

# KCW HLP NEWS

April 2017

## Contents

- ✓ A message from your LPC
- ✓ Where are we now?
- ✓ Moving towards accreditation
- ✓ Successes so far
- ✓ Stories
- ✓ Training
- ✓ Next steps
- ✓ Contacts

If you have yet to declare an interest in the KCW HLP programme, please contact Kate on:

[connect@pharmacycomplete.org](mailto:connect@pharmacycomplete.org)

## Message from your Local Pharmaceutical Committee

The benefits of becoming a Healthy Living Pharmacy are now widely recognised and we have long wanted to realise these for the populations of Kensington, Chelsea and Westminster. As such, we have invested in the HLP programme over the past 18 months.

We started our support in early 2016 with extensive training for both HLP leaders and Health Champions and are now providing support for self-declaration against the HLP quality criteria.

KCW pharmacies wishing to engage in our programme can express a commitment and will receive a 'Complete HLP in a Box' which includes handy dividers to keep your HLP evidence, a Complete HLP workbook, Health Champion knowledge and conversation cards. Contractors can also benefit from a discounted price for Health Champion and HLP leader training from our preferred provider, Pharmacy Complete.

We are locally accrediting pharmacies as HLP, allowing those who have achieved the quality mark to be 'grand-parented' to the national Quality Payment criteria.

We are delighted that HLP is now recognised within the NHS England contractual framework and will continue to support you to be the best you can be.

*Rekha Shah, LPC Chief Officer*

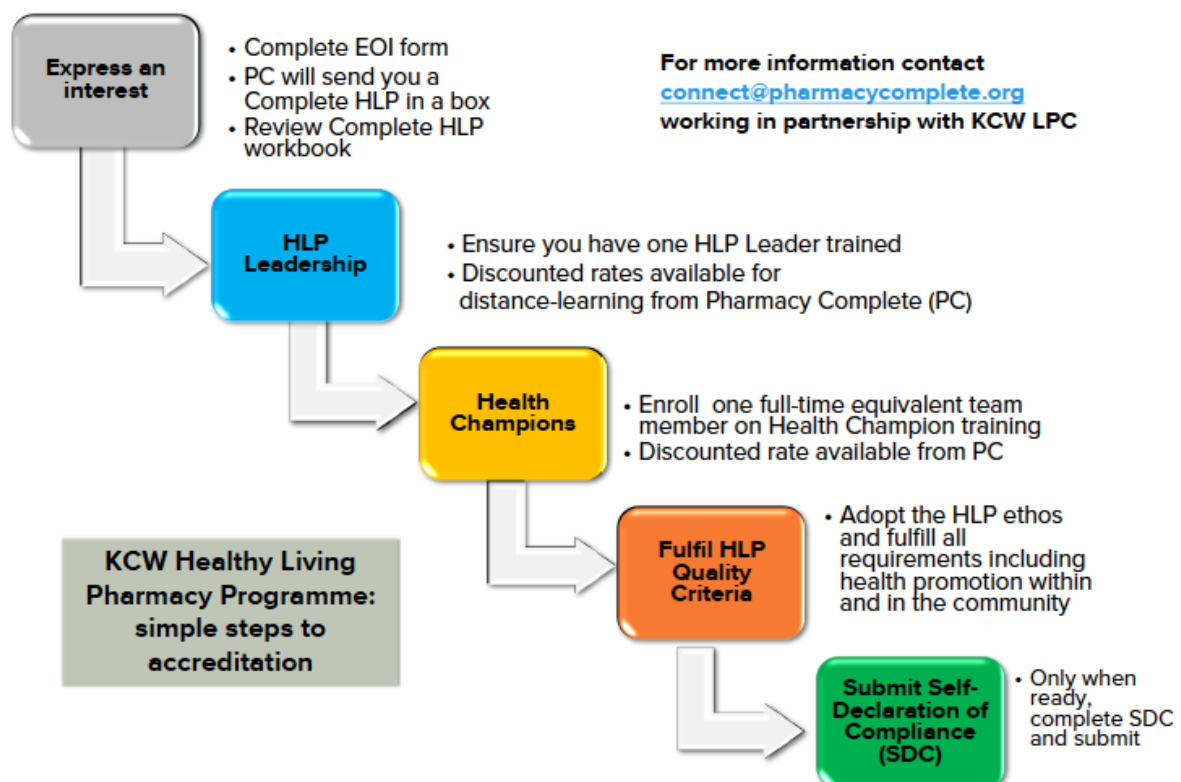
## Where are we now?

51 of our 97 independent contractors have expressed a commitment to the KCW HLP programme and have received their Complete HLP in a Box. Of these, 39 have now got trained Health Champions and HLP leader with 15 now fully accredited locally as an HLP. This means that those 15 pharmacies can now claim for their Quality Payment without further registration with the Royal Society for Public Health (RSPH).

A further 11 pharmacies are well on their way, needing to complete their training requirements and other HLP quality criteria. Our target is to get over half of our pharmacies to HLP accreditation for the November Quality Payment claim – let's all work together to achieve that!

## Moving towards local accreditation

There is a pathway to follow to achieve successful accreditation which is best illustrated by the following graphic:



The Complete HLP workbook, provided in the Complete HLP in a Box, gives straightforward information to guide pharmacies through the process to collect all required evidence. Follow this carefully, and you will be ready to make your declaration.

This final step to HLP accreditation is to complete and submit the Self-Declaration of Compliance form which was sent to all pharmacies who have expressed a commitment, but if you have misplaced yours, then contact Pharmacy Complete at [connect@pharmacycomplete.org](mailto:connect@pharmacycomplete.org) to receive a duplicate.

Once received, the declaration is verified against evidence of training before accreditation is confirmed. The pharmacy will then receive an accreditation pack containing a certificate, a window sticker, balloons and badges so they can celebrate and let their community know that they are a Healthy Living Pharmacy. The certificate can be used as part of the portfolio of evidence for the NHS England Quality Payment Scheme.

AT THE TIME OF PRINT, WE AWAIT FURTHER INFORMATION FOR HLP REGISTRATION BEYOND APRIL 2017 QUALITY PAYMENT SCHEME, AND UNTIL FURTHER NOTICE, WILL CONTINUE TO LOCALLY ACCREDIT. PLEASE NOTE THAT THERE MAY BE A FUTURE REQUIREMENT TO ALSO SELF-DECLARE NATIONALLY. WE WILL PROVIDE FURTHER INFORMATION IN DUE COURSE.

## Successes so far

Many congratulations to the first 18 KCW pharmacies to achieve HLP accreditation:

**Apek Pharmacy**, Praed Street  
**Bayswater Pharmacy**, Porchester Road  
**Baywood Chemist**, Westbourne Grove  
**Benson Pharmacy**, Paddington  
**Clinichem Pharmacy**, Victoria  
**Gees Chemist**, Warwick Way  
**Hodgetts Chemist**, Abbey Road  
**Harleys Pharmacy**, Old Brompton Road  
**Market Chemist**, Church Street  
**Meacher, Higgins & Thomas Pharmacy**, Crawford Street  
**Nashi Pharmacy**, Westbourne Grove  
**Pharmacy at Mayfair**, Shepherd Market  
**Pitchkins & Currans**, Elgin Avenue  
**Portman's Pharmacy**, Tachbrook Street  
**Shiv Pharmacy**, Titchfield Street

## Every picture tells a story

Pictures from Hodgetts Chemist, Abbey Road



Contractor Wasim Sarwar says “becoming an HLP has had a really positive impact on the pharmacy as a whole. Our CPPQ results alerted us to the fact we were not doing enough health promotion in the pharmacy, mostly due to time constraints.

Becoming a HLP pharmacy has given us the structure and focus to do more health promotion. The staff are much more proactive in providing advice on alcohol intake and have a greater confidence in delivering healthcare.

**Spivak Pharmacy**, Ladbroke Grove  
**Stickland Pharmacy**, South Kensington  
Station  
**Zafash Pharmacy**, Old Brompton Road

A great achievement, thank you for all your hard work to get there.



Patients are shocked to find out how much over the (units) limit they are and feel they want to make changes as soon as possible. Calculating units of alcohol for each patient individually has been priceless and will hopefully lead to them living a healthier lifestyle”.

Please send us your pictures and stories for future newsletters.

## Training

Pharmacy Complete have agreed a KCW **discount** for both Health Champion and HLP Leadership distance-learning of £10 per pack.

The Understanding Health Improvement Level 2 Award is the RSPH accredited qualification to become a Health Champion. Pharmacy Complete can arrange for the assessment to be taken in-pharmacy, supervised by the pharmacist or registered technician.

Please contact: **Pharmacy Complete** to enrol at [connect@pharmacycomplete.org](mailto:connect@pharmacycomplete.org) or call 01962 828710

## Local case studies

One contractor reported that his two Health Champions have started taking much more interest in the different services the pharmacy provides and now discuss these proactively with people that might benefit from them e.g. benefits of stopping smoking, having a health check, etc. etc. as a result, the service delivery has increased significantly.

This has now extended to identifying relevant patients that might benefit from an MUR, checking they had not had one in the last year and advising them of the benefits of having the relevant chat with the pharmacist, setting up appointments and follow-ups. This has resulted in an increase in MURs done to full quota of 400 in 2016/17 from just 100 the previous year. This contractor is now considering training a further member of staff as a Health Champion because it has made such a difference!

The LPC has looked at a range of private services that may be offered in the HLPs and in some cases, run by the Health Champions. Foot Health, Strep A Test & Treat, promoting gut health via Symprove supply as examples of these services which have increased revenue for contractors and offered a great service to the local population. The latest service is Strep B Testing; the outlay for this service is very low and it is very doable! For further information about these private services, contractors should contact their LPC cell leads or Rekha Shah.

### Hints and tips

- Engage the whole team in what Healthy Living Pharmacy is about and why it is important for the community, the team, pharmacy and the business – knowing the WHY will create enthusiasm, energy and sustainability
- Review where you are against the requirements for HLP and come up with a simple plan (see your Complete HLP workbook)
- Ask members of the team to come up with some health promotion ideas that fit with the needs of the local community; empower the Health Champion(s) to develop campaign ideas. Is there any topic that they are passionate about for personal reasons?
- Ask your customers what they would like more information about and how they would like to be approach on health and wellbeing topics



### Contacts

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**Information:**

[www.pharmacycomplete.org](http://www.pharmacycomplete.org)

**Facebook page for Health Champions:**

[www.facebook.com/groups/1678500359034401/](http://www.facebook.com/groups/1678500359034401/)