 

**HLP Level 2 Evidence Portfolio Workbook**

If having read this HLP Level 2 Evidence Portfolio Workbook you have further queries about HLP or you require more information please contact Myra Battle (Service Support Officer, Suffolk LPC) [myra@suffolklpc.org.uk](mailto:myra@suffolklpc.org.uk) or Gavin Talbot (HLP Level 2 Project Officer) [gavin.talbot@suffolk.gov.uk](mailto:gavin.talbot@suffolk.gov.uk)

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**Introduction**

Community pharmacy contractors who wish to become a Healthy Living Pharmacy (HLP) Level 2 must be able to meet the HLP2 quality criteria developed by the Suffolk LPC, Ipswich and East Suffolk CCG and West Suffolk CCG. The quality criteria outline what is required for achieving HLP Level 2 status as part of the assessment of compliance process and set out the behaviours, activities, physical environment, and services contractors must be able to evidence.

**Evidence**

Contractors must be able to provide evidence for each of the quality criteria and may be required to make this available to a panel of representatives from Ipswich and East Suffolk CCG, West Suffolk CCG, Suffolk LPC and Suffolk County Council. This Workbook aims to support contractors to work through each of the quality criteria and to collect evidence to show the pharmacy team has met the quality criteria to enable the pharmacy to become Level 2 registered.

This Workbook contains suggested evidence, this is not exhaustive. If your pharmacy team has other forms of evidence that demonstrate the quality criteria, these can also be used as appropriate. Contractors do not need to complete all the suggested evidence within the workbook; however, contractors should include at least one example of evidence for each of the required criteria and contractors must be confident that the pharmacy meets the quality criteria and has evidence to support this. Contractors can use the same piece of evidence, if appropriate, to support more than one criterion.

This Workbook is for an individual pharmacy. It cannot be used to complete a declaration of compliance for multiple pharmacies. Each pharmacy team must complete its own individual assessment.

**Key requirements to participate in the HLP2 scheme**

In order to become a Level 2 Healthy Living Pharmacy, you must already be an accredited Level 1 Healthy Living Pharmacy.

**Process to follow to become an HLP Level 2**

* Ensure that you still meet HLP Level 1 and if not take the relevant action to address this. The embedded assessment of compliance document can be used to review this.



* Work through this Workbook with members of the pharmacy team to identify which quality criteria the pharmacy already meets and complete the sections to evidence this.
* Tick the quality criteria off on the checklist (on page 4-10) when the pharmacy meets the criteria.
* Please note that for the services section you are not required to meet all the criteria, the services section is based on the need in your area. The delivery of at least 2 public health commissioned services is the minimum requirement, though depending on your pharmacy circumstances you may offer more than 2.
* When all required quality criteria have been met you should complete the template on Pharmoutcomes and contact [myra@suffolklpc.org.uk](mailto:myra@suffolklpc.org.uk) to arrange a verification visit. The template can be found on Pharmoutcomes within **Assessments > Frameworks > HLP Level 2 Checklist 2019**. Please note the Pharmoutcomes template requires you to record the names of pharmacy staff members who’ve accessed training. This information will be accessible to Suffolk County Council and the LPC to use to evidence that Level 2 standards have been met. This information will be retained for the duration of the project then be disposed of. Should individual staff members wish to not have their names recorded you should advise [gavin.talbot@suffolk.gov.uk](mailto:gavin.talbot@suffolk.gov.uk)
* A verification visit will take place to review your evidence and assess whether you meet the requirements of Level 2 HLP. Once verification has taken place and the assessor has confirmed you meet the requirements, this is reviewed by a panel for agreement that Level 2 requirements have been achieved.
* If achieved, certification will be sent to you and payments made.
* There are two payment gateways for HLP2.

1. A payment of £1,000 on completion of the required training (Items 2,3,18,20)
2. A further payment of £1,500 on completion of all required Level 2 criteria

**HLP Level 2 Checklist**

**Level 1**

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| 1. **The pharmacy must meet Healthy Living Pharmacy Level 1 requirements** |

All pharmacies must evidence that they are meeting Healthy Living Pharmacy Level 1 requirements. Pharmacies are required to evidence this as part of the Level 2 accreditation process even if they are still within their 3-year period as we must confirm that a pharmacy meets Level 1 on the day, we accredit for Level 2.

Evidence Required: Completed PSNC Healthy Living Pharmacy Level 1 Evidence Workbook or equivalent.

**Workforce development and** **Capacity**

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| 1. **Pharmacy has at least 1 FTE (37.5 hrs per week) that has completed Health Coach Training.** 2. **The identified HLP lead must have completed the CPPE leadership training and Health Champion RSPH Understand Health Improvement Level 2** |

**Health Coach Training**

A two-day course run by clinicians from West Suffolk NHS Foundation Trust. This is open to any pharmacy staff member providing support to customers or services that will lead to behaviour change to support them supporting their community to empower individuals building personal and community resilience. There are regular training dates each month. More information and information on how to book training can be seen on the embedded flyer below:

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We recommend that in order to gain the most from this training that it is not made mandatory for individuals. In our experience participants sent by their managers on a mandatory basis are not always as invested in the training as when they choose to attend themselves. This can impact on the group dynamics over the two days, affecting the overall learning experience. By encouraging self-selection, we can ensure everybody gets the most benefit from the training. For more information on the course you can contact [health.coaching@wsh.nhs.uk](mailto:health.coaching@wsh.nhs.uk)

**Leadership Training**

CPPE Leadership training and Health Champion training was a core requirement of HLP Level 1, so pharmacies working towards Level 2 should in most cases already have this in place. If you did have a need for a member of staff to attend this training (e.g. the original trained member of staff has left), then details of training are as follows:

CPPE Leadership for Healthy Living Pharmacy

<https://www.cppe.ac.uk/programmes/l?t=leadersHLP-E-01&evid=42388>

Health Champion RSPH Understand Health Improvement Level 2 Training

<https://psnc.org.uk/suffolk-lpc/hlp/local-programme/hlp-training/>

**Table 1** should be used to record the details of which staff have completed the required training. Course certificates should be retained, and copies kept with this evidence portfolio workbook.

|  |  |  |
| --- | --- | --- |
| **Member of staff’s name** | **Job role** | **Date course completed** |
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**Environment**

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| 1. **The pharmacy must have a networked computer in the consulting room** |

This key requirement here is that the computer must be networked (i.e. can you access patient records in the consulting room)

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| --- |
| Please provide comments that evidence that this criterion is met: |

**Engagement**

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| 1. **The Participation in a minimum of 1 community engagement event per quarter** |

**Table 2** should be used to list community engagement events that the pharmacy has participated in

|  |  |
| --- | --- |
| **Date of event** | **Details of event** |
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**Table 3** can be used to record details of any other evidence collected. Examples might be event photos, event publicity that identifies the pharmacy as being there, event feedback etc.

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| --- |
| **Details of additional evidence collected:** |

**Services**

To achieve Level 2 HLP, pharmacies must offer at least 2 Public Health commissioned services which are denoted by a \*. Pharmacies must also offer all services under the Support for Self-Care section where they are available. Pharmacies will only be required to offer the services for the Palliative Care medicine scheme if that service has been developed within the duration of the HLP2 project and the pharmacy is part of the initial tranche of pharmacies taking part.

**Smoking\***

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| 1. **Provides Level 2 Smoking Cessation Service\*** |

**Level 2 Smoking Cessation Service evidence**

Pharmacy has signed public health contract.

Pharmacy has Level 2 NCSCT trained staff who has also attended a 1-day OneLife Suffolk training course.

* NCSCT course online <https://www.ncsct.co.uk/>
* One Life Suffolk contact emails [info@onelifesuffolk.co.uk](mailto:info@onelifesuffolk.co.uk) or [amy.watling-cash@onelifesuffolk.co.uk](mailto:amy.watling-cash@onelifesuffolk.co.uk)

**Table 4** should be used to record the details of which staff have completed the required training. Course certificates should be retained, and copies kept with this evidence portfolio workbook.

|  |  |  |
| --- | --- | --- |
| **Member of staff’s name** | **Course Name** | **Date course completed** |
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**Sexual Health\***

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| --- |
| 1. **Provides Public Health commissioned EHC service\*** 2. **Provides Public Health Commissioned Chlamydia screening and treatment** |

**EHC Service evidence**

Pharmacy has signed Public Health Contract

Pharmacist is DBS Checked

Pharmacist has completed CPPE Safeguarding Children and Vulnerable Adults: A Guide for the Pharmacy

* <https://www.cppe.ac.uk/programmes/l/safegrding-e-02>

Pharmacist has completed CPPE Emergency Contraception E-Module

* <https://www.cppe.ac.uk/programmes/l/ehc-e-03>

Pharmacist has declaration of competence.

**Chlamydia Screening & Treatment evidence**

Pharmacy has signed Public Health Contract

Pharmacy has signed PGD/Sexual Health Contract

Pharmacist is DBS Checked

Pharmacist has completed CPPE Sexual Health in pharmacies E-module

* <https://www.cppe.ac.uk/programmes/l/sexual-e-01/>

Pharmacist has completed CPPE Safeguarding Children and Vulnerable Adults: A Guide for the Pharmacy

* <https://www.cppe.ac.uk/programmes/l/safegrding-e-02>

**Table 5** should be used to record the details of which staff have completed the required training. Course certificates should be retained, and copies kept with this evidence portfolio workbook.

|  |  |  |
| --- | --- | --- |
| **Member of staff’s name** | **Course name** | **Date course completed/ accreditation gained.** |
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**Table 6** should be used to record the dates when other relevant evidence has been completed or signed off.

|  |  |
| --- | --- |
| **Evidence** | **Date completed** |
| **Public Health Contract Signed** |  |
| **Pharmacist DBS Check** |  |
| **Declaration of competence** |  |

**Substance Misuse\***

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| --- |
| 1. **Provides Public Health Commissioned Needle exchange where required\*** 2. **Provides Public Health commissioned supervised consumption service where required\*** 3. **Provides Public Health commissioned Prenoxad (Naloxone) Kit Supply (only if part of pilot project) \*** |

**Needle Exchange**

As commissioned by Turning Point.

Service provided by trained pharmacy staff who have completed the Frontier E-Learning training (evidence is available from your Frontier Medical account)

* <http://www.frontier-group.co.uk/elearning/>

**Supervised Consumption Service**

As commissioned by Turning Point

Service provided by Pharmacist or registered pharmacy technician

Signed contract (keep copy with this evidence workbook)

Declaration of competence required (keep copy of declaration with this evidence workbook)

**Prenoxad (Naloxone) Kit Supply evidence**

Service provided by all pharmacy staff in pilot project pharmacies

Signed contract (copy kept with this evidence workbook)

Training from Turning Point completed

**Table 7** should be used to record the details of which staff have completed the required training. Course certificates should be retained, and copies kept with this evidence portfolio workbook.

|  |  |  |
| --- | --- | --- |
| **Member of staff’s name** | **Course name** | **Date of course completion** |
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**Table 8** should be used to record the dates when other relevant evidence has been completed or signed off.

|  |  |
| --- | --- |
| **Evidence** | **Date completed** |
| Supervised administration – declaration of competence |  |
| Supervised administration – signed contract |  |
| Prenoxad (Naloxone) – signed contract |  |

**Long Term Conditions\***

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| --- |
| 1. **Provides NHS Flu Vaccination Service\*** 2. **Provides Public Health commissioned NHS Health Checks\*** |

**NHS Flu Vaccination Service**

Pharmacist(s) have attended face-to-face training for injection technique and basic life support (including administration of adrenaline for anaphylaxis)

Declaration of competence

**NHS Health Checks**

Provided by trained pharmacy staff/pharmacist

Staff carrying out Health Checks have completed online and Face-to-face training via Suffolk LPC supported by BHR

Online training: <https://www.healthcheck.nhs.uk/commissioners-and-providers/training/e-learning-resources/>

Face to Face training: <https://psnc.org.uk/suffolk-lpc/locally-commissioned-services/nhs-health-checks-2016/> or contact [Myra Battle](mailto:myra@suffolklpc.org.uk)

**Table 9** should be used to record the details of which staff have completed the required training. Course certificates should be retained, and copies kept with this evidence portfolio workbook.

|  |  |  |
| --- | --- | --- |
| **Member of staff’s name** | **Course name** | **Date course completed** |
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**Support for Self-Care**

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| --- |
| 1. **Compliance with locally agreed protocols for signposting and appropriate direct referral focusing on the New Medicines Advanced Service** 2. **Provides Palliative Care Medicine Service (Note: Service is in development and may not be ready for rollout before the end of the HLP project period)** 3. **Pharmacy has at least 1 FTE (37.5 hrs per week) that has completed Talk Cancer training** 4. **Participation in the electronic Medicines Optimisation Pathway for discharge support (completion of referrals within seven days)** 5. **80% of pharmacy staff have completed online Mental Health training package** |

**Compliance with locally agreed protocols for signposting and appropriate direct referral focusing on the New Medicines Advanced Service**

Evidence required: Records evidencing signposting and referrals.

**Palliative Care Medicine Service**

The “Provision of Medicines for End of Life Care” programme is expected to be launched in February. Pharmacies will be advised of the requirements of participation in this programme at that time. Should the service not be ready in time for HLP2 verification then pharmacies will not be expected to complete this specific criteria.

Evidence required: To be confirmed

**Pharmacy has at least 1 FTE (37.5 hr per week) that has completed Talk Cancer training**

If you haven’t already attended this training, then a further date is available on:

13/02/2020 at Copdock and Old Ipswichian Cricket Club, Old London Road IP8 3JN. 6.30pm to 9 pm – book on the link below

<https://psnc.org.uk/suffolk-lpc/our-events/talk-cancer-event-february-2020>

**Table 10** should be used to record the details of which staff have completed the required training. Course certificates should be retained, and copies kept with this evidence portfolio workbook.

|  |  |  |
| --- | --- | --- |
| **Member of staff’s name** | **Course name** | **Date course completed** |
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**Participation in the Electronic Medicines Optimisation Pathway for discharge support**

Evidence provided that shows acceptance of referrals within seven days.

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| **Details of evidence collected and performance against seven-day referral acceptance target:** |

**80% of pharmacy staff have completed online Mental Health training package**

80% of pharmacy staff to complete online Mental Health training package

Training is accessed via this link <https://elearning.easygenerator.com/30490d55-c2a3-4e17-807a-2ca905eb4b55>

To access the training, each staff member will need to register with a unique email. If you do not have a work email or if you use a generic pharmacy account, you may need to use a personal email address, therefore. Please note that the email address is only used for registration and not to contact you.

Please note that Suffolk County Council will be able to view the following personal information on the training website which is used to provide evidence that a pharmacy has met the training requirements of HLP Level 2:

* Name of staff member participating in training
* Pharmacy the staff member works for

The information will be disposed off in a GDPR compliant manner once this project has finished.

**Table 11** should be used to record the details of which staff have completed the required training on Mental Health. Course certificates should be retained, and copies kept with this evidence portfolio workbook.

|  |  |  |
| --- | --- | --- |
| **Member of staff’s name** | **Course Name** | **Date course completed** |
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**LPC Verification**

There are two payment gateways for Healthy Living Pharmacy Level 2.

**Gateway 1: Completion of all training requirements**

A single payment of £1,000 will be made to the pharmacy contractor when evidence is provided to the LPC that the training requirements of the framework have been met namely:

* 1 FTE has completed Health Coach training
* The identified HLP lead has completed the CPPE Leadership training
* 1 FTE has completed Talk Cancer training
* 80% of staff have completed the online Mental Health training

**Gateway 2: Completion of all required criteria**

A second payment of £1,500 can be claimed by the pharmacy contractor on completion of the HLP2 Checklist on Pharmoutcomes and validation of the evidence portfolio supporting the claim which confirms all the requirements have been met satisfactorily.

Pharmacies can complete the training and claim payment 1 and then complete the rest of the criteria and claim payment 2. Or pharmacies can complete all HLP2 criteria and claim both payments in one.

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| **Evidence** | | |
| **19.** | Pharmacy has HLP Level 2 Evidence folder on site that evidences that all required criteria have been met |  |

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| --- | --- | --- |
| **LPC Verification Process – to be completed at verification visit with LPC staff** | | |
| **a.** Training aspects of HLP2 completed (2,3,18,20). Pharmacy approved for first payment | |  |
| **Date verified** |
| Name of Verifier |  |  |
| Verifier’s Signature |  |

|  |  |  |
| --- | --- | --- |
| **LPC Verification Process – to be completed at verification visit with LPC staff** | | |
| **b.** All required Level 2 criteria fully met. Pharmacy approved for second payment | |  |
| **Date verified** |
| Name of Verifier |  |  |
| Verifier’s Signature |  |
| HLP2 Panel signoff to confirm Pharmacy meets Level 2 |  |  |

**Privacy Notices**

Please be aware that any data collected or held for this project is held and dealt with under the following privacy notices.

<https://www.suffolk.gov.uk/about/privacy-notice/>

<https://www.suffolk.gov.uk/about/privacy-notice/public-health-privacy-notice/>

<https://www.suffolk.gov.uk/about/privacy-notice/finance-privacy-notice/>