



QUALITY AND SAFETY SCHEME 2023/24 FREQUENTLY ASKED QUESTIONS

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Q: What is the intention of the Quality and Safety Scheme?

A: The intention of the quality and safety scheme is to:

- Increase the whole community pharmacy teams' awareness of mental ill-health and wellbeing support;
- Encourage pharmacies to act on the responsible disposal of inhalers in line with the NHS Wales Decarbonisation Strategic Delivery Plan; and
- Validate information about pharmacy services contained in the All Wales Pharmacy Database (AWPD).

Q: What funding is available for participation in the scheme?

A: The total funding for the Quality and Safety Scheme for 2023/24 will be divided over the components listed below.

Q: What are the key requirements?

A: The requirements for 2023/24 are split into five main tasks:

1. Bi-annual validation of the AWPD database (£520 x 2)
2. Mental health awareness e-learning (£580)
3. First aid mental health training (£580)
4. Responsible disposal of inhalers (£500)

5. Wales National Workforce Reporting System (WNWRS) (funding to be confirmed)

Q: What elements of the Quality and Safety Scheme of 2022/23 have been stopped?

A: The following items have been stopped in the Quality & Safety Scheme for 2023/24:

- High Risk Medicines Audit
- IQT bronze

Contractors should ensure they still complete the requirements for 22/23 though as Post Payment Verification will take place.

1. AWPDP Validation

AWPDP validation will be carried out twice during 2023/24 and it is currently expected that this will take place during September 2023 and March 2024.

Further details will be provided from NWSSP later in the year and added to this page once received. Pharmacy contractors will be requested to undertake validation of the AWPDP in two quarters of the year with a £520 payment being attributed to this validation activity in the relevant quarters.

The AWPDP Validation exercise is due to be reviewed to ensure that it is fit for purpose and the information collected remains relevant going forward.

Q: I don't currently provide a service that I'm listed for on the AWPDP as my previous pharmacist has left and my new pharmacist has not yet completed the training – should I leave it listed?

A: No – the AWPDP is used by the 111 team, Help Me Quit team and also feeds the NHS Wales Direct website – it is therefore important that the information is correct and up to date, you should amend the record as part of your AWPDP validation and then re-add it once your pharmacist is trained (by completing a listing form). In between AWPDP validation exercises, if it is anticipated that a service will not be available for a significant period it is good practice to inform NWSSP in order that databases are as accurate as possible.

2. Mental health awareness e-learning

Q: Who in the pharmacy must complete the mental health awareness e-learning?

A: All pharmacy employees involved in the provision of NHS pharmaceutical services at the pharmacy will have to complete the Mental Health Awareness e-learning package. This must include any pharmacists, pharmacy technicians (including locums) or pharmacy employees involved in the provision of NHS pharmaceutical services who have not previously completed the e-learning package and who work regularly at the pharmacy (i.e. for a total of four or more weeks between 1 April 2023 and 31 March 2024). New employees who completed the e-learning at their previous pharmacy will not have to re-do the training providing it can be proved that it has been undertaken.

Q: Do all members of staff in the pharmacy have to complete the e-learning module?

A: In the case of pharmacies where fewer than ten employees are involved in the provision of NHS pharmaceutical services, all employees (including locums) must complete the e-learning package. In the case of pharmacies where more than ten employees are involved in the provision of NHS pharmaceutical services, no fewer than ten must complete the e-learning package, this must include all pharmacists and pharmacy technicians (including locums).

Q: Where can I find the e-learning module?

The Mental Health Awareness e-learning package will be provided by the Health Education Improvement Wales (HEIW). It is available on their website [here](#)

Q: Can we access an alternative eLearning module for Mental Health?

A: No, the contract states that community pharmacy workers should complete the HEIW version of the Mental Health Awareness e-learning. The HEIW e-learning programme was developed to supplement the wider project around First Aid for Mental Health, to meet specific learning outcomes which were agreed with Welsh Government.

Q: I'm a locum working in more than one pharmacy – do I have to complete the e-learning module for every pharmacy I work in?

A: No. Pharmacists and pharmacy technicians who work regularly at more than one pharmacy need only complete the e-learning once.

Q: I'm a contractor. How do I get paid for my employees completing this module.

A: A single payment of £580 will be payable to all contractors who complete a declaration in the National Electronic Claim and Audit Form (NECAF) system by 31 March 2024, indicating they have met the criteria above.

3. First aid for mental health training

Q: What does the First aid for mental health training involve and what is its purpose?

A: The course is a 6-hour (one-day) face to face course. This qualification provides learners with the knowledge to recognise a range of mental health conditions, how to start a supportive conversation and when and how to signpost a person to seek appropriate professional help. The purpose of the course is to create a network of individuals trained in first aid for mental health across community pharmacies in Wales. Learners will not diagnose or treat mental health conditions but will gain the knowledge to identify when a person may require support and know where they can go to get help.

Q: How many members of staff need to complete this training?

A: One pharmacy employee involved in the provision of NHS pharmaceutical services at the pharmacy will be supported to undertake first aid for mental health training. This does not have to be a pharmacist or pharmacy technician.

Q: How can my member of staff undertake this training?

A: The first aid for mental health training will be provided by the Health Education Improvement Wales (HEIW) and available through their website [here](#)

. Face-to-face courses will be available across Wales, from March 2023 to March 2024 and will be released on a 3-monthly basis. There will be training courses available in every Health Board in a variety of locations.

Q: The member of staff who attended the mental health first aid training has left – do I need to reattend?

A: No – as long as 1 member of staff attended the training in 2023/24 there is no requirement to send another member of staff. Records of attendance should be kept for PPV purposes.

Q: Will there be any online options for this training event?

A: There will be a small number of online options available however the majority will be face to face. The online training event(s) will be a live session.

Q: Can contractors access First Aid for Mental Health training courses from other providers?

A: Yes. Contractors would need to ensure that the course is a 'First Aider qualification', i.e., it would have to qualify them to become a 'First Aider for Mental Health' or a 'Mental Health First Aider'. At a minimum, this would be a level 2 training course, and would be at least 6 hours of learning. WG/HEIW have confirmed that the cost of procuring any external training would need to be met by the contractor.

Q: I completed the First Aider Mental Health Training course two years ago, do I need to re-attend training?

A: Most First Aider for Mental Health courses expire 3 years from the achievement date. Therefore, if it has been completed course within the last 2 years, and you feel competent to provide First Aid for Mental Health, then you would not have to re-accredit (as the qualification would remain valid for the 2023-2024 period). We would suggest doing a refresher course if you do not feel confident or have not provided First Aid for mental health for a while. You would also need to be able to produce a certificate to prove attendance at that course.

Q: I work in 2 separate pharmacies. If I attend the mental health first aider training, can I claim for both pharmacies?

A: No. If you have attended the training you can only claim for one pharmacy. This should be for the pharmacy where you work the majority of the time.

Q: I'm a contractor. How much will I get paid to have a member of staff trained in First aid for mental health?

A: A single payment of £580 will be payable to all contractors who complete a declaration in the National Electronic Claim and Audit Form (NECAF) system by 31 March 2024, indicating they have met the criteria outlined above.

4. Responsible disposal of inhalers

Q: How does the pharmacy undertake this element of Quality and Safety?

A: In line with the ambitions of the NHS Wales Decarbonisation Strategic Delivery Plan pharmacies will be requested to participate in a nationally agreed community pharmacy inhaler waste amnesty programme to support the responsible disposal of inhalers. Further information will be added here once received.

Q: How does the pharmacy get paid for this component of Q&S?

A: A single payment of £500 will be payable to all contractors who complete a declaration in the National Electronic Claim and Audit Form (NECAF) system by 31 March 2024, indicating they have met the criteria required in the national community pharmacy inhaler waste amnesty programme.

5. Wales National Workforce Reporting System (WNWRS)

Q: What is the WNWRS?

A: The WNRS is a primary care workforce tool providing necessary identification of all GPs and health professionals employed in GP practices to be covered by General Medical Practice Indemnity and enabling greater workforce planning.

As pharmacy professionals often move between sectors of practice, the consensus has developed that workforce planning needs to be undertaken for the whole NHS system.

The HEIW Community Pharmacy Workforce Survey 2019 report recommended that the feasibility of a single workforce tool for NHS Wales contractors should be mandated through contracts and align with job roles in the Electronic Staff Record for analysis and modelling. In September 2022 a pilot expansion of the WNWRS to include 20 community pharmacy employers began with the intention to expand further to include all community pharmacies from April 2023.

Q: I'm a contractor, how can I participate in this element of the Quality and Safety Scheme?

A: Due to GDPR concerns raised, the details around this element of the Q&S scheme have yet to be decided. This is planned to be introduced later in 2023-24 once the GDPR concerns have been addressed.