Living Support

- All Our Health training on adult and childhood obesity
- CPPE weight management for adults training and e-assessment
- Update weight management action plan
- Refer patients to local tier 2 weight management service

## Domain 4 Prevention

- Review TARGET leaflets for UTI and RTI with patients
- Incorporate use of TARGET leaflets in SOPs
- Infection prevention and control Level 1 e-learning and assessment
- Infection Prevention and Control Level 2 e-learning and assessment
- Antimicrobial Stewardship for Community Pharmacy e-learning and e-assessment.
- Become Antibiotic Guardians
- Have updated Antimicrobial Stewardship Action Plan
- Let's Communicate Cancer E-learning (BOPA) Module 1 and quiz
- Risk review for missing suspected cancer symptoms

## Domain 5 Addressing unwarranted variations in care

- Update NHS Profile Manager if listed palliative and EoL care medicines routinely held

# Gateway criteria

- NMS
  - How many do you need to do before April?
  - Can you do two NMS per week for the next 20 weeks?
  - Link NMS to respiratory domain criteria
  - Don't leave it too late
- Patient safety report
  - Are your patient safety incident reports up to date?
  - You have more time to do these?

# NMS completions



20%

of contractors in Nottinghamshire  
have not claimed for  
any NMS

64%

of contractors in Nottinghamshire  
have not claimed for  
20 NMS

As of end September 2022

# Weight management services



Nottingham and  
Nottinghamshire

Tier 2 weight management  
services

Nottingham and  
Nottinghamshire

Asha Gudibandi

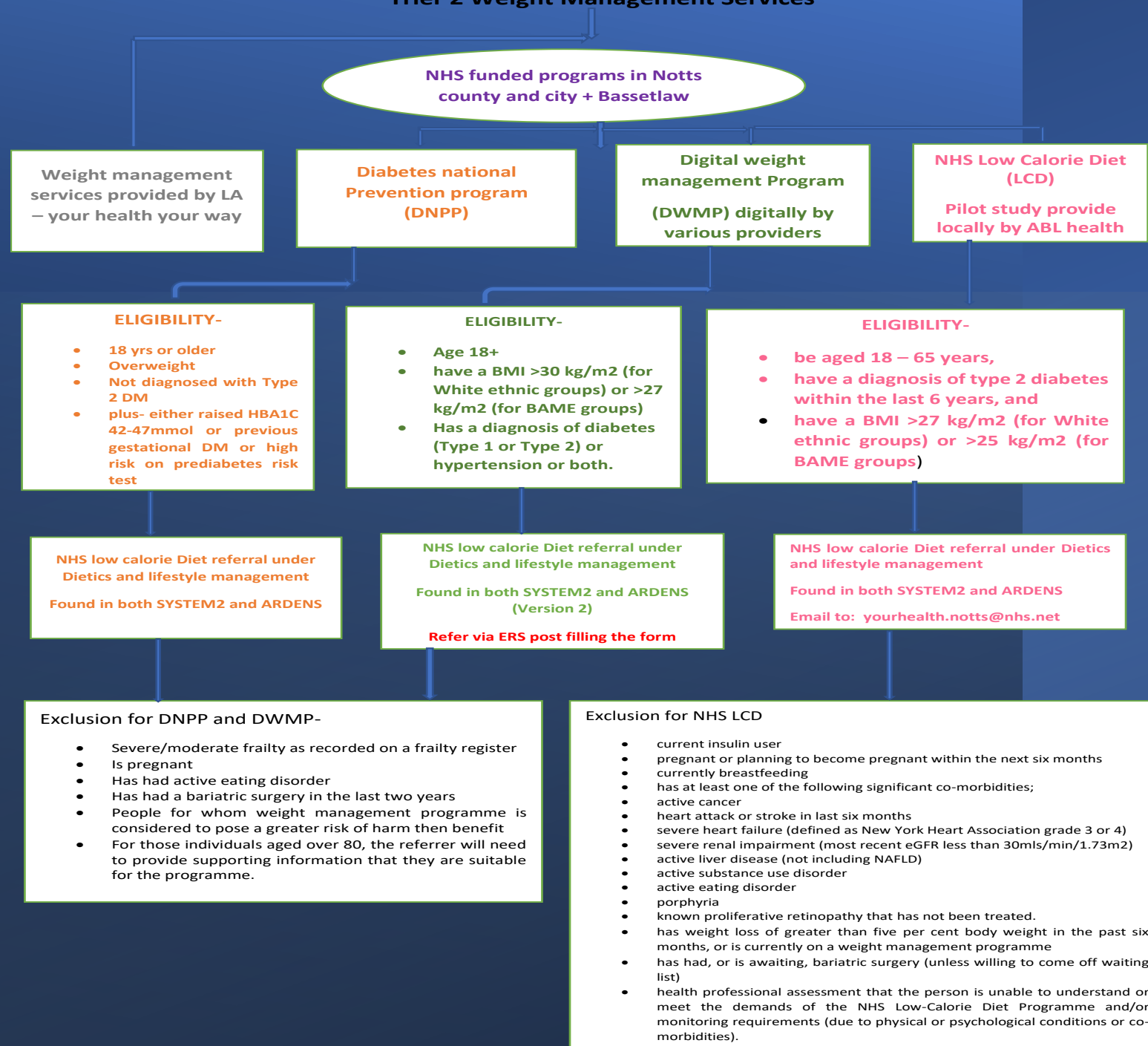
Diabetes Project Manager



# objectives

- To understand different types of tier 2 weight management services within Nottingham and Nottinghamshire
- To understand the differences between these services
- To understand referral process
- To understand the eligibility criteria for the referrals
- To be able to have information on signposting if needed

# Trier 2 Weight Management Services



# Digital Weight Management Program (DWMP)

- NHS funded programs in Notts county and city + Bassetlaw
- (DWMP) digitally by various providers
- Ongoing support for 12 months
- **ELIGIBILITY-**
  - **Age 18+**
  - **have a BMI >30 kg/m<sup>2</sup> (for White ethnic groups) or >27 kg/m<sup>2</sup> (for BAME groups)**
  - **Has a diagnosis of diabetes (Type 1 or Type 2) or hypertension or both.**
- Exclusion for DNPP and DWMP-
  - Severe/moderate frailty as recorded on a frailty register
  - Is pregnant
  - Has had active eating disorder
  - Has had a bariatric surgery in the last two years
  - People for whom weight management programme is considered to pose a greater risk of harm than benefit
  - For those individuals aged over 80, the referrer will need to provide supporting information that they are suitable for the programme.

# DWMP referral process

- The site for login and referrals from pharmacy : [Welcome - NHS Digital Weight Management Programme Pharmacy Referral Site \(wmp.nhs.uk\)](https://wmp.nhs.uk)
- The details for payments within pharmacy quality scheme : [Community Pharmacy Contractual Framework 5-year deal: year 4 \(2022 to 2023\) and year 5 \(2023 to 2024\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/contracts/details/community-pharmacy-contractual-framework-5-year-deal-2022-to-2023)
- Generic page on NHSE website with info for community pharmacies regarding the DWMP: [NHS England » Information for community pharmacies](https://www.nhs.uk/england/information-for-community-pharmacies)

Referral criteria YHYW – all referrals must be Nottinghamshire residents (excluding Nottingham city)



All clients who are referred will have a 'My story' first appointment with their new Key Worker who will stay with them throughout their intervention. In this appointment they will get to know the client in all aspects of their health and refer internally to the appropriate service(s).

**Weight Management** (Adults BMI 30 – 49.9, Children aged 4+/BMI on 91st Centile)

ABL has extensive experience in delivering successful evidence-based weight management services for adults, families and young people. Our service supports individuals including pregnant women and families to achieve and maintain a healthy weight and all sessions are designed to be fun and inclusive for all.

12-week flexible programme, group or 1:1 support. Sessions are a 45-minute nutritional session followed by a 45-minute circuit-based exercise class, we provide lifestyle change information over a diet plan.

Sessions are in-person in leisure centers and community centers across Nottinghamshire. We also offer virtual sessions over zoom.

How to refer:



They take both self-referrals and referrals from professionals. These can both be done via our website- <https://yourhealthnotts.co.uk/check-eligibility/> or by calling their administration team on 0115 772 2515

Local  
authority  
weight  
management  
referrals

# Local authority funded Tier 2 weight management service referral

- Your Health, Your Way is the new service commissioned by Nottinghamshire County Council to support Nottinghamshire residents (children, young people, adults and families) to get active and also lose weight.
- For the most up to date information, please go to:
- Website: <https://yourhealthnotts.co.uk/>
- Phone: 0115 772 2515
- Email: [yourhealth.notts@nhs.net](mailto:yourhealth.notts@nhs.net)
- <https://youtu.be/gx76XoDR2rw>
- YOU can refer them on their website alternatively patients can self refer using their phone number
- They offer services for Bassetlaw as well.

# Local authority funded WMP for Nottingham city

- <https://www.ncgpa.org.uk/weight-management-support>

## Slimming World

Are you:

- Aged 18+

Do you have:

- A BMI of 25 or more (23 or more for BAME patients)

If you'd like face to face group sessions looking at healthy eating and diet – some focus on physical activity, then maybe **Slimming World** is for you

- Weekly sessions at accessible locations across Nottingham city.
- People who have attended for 12 weeks and losing weight can get another 12 weeks free to achieve their target weight

To start your registration for your FREE 12-week, [click here](#). Those who do not have internet access can call 01773 546055.

## Notts County Foundation

Are you:

- Aged 35-65?

Do you have:

- a BMI of 28 or more?
- a waist measurement of 31 inches or more (females) / 37 inches or more (males)?

If you'd like face to face group sessions for physical activity, with some focus on healthy eating & diet advice, then **FIT Magpies** may be for you.

- 12 week programme based at Portland Leisure centre, Meadows & other venues
- Weekly group physical activity sessions and a classroom element using a workbook

To registered to the free programme email Chris Riley on [chris.riley@nottscountyfitc.org.uk](mailto:chris.riley@nottscountyfitc.org.uk)

Ring on 07949 869020

Or visit [www.efittrust.com/fitfans/](http://www.efittrust.com/fitfans/)

## Oviva App

Are you:

- Aged 18+

Do you have:

- A BMI of 30 or more (27.5 or more for BAME patients)

If you'd prefer app and/or telephone support - following a personal plan, then maybe Oviva is for you.

- Telephone-only or digitally enabled care option using the NHS approved Oviva app (offered in 23 languages)
- 12-week personally designed programme offering coaching sessions via the Oviva App, interactive group-based sessions, or phone calls with dietitians/health coach is preferred.

To start your free registration, please call 02076 224777

Or [click here](#) to visit the online self-referral



Thank you, any  
questions?

Asha Gudibandi

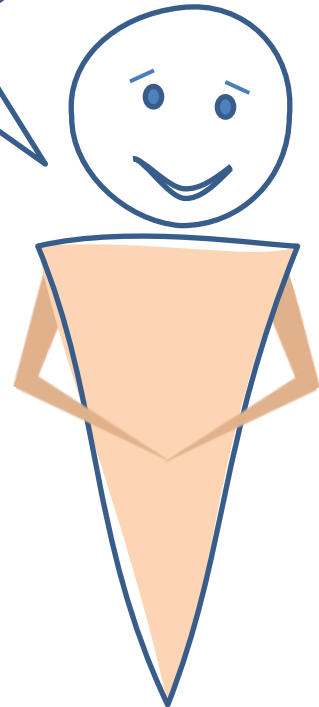
Diabetes Project Manager, Nottinghamshire ICB



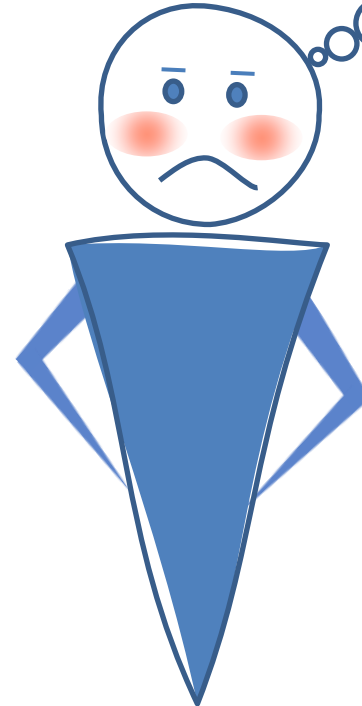
# Approaching patients for weight management services

# Our fear about promoting weight management services

Can I talk to you about your weight?



Are they calling me fat!



# The truth

2/3 of patients liked that healthcare professionals brought up the subject of weight or would like them to

Empathy

Appropriate

# Key points for communicating the service



Ask  
permission



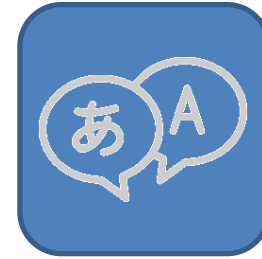
Non-  
judgemental



Avoid  
labelling



Forward  
looking



Language



Suitable  
links

# Choice of language

## Use

- Weight
- Healthy weight
- Excess weight
- Overweight
- Activity
- Healthy eating
- Plans
- Habits
- Lifestyle

## Avoid

- Fat
- Obese
- Fatness
- Excess fat
- Exercise
- Diet
- Heaviness
- Large size
- Weight problem

# Suitable links



## Prescriptions

- Hypertension
- Angina
- Diabetes
- Arthritis
- GORD
- Depression
- ...

## Services

- Blood pressure service
- New Medicine Service
- Stop smoking service
- Flu vaccination
- Community Pharmacy Consultation Service

## OTC sales

- Heartburn and indigestion
- Joint pain
- Haemorrhoids
- Constipation
- Insomnia and snoring
- Thrush

# MECC – very brief intervention

## Ask

Raise the issue in a non judgemental way

Improving your weight can have a positive impact you diabetes

## Assess

Explore how the person feels about changing

Have you ever thought about that?

Would you like a conversation now?

## Action

What are the next steps?

If you want to find out more, come back and we will be happy to help

# Key points for communicating the service



Ask  
permission



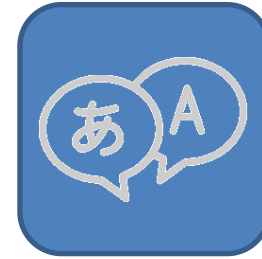
Non-  
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Avoid  
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Forward  
looking



Language



Suitable  
links



# Risk management in PQS

# CPPE guide to risk management

- What can go wrong in pharmacy practice?  
*(Hazards and risk)*
- How do you learn from things that go wrong?  
*(Reporting)*
- How do you assess risk?  
*(Prioritising risk)*
- How do you manage risk?  
*(Risk management strategies)*

# Understanding risk

- Hazard – a source of harm
  - Physical
  - Chemical
  - Biological
  - Ergonomic / psychosocial
- Risk

Risk = probability x severity

# Quantifying risk

High probability	Yellow	Red	Red
Medium probability	Green	Yellow	Red
Low probability	Green	Green	Yellow
	Low severity	Medium severity	High severity

# Risk review -

Date risk identified	Description of Risk	Impact (Severity) Scale 1-5*	Likelihood (Probability) Scale 1-3*	Risk Rating†	Actions required	Person resp. (initials)	Date actions to be completed by	Date of next review
7/02/23	Sepsis identification missed	5	1	Med	<ul style="list-style-type: none"> <li>All pharm/techs to complete CPPE sepsis online training course</li> <li>Train all staff about the key signs of sepsis</li> <li>Create a warning card to put behind counter to remind staff</li> </ul>	LS	31 Mar '23  31 Mar '23  1 Feb '23	1 Sept '23

# Actions to manage risks?



## Missing red flags

- Case Review by the pharmacist with the staff
- Bookmark CKS on all pcs
- Staff review of consultations and highlight missed questions
- Check nice cks
- Managers go through 4 symptoms at a time
- Prepared a file of Red flags for various conditions including Sepsis
- Obtain NPA red flag resource

## Minimising transmission of COVID-19

- Perspex screens
- Wearing masks, especially with patients
- Regular hand washing and hand sanitiser

# Achieving the respiratory domain

# Respiratory domain



- **By the end of 31st March 2023**, the pharmacy must be able to evidence that they have spoken (a verbal conversation rather than written communication) with all patients, their carer or representatives, for whom they have dispensed an inhaler **between 10th October 2022 and the day of the declaration**, about the environmental benefits of them returning all unwanted and used inhaler devices to a community pharmacy for safe and environmentally friendly disposal.
- **Between 10th October 2022 and the day of the declaration**, the pharmacy can evidence that they have:
  - checked that all children aged 5 to 15 prescribed a press and breathe pressurised MDI for asthma have a spacer device, where appropriate, in line with NICE TA38; and
  - referred children aged 5 to 15 with asthma to an appropriate healthcare professional where this is not the case.
- **By the end of 31st March 2023**, the pharmacy can evidence that they have checked that all patients aged five years and above dispensed an inhaler for asthma between 10th October 2022 and the day of the declaration have a PAAP. The pharmacy contractor must be able to show that pharmacy staff have referred all patients aged five years and above dispensed an inhaler for asthma between **10th October 2022 and the day of the declaration** to an appropriate healthcare professional where this is not the case.
- By the day of the declaration, the pharmacy can show evidence that patients with asthma, for whom three or more short-acting bronchodilator inhalers were dispensed without any corticosteroid inhaler within a six-month period have, since the last review point, been referred to an appropriate healthcare professional for an asthma review. The contractor will normally be referring the patient to their GP, GP practice based respiratory nurse specialist/asthma nurse or practice-based pharmacist for a routine appointment



# Respiratory - summary

*Between 10th October 2022  
and the day of the  
declaration*



- Spoken with all patients about disposing of inhalers in an environmentally friendly way
- 5-15 year olds have a spacer
- All patients over 5 years have a Personalised Asthma Action Plans
- Patients with sub adequate treatment have been referred

# Resources

- Nottinghamshire LPC website  
<https://nottinghamshire.communitypharmacy.org.uk/>
- PSNC PQS hub  
<https://psnc.org.uk/quality-and-regulations/pharmacy-quality-scheme/>
- PSNC PQS Action and Evidence Portfolio  
<https://psnc.org.uk/briefings/pharmacy-quality-scheme-2022-23-action-and-evidence-portfolio-workbook/>
- CPPE  
<https://www.cppe.ac.uk/services/pharmacy-quality-scheme>
- MYS questions  
<https://www.nhsbsa.nhs.uk/sites/default/files/2023-01/2022-23%20PQS%20Questions.docx>