

23 February 2010

Dear Colleague,

Re: Pharmacy Contract Monitoring 2009-10

This letter is being sent to all pharmacy contractors in Coventry to outline the contract monitoring plans that the PCT has in place for this year.

The process will work as follows:

1. All contractors will receive a self assessment questionnaire (enclosed with this letter) to be returned to the PCT by the strict deadline of **Friday 12 March 2010**. The questionnaire will also be available via email and on the LPC website.
2. A visiting schedule will then be prepared. The selection process identifying pharmacies to visit will be based on the following criteria:
 - All pharmacies that fail to return a fully completed self assessment questionnaire by the stated deadline will be visited
 - All pharmacies that have opened within the last 12 months will be visited
 - Quality of evidence provided in self assessment questionnaire
 - Response to previous action plans
 - A small random selection of pharmacies will also be included
3. Approximately a third of pharmacies will be visited. Visits will be carried out between 28 April and 6 May 2010. The visiting teams will consist of one PCT officer and an independent pharmacist. Visits will take no longer than 1½ hours.
4. Following the visits, as in previous years, an action plan will be prepared and forwarded to each contractor.

The vast majority of contractors have engaged professionally to help verify the high standard of service that they provide to patients. We would encourage all contractors to ensure that action plans are complete and that the service that they regularly provide can be verified to match the contract specification.

In the meantime please complete the enclosed questionnaire and if you have any concerns or questions in relation to contract compliance or monitoring please do not hesitate to contact me.

Yours faithfully,

Ruth Hallett
Primary Care Contracting Manager
Tel: 024 76246040, Email: ruth.hallett@coventrypct.nhs.uk