



**NHS Cambridgeshire and NHS Peterborough**  
working in partnership

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Dear Colleague

### **Community Pharmacy Contract Monitoring 2011/2012**

As you are aware NHS Cambridgeshire (NHSC) and NHS Peterborough (NHSP) are responsible for monitoring the Essential, Advanced and Enhanced Services of the NHS Community Pharmacy Contractual Framework. As part of a closer working initiative NHSC and NHSP will jointly adopt the following contract monitoring process for 2011/2012.

In order to evaluate compliance with the contractual framework NHSC and NHSP will use the enclosed self assessment form supported by a series of inspections. The self assessment form should be returned to NHSC for Cambridgeshire contractors or NHSP for Peterborough contractors by 29<sup>th</sup> July 2011. If necessary an action plan should be included with a five week date for completion of required actions to demonstrate compliance with the contractual framework.

Contract Monitoring visits will be conducted with contractors in NHSC and NHSP from September 2011 as follows:

- 15% of all contractors plus
- Those contractors who have not returned the assessment form
- New community pharmacies (and DACs)
- Where concerns/complaints have been made to NHSC or NHSP regarding the pharmacy.

At the contract monitoring visit the contractor will be advised whether they are compliant with the contractual framework or of the actions required in order for them to become compliant.

A letter will be sent to the contractor within ten working days of the visit either to:

- Confirm compliance with the contractual framework or
- To advise the actions required to demonstrate compliance with the contractual framework along with the five week date a response is required by.

Following a review of last years contract monitoring visits the following areas were identified as areas of weakness and will be focused on by the monitoring team:

- Records of Essential Services delivered
- SOPs and training records for New Starters
- Evidence of ongoing training for existing staff including pharmacists
- SOP for the dispensing of high-risk drugs
- The procedures in place for the acceptance of sharp bins and use of hazardous waste bins
- Details of your in house pharmacy audit i.e. the purpose, outcome, the re-audit, learning from the audit and subsequent action plans
- Risk Reduction i.e. in addition to error recording, evidence of analysis, trends and subsequent learning/action plans
- The training, the quality, records, capacity and delivery of Enhanced Services
- SOPs and procedures for recording action taken when receiving alerts.

Upon receipt of the self assessment form, the relevant PCT will advise the pharmacy of the proposed course of action:

- Confirm compliance with the contractual framework or
- The requirement for action to ensure compliance with the contractual framework. The pharmacy will have five weeks to confirm that the evidence/action required for compliance is completed and returned to the PCT.
- Notify the pharmacies that require a contract monitoring visit.

If you have any queries regarding the completion of the documentation or the contract monitoring process please contact Kelvin Rowland-Jones (NHSC) on 01223 725472 or Katherine Robinson (NHSP) on 01733 758563 ext 8623.

The monitoring process should be constructive and supportive. Any feedback from the contractor to NHSC or NHSP will hopefully provide opportunities for development and improvement.

Yours sincerely



Kelvin Rowland-Jones  
Principal Pharmacist  
NHS Cambridgeshire

Yours sincerely



Ron Smith  
Chief Pharmacist  
NHS Peterborough

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