



QUALITY CRITERIA				
		LEVEL 1: HLP- PROMOTION	LEVEL 2: HLP PREVENTION	LEVEL 3: HLP PROTECTION
FOUNDATION AND CULTURE	Workforce Development and Capacity	RSPH trained Health Champion (1FTE)  Pharmacy Team Leadership skills (CPPE)	Health Coach Training (all pharmacies to have at least 1 FTE)  Pharmacy Team Leadership skills (CPPE)	Prescriber qualification for pharmacists
	Pharmacy Environment	It is clear to the public that free, confidential advice on their health and wellbeing can be accessed.	Networked computer in consulting room	Enhanced IT and premises
	Engagement	The pharmacy has a dedicated Health Promotion Zone, that is clearly marked and accessible; has a professional appearance; and is appropriately equipped with up-to-date professional health and wellbeing information	Proactive pharmacy-based community engagement events to support neighbourhood priorities (minimum of one documented event every quarter)	Proactive pharmacy leadership within the local Primary Care Network
SERVICE CRITERIA				
For Level 2 and above a minimum of 2 commissioned public health* services are required (can include NHS England commissioned flu service. This allows for a differential approach in each Alliance and even neighbourhood within each Alliance to reflect local need.				
	Smoking *	The pharmacy team proactively engages with patients and the public in the pharmacy, to offer	Level 2 smoking cessation service	COPD support/respiratory assessment with referral (NCS)

<b>SERVICE PROVISION</b>		them advice, support and signposting to other providers of services in the community where applicable.	PGD for Champix stop smoking service (NCS)	
	Sexual Health *	The pharmacy team proactively engages with patients and the public in the pharmacy, to offer them advice, support and signposting to other providers of services in the community where applicable.	<b>EHC</b>  <b>Chlamydia Screening</b>  <b>Chlamydia Treatment</b>	Blood Bourne Virus Screening (NCS)
<b>SERVICE PROVISION</b>	Substance Misuse *	The pharmacy team proactively engages with patients and the public in the pharmacy, to offer them advice, support and signposting to other providers of services in the community where applicable.	<b>Needle and syringe exchange</b> where commissioned  <b>Supervised administration</b> service as needed  <b>Naloxone Kit Supply</b> (pilot service)	Hepatitis vaccination (NCS)
	Long Term Conditions *	The pharmacy team proactively engages with patients and the public in the pharmacy, to offer them advice, support and signposting to other providers of services in the community where applicable.	<b>Influenza vaccination service</b> (Nationally commissioned service open to all pharmacies)  <b>Health Checks</b> as commissioned	Pharmacist with Special Interest for LTC (prescriber)  Diabetes Screening with referral into the NDPP (NCS)

SERVICE PROVISION	Support for self-care	The pharmacy team proactively engages with patients and the public in the pharmacy, to offer them advice, support and signposting to other providers of services in the community where applicable.	Compliance with locally agreed protocols for signposting and appropriate direct referral focusing on the MUR and NMS services  PGD led service for the management of low acuity conditions (NCS)	Community Pharmacy based Prescribing Pharmacists.
	Chronic Pain/End of Life	Not included	Palliative Care Medicines Scheme (NCS) (Commissioned in each neighbourhood as required)	Pain Management and Support Service (NCS)
	Early Diagnosis of Cancer	Not included	<b>Talk Cancer (Pharmacy Training)</b> made available to pharmacy staff via Cancer Research UK trainers. (All pharmacies to have at least one FTE staff member trained)	Direct Referral to GP/Secondary Care (no current pathway)
	Primary/Secondary/Social Care Interface	Not included	Engagement with the electronic Medicines Optimisation Pathway for discharge support (All pharmacies)	Medicines Support Service (NCS)
	Mental Health	Not included	Online Mental Health Package  (All pharmacies to have 80% of staff trained)	Mental Health Support/Medicines Optimisation Service (NCS)

**NCS= No Commissioned Service currently available**

- **These services are commissioned by Suffolk County Council, some depending on geographical spread and areas of specific need. Discussions at Primary Care Network level would ensure local needs are prioritised**