



Kent Healthy Living Pharmacy Programme

Prospectus

20014/15

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1. Accreditation summary

Please see full eligibility criteria for more information.

- | | |
|---|------------------|
| 1. | Agree to meet |
| eligibility criteria | |
| 2. | Satisfactory |
| pharmacy site assessment visit | |
| 3. | Successfully |
| complete training: | |
| <ul style="list-style-type: none"> • Living Pharmacy e-learning course / leadership: <ul style="list-style-type: none"> Evidence prior learning of leadership and / or undertake the e-learning programme. Should be a pharmacist or manager; see eligibility conditions, point 5. • Champion training (x2) per pharmacy¹. Presently, two champion places are being funded per pharmacy. | The Kent Healthy |

2. Revalidation

Revalidation will be every three years, and is anticipated to be in line with services contract renewal. Consideration to revalidate Healthy Living Pharmacy status will be based upon the following factors:

- | | |
|--|---------------------|
| ○ ongoing compliance with eligibility conditions | Evidence of |
| ○ Pharmacy site audit | Pharmacy site audit |
| ○ Portfolio evidence | Portfolio evidence |
| ○ review | |

¹ Dependent upon pharmacy size, more may be required. Please see eligibility criteria for more information.



- contractual obligations

Satisfying

3. Background

- 2008 White paper states vision for pharmacies to become Healthy Living Centres
- 2009 NHS Portsmouth and County Council develop the concept with stakeholders
- 2010 Portsmouth delivers positive results
- 2011 Pathfinder national programme launched
- 2013 Evaluation shows results can be replicated, are cost-effective and have high levels of public approval (= new commissioning framework)

Aims

- To recognise the significant role pharmacies have in the community
- To deliver consistent and high quality health and wellbeing services
- To reduce health inequalities
- To provide proactive health advice and interventions
- To create healthy living 'hubs'
- To meet commissioners' needs

Commissioner need	Community Pharmacy	Healthy Living Pharmacy
Deliver services that address local health needs	<input type="checkbox"/>	<input type="checkbox"/>
Consistency and reliability in delivery	<input type="checkbox"/>	<input type="checkbox"/>
Cost effective solutions	?	<input type="checkbox"/>

Evidence of high quality delivery linked to outcomes	<input type="checkbox"/>	<input type="checkbox"/>
Engagement with the local community	<input type="checkbox"/>	<input type="checkbox"/>
Make every contact count	?	<input type="checkbox"/>
Effective multidisciplinary working	<input type="checkbox"/>	<input type="checkbox"/>
Proactivity and local leadership	?	<input type="checkbox"/>

4. Eligibility conditions

Pharmacies will:

4.1 Have key policies such as training staff, confidentiality and data management including an NHS email account and up-to-date pharmacy profile on NHS Choices

Notes:

NHS email will be the primary and preferred mode of contact to Healthy Living Pharmacy pharmacies. It has the benefit of being accessible from non-network, public computers; is a secure route for sensitive information if required; is carbon-saving

It is also anticipated that for those operating within a larger organisation, communications will be managed via Regional Management using intranet

An up-to-date profile on NHS Choices is essential for the both public and commissioner information, for contact details and what services the pharmacy offers

4.2 Premises must meet GPhC² standards and have an accessible and confidential consultation room

4.3 Pharmacy staff must adhere to and align service development and practice to the Professional Standards of Public Health Practice for Pharmacies [Appendix 3](#)

4.4 All staff providing Public Health services must have evidence of accreditation either via a Declaration of Competence (for Pharmacists and Pharmacy Technicians) or within an individual's portfolio (for pharmacy staff) [Appendix 3](#)

4.5 Be committed to:

- i. Having a minimum of two members of staff trained as Health Champion to co-ordinate the delivery of Healthy Living Pharmacy interventions
- ii. The pharmacist or manager to undertake leadership training. (If previously undertaken evidence of leadership training directly related to Healthy Living Pharmacy will be required).
- iii. Identify one suitable staff member as a Public Health Lead for the pharmacy

Notes:

² General pharmaceutical Council

Please be mindful when selecting suitable members of staff for training i.e. do they have the opportunity to interact with the public / do they have the necessary aptitude to successfully provide health champion interactions? What is the skill mix?

It is recognised that it may be difficult for some pharmacies to have more than one member of staff being trained at one time. Therefore it is acceptable to have other staff working towards completion of training as long as one is undertaking the training in the first instance.

The expectation is that during pharmacy opening times, there will be appropriately trained staff available to provide Champion interventions. Accordingly, the numbers trained will vary dependant on the size of the pharmacy and should be determined by each pharmacy.

4.6 Be committed to participating in CPD activities and local campaign launch events

[Appendix 3](#)

4.7 Champions and leaders should be able to demonstrate evidence of Continuous Personal Development allied to Healthy Living Pharmacy service activities and criteria as appropriate. CPD / self-reported evidence will be required as part of the revalidation process. [Appendices 3, 4](#)

4.8 You must notify Public Health Kent³ in the event that you cannot fulfil any aspect of the Healthy Living Pharmacy eligibility criteria with particular reference to Champion(s) and /or leader no longer being available for any reason or a significant period of time. ⁴

4.9 Be delivering other services such as Medicines Use Reviews and New Medicines Service – particularly important for older people and people living with long term conditions

4.10 Provide Health Promotion Services according to local health needs and in liaison with Public Health Commissioners; be supportive of the Public Health Responsibility Deal [Appendix 3](#)

4.11 Provide evidence of good working relationships with the wider multi-disciplinary Health and Care teams, e.g. GPs, residential homes, community groups, schools, medicines management; participate in risk-profiled multi-disciplinary meetings

This evidence will also be used as part of the revalidation process at three yearly intervals via portfolio submission.

4.12 Be committed to principles of sustainable Healthcare and work towards achieving the Kent Healthy Business Award (Excellent level), as the framework to comply with the *NHS Standard Contract 4 NHS England, 2014 (2014/15)*.

Notes:

³ Programme lead/administrator as publicised.

⁴ For example staff changes.



http://www.kent.gov.uk/business/news_and_events/kent_healthy_business_awards.aspx

The Kent Healthy Business Awards are self-assessment standards that provide a guide and general overview to help keep your business sustainable. [Appendix 5](#)

This evidence will also be used as part of the revalidation process at three yearly intervals via portfolio review.

4.13 All Healthy Living Pharmacy activities should be operated in a manner which is compliant with the 'You're Welcome' guidelines; further details may be found at <http://www.nya.org.uk/you-re-welcome>

5. Training

5.1 Kent Healthy Living Pharmacy e-learning programme [Appendix 1](#)

This e-learning course is open to all pharmacy staff and is particularly recommended to pharmacists and managers to meet the **leadership training requirement** of the Healthy Living Pharmacy accreditation process.

This programme has been developed by CPPE bespoke to Kent which extends over 8 weeks, with an expected time commitment of 4 to 5 hours per week.

Aim

The overall aim of this course is to equip participants with an understanding of the purpose and scope of the Healthy Living Pharmacy initiative and to equip participants with the key knowledge, skills and behaviours to support the pharmacy team to successfully implement a Healthy Living Pharmacy service.

Evidence of completion/learning gained will be via self-reports; anticipated to be part of a pharmacy's Healthy Living Pharmacy portfolio of evidence to support accreditation and revalidation.

5.2 Health Champion: Level 2 Award in Understanding Health Improvement (The Royal Society of Public Health) [Appendix 2](#)

This is an **essential** requirement of becoming accredited as a Healthy Living Pharmacy. Training will be delivered as 'face-to-face' sessions to be conducted over two half-days in various venues across Kent.

6. Implementation and Support

Things you may find of use and the e-learning course will also help with the following:

- **Identify and match**
 - **local need via**
 - **Pharmacy Needs Assessments** (what services are offered; *NHS Choice profile*)
 - **Joint Strategic Health Needs Assessment (JASNA)**
 - **identified local community needs / service provision required**
 - **the pharmacy will be responsible for identifying and ordering their own health promotional and patient information materials** [Appendix 3](#)

- **Engage and**
 - **Communicate**
 - **with other organisations and professional groups**
 - **with the public**
 - **with commissioners** (*plus NHS email*)
 - **signpost to other services**⁵
 - **Healthy Living Pharmacy support platforms** (*e.g. training, webpage, newsletters, CPD networks, local networks and local campaign launch days*)

⁵ Locality referral units/access points for service referral will be supplied



- **and Improvement**
 - and revalidation conditions
 - commissioned performance requirements
 - ethos and practice of Healthy Living Pharmacies

Quality Assurance

Meeting eligibility

Meeting

Promoting the

7. Appendices

Appendix 1 E-learning course

Kent Healthy Living Pharmacy e-learning programme

This programme has been developed by CPPE and uses course sites as the platform to deliver an e-learning course, which extends over 8 weeks, with an expected time commitment of 4 to 5 hours per week.

Aim

The overall aim of this course is to equip participants with an understanding of the purpose and scope of the Healthy Living Pharmacy (Healthy Living Pharmacy) initiative and to equip you with the key knowledge, skills and behaviours to support them and the pharmacy team to successfully implement a Healthy Living Pharmacy service.

Learning outcomes

By working through this course, participants should be able to:

- discuss the key features and benefits of Healthy Living Pharmacies
- compare local health needs and health inequalities with those in the rest of England
- analyse the Healthy Living Pharmacy development framework and match pharmacy services to local health needs
- use the Healthy Living Pharmacy quality criteria to develop an action plan for implementation of the service
- apply the principles of effective change management to communicate the impact of Healthy Living Pharmacies to your team
- develop an action plan to support team members to undertake personal development appropriate to their role.

Who has this programme been developed for?

This programme has been developed for pharmacists, pharmacy technicians and pharmacy staff with an interest in Healthy Living Pharmacy, whether they intend to



apply for accreditation as part of the local initiative or they just want to find out more about what is involved.

This programme will provide a structured approach to learning about Healthy Living Pharmacy and will give the opportunity to deliver a quality patient-focussed service. Participants will have the opportunity to have online discussions with colleagues to share experiences and problem solve together.

The programme structure:

The first week of the programme takes participants through the Healthy Living Pharmacy journey, from understanding the background and where it fits into the national pharmacy contract through to understanding the benefits it has delivered in early adopter sites.

- During week **2** participants will consider how to use local health needs to influence key stakeholders and commissioners.
- During weeks **3 to 5** participants will concentrate on leadership, including time management and delegation, as this has been key to the successful implementation of Healthy Living Pharmacy in other areas.
- Weeks **6 and 7** focus on behaviour change and brief advice.
- Finally in week **8** participants will focus on measuring the impact of their service and sustaining the change over the longer term.

Appendix 2 Health Champion Information



Health Champion
Information April 2014

Figure 1 Training overview



*Recent feedback from pharmacy staff that undertook this course was not positive about the relevance of this qualification to the community pharmacy context

Appendix 3 Information and Resources

1. <http://psnc.org.uk/services-commissioning/locally-commissioned-services/healthy-living-pharmacies/>
 2. [http://www.pharmacynorthamptonshire.co.uk/downloads/Healthy Living PharmacyFRAMEWORKv3.pdf](http://www.pharmacynorthamptonshire.co.uk/downloads/Healthy_Living_PharmacyFRAMEWORKv3.pdf)
 3. <http://www.kentlpc.org.uk/healthy-living-pharmacy>
 4. <https://responsibilitydeal.dh.gov.uk/about/>
 5. <http://www.cppe.ac.uk/learning/programmes.asp?format=&ID=115&theme=30>
Free modules – Healthy Living Pharmacy and general CPD
 6. <http://sustainablehealthcare.org.uk/>
 7. <https://www.rsph.org.uk/>
 8. Local Pharmacy Council Healthy Living Pharmacy section
 9. NHS Choices <http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10>
 10. <https://www.gov.uk/government/publications/health-and-wellbeing-introduction-to-the-directorate>
 11. <http://www.patient.co.uk/wellbeing>
 12. Patient information literature and resources: <http://www.patient.co.uk/pils.asp>
 13. 'You're Welcome' guidelines: <http://www.nya.org.uk/you-re-welcome>
 14. Declaration of Competence:
www.cppe.ac.uk/services
<http://psnc.org.uk/our-news/declaration-of-competence-doc-framework-for-locally-commissioned-services/>
 15. [http://www.kent.gov.uk/business/news and events/kent healthy business awards.aspx](http://www.kent.gov.uk/business/news_and_events/kent_healthy_business_awards.aspx)
 16. <http://www.rpharms.com/unsecure-support-resources/professional-standards-for-public-health.asp>
- Linda.smith2@kent.gov.uk

17. [http://www.networks.nhs.uk/nhs-networks/Healthy Living Pharmacy-pathfinder-sites](http://www.networks.nhs.uk/nhs-networks/Healthy_Living_Pharmacy-pathfinder-sites)

Appendix 4 CPD Guidance for Champions

Continuing Practice Development (CPD)

Guidance for Healthy Living Pharmacy Champions

- 1. The purpose** of keeping a record of your CPD is to:
 - Help you think about what you do in your work and how you do it
 - Helps you to keep up with the latest information and developments
 - Helps to show that you provide high quality care and advice
 - Document each learning activity you do within the three year period
- 2. Things to record.** There is no right or wrong way to do this but please see the tips below:
 - List and describe your workplace and your role during the last three years and link your role(s) to your learning activities. You should also link them to the four areas you learned about in your Level 2 Understanding Health Improvement course. You could also link them to the services you provide in the pharmacy or any learning you do in preparation of providing new services in the pharmacy.
 - Describe what you did with dates and how long you engaged in the learning activity for (e.g. how many hours you spent)
 - Give details of what you actually did. How did you come to do your learning activity; was it a planned activity or did you seek out the learning and why?
 - What did you learn from it? How did you put this into practice? What difference did it make? Will you do things differently in the future?
 - Get into the habit of keeping any documents or certificates from any learning including things like appraisals or emails about the work you done
- 3. More information and guidance** on recording CPD can be found at the General Pharmaceutical Council - <http://www.pharmacyregulation.org>

(The information is aimed at pharmacists and technicians but has much useful information you could use).



- <http://www.pharmacyregulation.org/education/continuing-professional-development/recording-cpd>
- <http://www.pharmacyregulation.org/sites/default/files/GPhC%20Plan%20and%20Record%20g.pdf>

Appendix 5 Kent Healthy Business Award

The Kent Healthy Business Awards are self-assessment standards that provide a guide and general overview to help keep your business sustainable.

Why take part in the awards?

- To showcase your people, services and skills
- to help build your reputation for commitment to best practice in health, safety and wellbeing
- to assist in business development and tendering activity
- The awards offer support in developing policies and procedures and demonstrating your compliance with current laws and regulations.

Award categories

The standards are divided into three levels:

Commitment

The Commitment award is for those businesses that may have just started to engage with the 'Health and Work' idea and who wish to discover what it might mean for their business and people.

Achievement

The Achievement award is for those businesses who have already made some inroads into Health and Work for their staff and business and who are now actively encouraging employees to improve their lifestyle.

These businesses will be putting basic interventions in place to raise awareness among staff.

For example, arranging smoking cessation training within the workplace, or signposting people to the help they need about debt advice, domestic abuse and health conditions.

Excellence

The Excellence award is for those businesses that have not only made information easily accessible to their staff, but have publicised and actively promoted it and the leaders of the business are fully engaged.

The leaders show commitment to their staff by providing intervention programmes and support mechanisms that will help prevent ill health, help people stay in work, and return to work as soon as possible.

Each level focusses on leadership, culture and communication, and is broken down into the themes below:

- Leadership
- Attendance Management

- Health and Safety Requirements
- Mental Health and Wellbeing
- Smoking and Tobacco
- Physical Activity
- Healthy Eating
- Alcohol and Substance Use
- Environment

There are four options which indicate which standard your business is at:

- **Fully Met (FM)** - every aspect of the standard has been met or exceeded and you can evidence this both by documented and practical examples
- **Partially Met (PM)** - Some or most of the Standard has been met and can be evidenced. This option could be selected if the business undertakes activities but cannot evidence it or have not yet communicated with employees about it, but the intention is there
- **Not Met (NM)** - None or very little of the Standard has been met. This option should be selected if activities, procedures or systems are still under development or have not been implemented
- **Not Applicable (NA)** - The Standard covers an area that does not relate to the business due to the nature of activities, location or other practical reason



Charter Resources
Commitment 10.02.1



Charter Resources
Achievement 10.02.14



Charter Resources
Excellence 10.02.14 V



Appendix 6 Registration form



HLP registration form
Master.docx

Please return by email to:

Dawn.Williams@kent.gov.uk

Please, no later than

31st May 2014.

Thank you.