



August 2019

PSNC Briefing 033/19: How to become a Healthy Living Pharmacy Level 1

This PSNC Briefing provides an overview of how to become a Healthy Living Pharmacy (HLP) Level 1 via the self-assessment route.

In July 2019, following negotiations between PSNC, the Department of Health and Social Care (DHSC) and NHS England and NHS Improvement (NHSE&I), HM Government agreed to make a [five-year investment in community pharmacies](#). As part of this deal, it was agreed that from 1st April 2020, a requirement will be added to the Terms of Service that all pharmacies are HLPs Level 1.

It was also agreed that achieving HLP Level 1 status would be a quality criterion, which forms part of the Prevention composite bundle, for the [Pharmacy Quality Scheme 2019/20](#).

What is an HLP?

HLP is an organisational development framework underpinned by three enablers of:

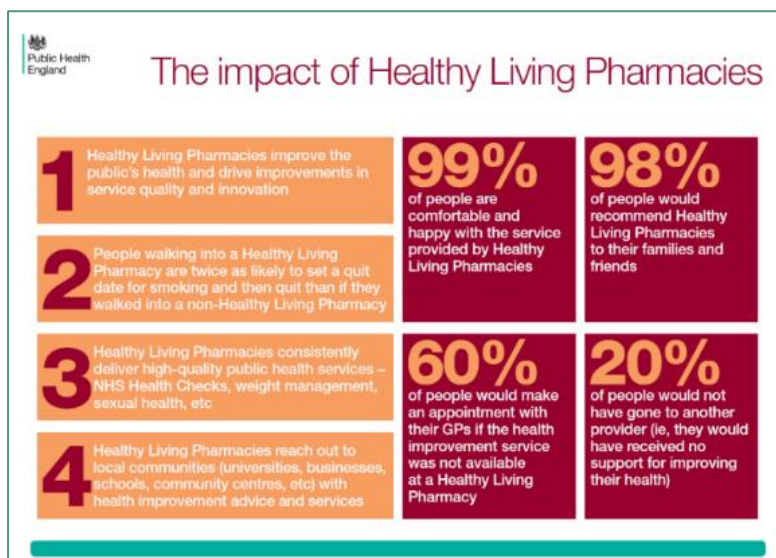
1. workforce development – a skilled team to pro-actively support and promote behaviour change, improving health and wellbeing;
2. premises that are fit for purpose; and
3. engagement with the local community, other health professionals (especially GPs), social care and public health professionals and local authorities.

The HLP concept provides a framework for commissioning public health services through three levels of increasing complexity and required expertise with pharmacies aspiring to go from one level to the next.

There are three levels of service delivery within the HLP framework:

- **Level 1: Promotion** – Promoting health, wellbeing and self-care (in July 2016, Level 1 changed from a commissioner-led process to a profession-led self-assessment process);
- **Level 2: Prevention** – Providing services (commissioner-led); and
- **Level 3: Protection** – Providing treatment (commissioner-led).

PHE has published the below infographics to illustrate the role of HLPs in the health and care system:



Achieving HLP Level 1 status

Contractors can achieve HLP Level 1 status in the following ways:

HLP status of pharmacy	Action required
Contractors whose pharmacies have not been previously accredited as an HLP	<p>Contractors will need to meet the requirements of an HLP Level 1 as defined by PHE.</p> <p>Once contractors have met the requirements, a pharmacy professional will need to complete an assessment of compliance and retain this in the pharmacy (this is available at psnc.org.uk/hlp).</p> <p>Follow stages 1-3 below.</p>

<p>Contractor whose pharmacies become HLPs in the last two years</p>	<p>Contractors will need to retain a copy of the signed and dated documentation that demonstrates that the pharmacy has been accredited as an HLP Level 1 in the last two years.</p> <p>Contractors do not need to complete the profession led self-assessment process led by PHE to meet the quality criterion at this stage. However, accreditation is only valid for two years so contractors will need to review the expiry date of their accreditation and will be required to follow stages 1-3 below before their accreditation expires.</p>
<p>Contractors whose pharmacies became HLPs locally or via the profession led self-assessment route more than two years ago (accreditation is only valid for two years)</p>	<p>Contractors will need a copy of the signed and dated documentation that demonstrates that the pharmacy was accredited as an HLP Level more than two years ago.</p> <p>Contractors will also need to meet the requirements of an HLP Level 1 as defined by PHE (if accredited locally) or ensure they still meet the requirements if accredited via the profession led self-assessment route.</p> <p>Once contractors have met the requirements or ensured they still meet the requirements, a pharmacy professional will need to complete an assessment of compliance and retain this in the pharmacy (this is available at psnc.org.uk/hlp).</p> <p>Follow stages 1-3 below.</p>

Distance selling pharmacies

As noted above, it has been agreed that from 1st April 2020 all pharmacies must be HLPs Level 1. PSNC is currently in discussions with NHSE&I and DHSC on the detail of the CPCF requirements which will apply in 2020/21, including whether there will be changes to the Terms of Service for Distance Selling Pharmacies. These discussions will consider the HLP Terms of Service requirement and DSPs. Once a conclusion is reached on this, PSNC will communicate details of this through our normal communication channels.

Stage 1 – Key requirements that must be met before becoming an HLP Level 1

The following requirements must be met before a pharmacy can be registered as an HLP Level 1, therefore contractors should ensure that they meet the requirements before they start working their way through the HLP quality criteria:

- the pharmacy has a consultation room which is compliant with the Advanced Services standards and is appropriate for the services on offer;
- in the past year, the pharmacy has participated in the provision of both Medicines Use Reviews (MURs) and the New Medicine Service (NMS), and has proactively engaged in health promoting conversations;
- in the past year, the pharmacy has participated in the provision of the NHS Community Pharmacy Seasonal Influenza Vaccination Advanced Service or has actively referred patients to other NHS providers of vaccinations;
- the pharmacy complies with the General Pharmaceutical Council’s [Standards for Registered Premises and Standards of Conduct, Ethics and Performance](#); and

- the pharmacy complies with the NHS [Community Pharmacy Contractual Framework](#) requirements.

Stage 2 – How to achieve HLP Level 1

In July 2016, the HLP Task Group of the [Pharmacy and Public Health Forum](#) developed a new process for the implementation of Level 1 HLPs. The intention was to move from a totally commissioner-led HLP accreditation system to a profession-led self-assessment process for Level 1 HLPs, based on clear quality criteria; PHE published a [letter](#) explaining this in more detail.

PHE has published a [self-assessment quality criteria guide](#), which sets out the quality criteria that pharmacies must achieve to gain HLP Level 1 status and lists suggested evidence which can be used to demonstrate that the pharmacy meets the criteria. Pharmacy teams must be able to provide evidence of their behaviours and activities as well as the physical environment. A checklist of the 27 quality criteria which need to be met can be found in **Annex A** (this is also available as a standalone document at: psnc.org.uk/hlp).

PSNC has published an HLP Level 1 Evidence Portfolio Workbook (available at: psnc.org.uk/hlp) which pharmacy teams can use to guide them through the HLP quality criteria and assist them with recording their evidence to show they have reached HLP Level 1.

A flow chart detailing the process to follow to achieve HLP Level 1 can be found in **Annex B** (this is also available as a standalone document at: psnc.org.uk/hlp).

PharmOutcomes support

If an LPC or a commissioner has a full [PharmOutcomes](#) licence, they can make available an HLP Level 1 framework for contractors to access on PharmOutcomes. This framework will allow contractors to track their progress with achieving the HLP quality criteria. If contractors would like to consider using the framework, they should contact their LPC to see if this is available in their area.

More information on the use of PharmOutcomes can be found on the HLP page of the PSNC website (psnc.org.uk/hlp).

Training providers

There are several organisations that provide HLP training for pharmacy staff and those that PSNC has been made aware of are listed at: psnc.org.uk/hlp (listing on the PSNC website **does not** constitute endorsement of the course or provider by PSNC).

Some LPCs are also arranging local HLP training for their contractors; contact your [LPC](#) to see if they are organising any training or other support.

Stage 3 – Action once a contractor has met the requirements for HLP Level 1

Once a contractor has met all the requirements for HLP Level 1, they should complete an assessment of compliance and retain this in the pharmacy (this is available at psnc.org.uk/hlp).

This form must be completed by a pharmacy professional (pharmacist or pharmacy technician) in the pharmacy, who must provide their General Pharmaceutical Council registration number.

Part 1 of the assessment of compliance should then be completed which relates to the key requirements that the pharmacy must have in place before HLP Level 1 status can be granted and the HLP logo displayed. Pharmacy professionals must be able to indicate YES to all statements. by ticking the appropriate boxes to be compliant.

Part 2 of the assessment of compliance should then be completed, which is the section of the framework that asks the pharmacy professional to state the evidence they possess in the pharmacy, which they can use to demonstrate compliance with the requirements. Evidence must be provided against all requirements.

Part 3 requires the pharmacy professional to declare compliance with the HLP Level 1 quality criteria and to retain this in the pharmacy (they do not need to register as an HLP with an external organisation). The assessment of compliance does not need to be submitted routinely to NHSE&I.

Royal Society for Public Health register and quality assurance visits

Previously, the Royal Society for Public Health (RSPH) was commissioned by PHE to maintain an HLP register and conduct quality assurance visits. The RSPH register of HLPs still exists, but it is not being maintained and the associated quality assurance process has ceased. Any quality assurance of pharmacies claiming to meet the HLP requirement, would in future be undertaken as part of normal contract monitoring activity conducted by NHSE&I regional teams.

Since RSPH is no longer commissioned to provide the HLP register and conduct quality assurance visits, this also means that pharmacies will not be sent an HLP certificate or HLP logo to display in their pharmacy.

Completion of training

Contractors should be aware that when members of staff complete the RSPH Level 2 Award in Understanding Health Improvement course, which is provided by several national and local organisations, it may take a few weeks after completion of the assessment before staff members receive their certificate from the course provider (RSPH return certificates to the course provider and aim to do that within 10 working days).

Contractors are therefore advised to consider these time frames when planning how long it will take to achieve HLP Level 1 to ensure these 'processing times' do not prevent contractors from achieving the HLP quality criterion for the 2019/20 Pharmacy Quality Scheme and also the contractual requirement to become an HLP Level 1 by April 2020.

PSNC resources to support contractors

The HLP page on the PSNC website (psnc.org.uk/hlp) has further information, documents and links to various websites including the following PSNC resources:

- HLP Level 1 Checklist;
- HLP Level 1 Evidence Portfolio Workbook;
- HLP Level 1 Flow Chart;
- Assessment of compliance;
- PSNC Briefing 032/19: Healthy Living Pharmacy – Holding a health promotion event/campaign;
- Checklist for holding a health promotion campaign/event;
- Event/campaign questionnaire; and
- A health promotion ideas for pharmacy teams hub page.

Other HLP resources to support contractors

- PHE publish a quarterly e-newsletter to provide updates on national HLP development and share innovative practice from across the country. To sign up to receive future quarterly issues, email: hlpnewsletter@phe.gov.uk.

If having read this PSNC Briefing and the information and resources on the PSNC website you have further queries about HLP or you require more information please contact Services.Team@psnc.org.uk.

Annex A: HLP Level 1 checklist

Workforce development

Public health needs		Completed
1.	All pharmacy staff have an awareness of the local public health and pharmaceutical needs outlined in the Joint Strategic Needs Assessment (JSNA), Pharmaceutical Needs Assessment (PNA) and Health Profiles for their area including where and how to access them.	<input type="checkbox"/>
Health and Wellbeing Ethos		
2.	All pharmacy staff understand the basic principles of health and wellbeing, and that every interaction is an opportunity for a health promoting intervention.	<input type="checkbox"/>
3.	At least one member of pharmacy staff (1 Full Time Equivalent) has completed the training and assessment of the Royal Society for Public Health (RSPH) Level 2 Award in Understanding Health Improvement and is therefore a Health Champion.	<input type="checkbox"/>
Team leadership		
4.	<p>An individual from the pharmacy team has undergone leadership training internally or through an organisation that maps to/encompasses the following domains:</p> <ul style="list-style-type: none"> • Inspiring a shared purpose – Valuing a service ethos, curious about how to improve services and care, behaving in a way that reflects the principles and values of the organisation; • Sharing the vision – Communicating a compelling and credible vision of the future in a way that makes it feel achievable and exciting; • Engaging the team – Involving individuals and demonstrating that their contributions and ideas are valued and important for delivering outcomes and continuous improvements to the service; • Developing capability – Building capability to enable people to meet future challenges, using a range of experiences as a vehicle for individual and organisational learning, acting as a role model for personal development; and • Influencing for results – Deciding how to have a positive impact on other people, building relationships to recognise other people’s passions and concerns, using interpersonal and organisational understanding to persuade and build collaboration. 	<input type="checkbox"/>
5.	There is a clear leader within the team who is responsible for creating an ethos of proactive health and wellbeing within the pharmacy.	<input type="checkbox"/>
6.	There is effective leadership within the team that encourages the best use of team members’ skills and creates an environment that supports and mentors other team members.	<input type="checkbox"/>
7.	The leader, jointly with the pharmacy team, has developed an action plan on achieving Level 1 HLP.	<input type="checkbox"/>

Communication		
8.	All pharmacy staff can use the NHS website, the local public health information and pharmaceutical needs information, bearing in mind the findings of, e.g. PNAs and JSNAs such as location of services, when providing advice on health issues when appropriate.	<input type="checkbox"/>
9.	The pharmacy team is friendly, welcoming and sensitive to the need for privacy for different individuals seeking advice including respecting people's values and beliefs.	<input type="checkbox"/>
10.	The pharmacy team routinely explain who they are, wear a name badge and inform people about the information and/or services on offer.	<input type="checkbox"/>
11.	All pharmacy staff receive training on how to approach people to discuss difficult or sensitive public health issues.	<input type="checkbox"/>
12.	All pharmacy staff are able to provide brief health and wellbeing advice (2-3 minutes) and have an awareness that the person may need additional support for behavioural change.	<input type="checkbox"/>

Engagement

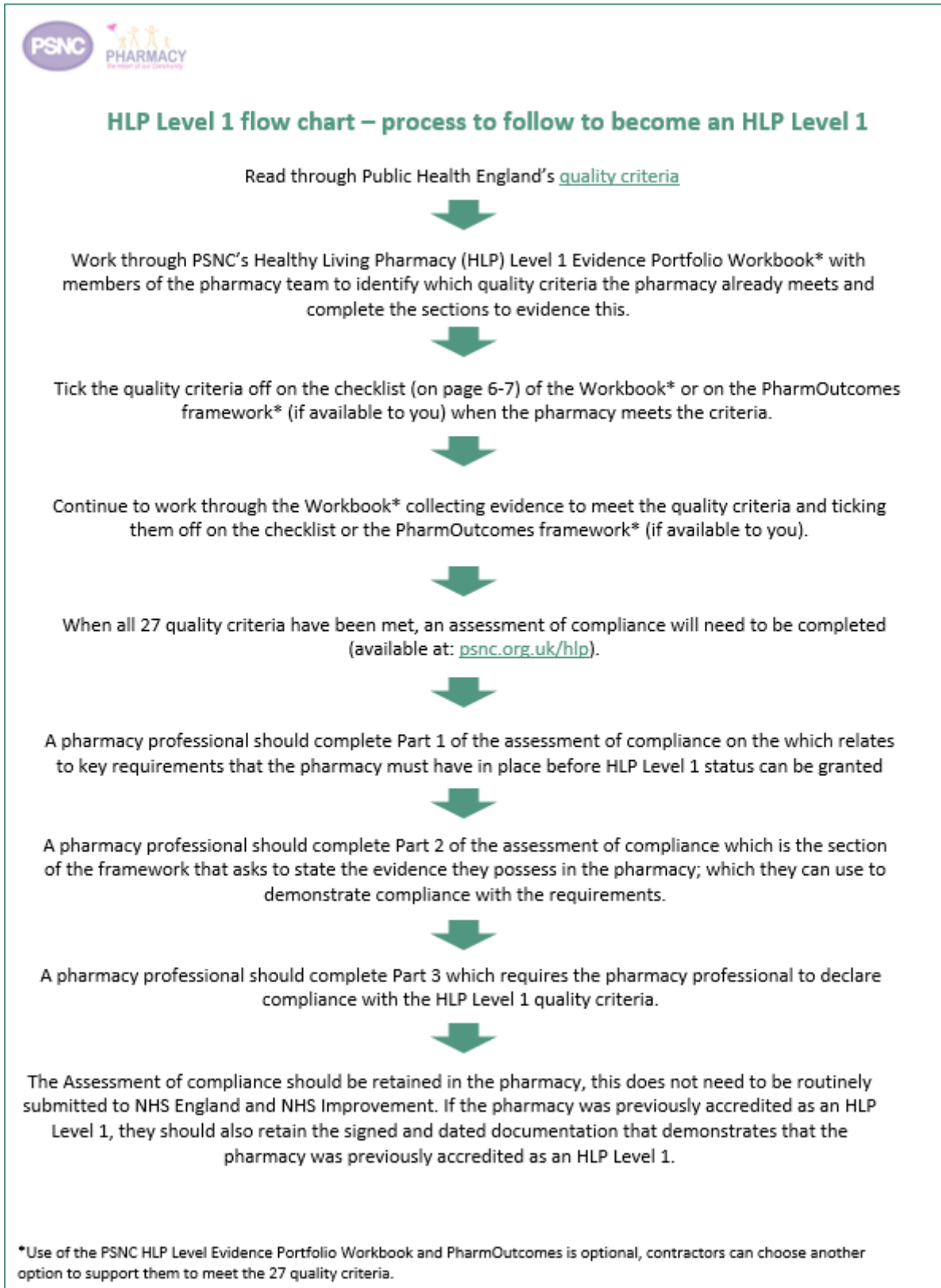
Community engagement		Completed
13.	The pharmacy team proactively engages with patients and the public in the pharmacy, to offer them advice, support and signposting to other providers of services in the community where applicable.	<input type="checkbox"/>
14.	The pharmacy team actively works in collaboration with other community organisations (e.g. schools, care homes, local events, charities) to deliver pharmacy outreach and or services.	<input type="checkbox"/>
15.	The pharmacy team is aware of health and wellbeing resources available in the community to direct the public/patients to (e.g. support groups, community exercise groups).	<input type="checkbox"/>
16.	The pharmacy encourages local charities and other providers to work with the pharmacy for delivery of key health messages/displays where appropriate.	<input type="checkbox"/>
17.	The pharmacy team is aware of appropriate health and social care providers in their community (e.g. specialist clinics, Healthwatch, Smoking Cessation, Drug and Alcohol Services, Health Trainer Service), which Local Authorities could provide information about.	<input type="checkbox"/>
Commissioner engagement		
18.	The HLP lead is aware of the local commissioners for public health services, which may include Local Authority, NHS England (now known as NHS England and NHS Improvement), Clinical Commissioning Group, etc.	<input type="checkbox"/>
19.	The pharmacy team is aware of the commissioner contacts if seeking to submit bids for public health services.	<input type="checkbox"/>

Environment

Health promoting environment		
20.	It is clear to the public that free, confidential advice on their health and wellbeing can be accessed.	<input type="checkbox"/>
21.	The pharmacy has a dedicated Health Promotion Zone, that: <ul style="list-style-type: none"> • Is clearly marked and accessible; • Has a professional appearance; and • Is appropriately equipped with up-to-date professional health and wellbeing information that meets the local public health needs as suggested in the JSNA/PNA, Annual Report of the Director of Public Health or after discussion with commissioners/public health professionals. 	<input type="checkbox"/>
22.	The health and wellbeing information available appeals to a wide range of the public including men and women, young people, smokers, people with long term conditions, learning difficulties and older people. Where the community includes a significant ethnic minority group, then their needs must be accommodated.	<input type="checkbox"/>
23.	All materials should be generic and not promoting a specific brand over another, which can be seen as endorsement or promotional.	<input type="checkbox"/>
24.	The Health Promotion Zone resources should be updated at least every two months to ensure information provided is relevant, up-to-date and appropriate.	<input type="checkbox"/>
25.	Once accredited, the HLP logo is displayed in prominent places.	<input type="checkbox"/>
Data collection		
26.	Procedures are in place to ensure emails are checked regularly and that they are appropriately secure. Internet access enabled for accessing locally and nationally recognised websites.	<input type="checkbox"/>
Sustainability		
27.	The pharmacy contributes to a sustainable environment and this is reflected in the way they operate their business (e.g. using recyclable materials).	<input type="checkbox"/>

Annex B: Flow chart detailing the process for HLP Level 1

This is available as a standalone document at: psnc.org.uk/hlp



Annex C: Healthy Living Pharmacy Level 1 Quality Criteria: Assessment of compliance

This is available as a standalone document at: psnc.org.uk/hlp

Part 1

This section of the framework relates to key requirements that the pharmacy must have in place before HLP level 1 status can be granted and the HLP logo displayed. N.B. you must be able to answer yes to all questions in order to be compliant.

The pharmacy has a consultation room which is compliant with the Advanced Services standards and is appropriate for the services on offer.	<input type="checkbox"/> Yes <input type="checkbox"/> No
The pharmacy has trained at least one Full Time Equivalent (FTE) to Health Champion RSPH Understand Health Improvement level 2.	<input type="checkbox"/> Yes <input type="checkbox"/> No (Name(s) of staff member(s)) <input type="text"/>
The pharmacist or other relevant individual has undertaken leadership development to motivate and engage the pharmacy team in the HLP concept.	<input type="checkbox"/> Yes <input type="checkbox"/> No (Name(s) of staff member(s)) <input type="text"/>
In the past year the pharmacy has participated in the provision of both MUR and NMS, and has proactively engaged in health promoting conversations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
In the past year the pharmacy has participated in the provision of the NHS community pharmacy seasonal influenza vaccination Advanced Service or has actively referred patients to other NHS providers of vaccinations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
The pharmacy complies with GPhC Standards for Registered Premises and Standards of Conduct, Ethics and Performance.	<input type="checkbox"/> Yes <input type="checkbox"/> No
The pharmacy complies with the NHS Community Pharmacy Contractual Framework (CPCF) requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Part 2

This section of the framework asks you to think about what evidence you possess in the pharmacy, which you can use to demonstrate compliance with the requirements below. Evidence must be provided against all requirements. An example completed form can be found on page 14-15 of the PHE [self-assessment quality criteria guide](#).

Requirement	Brief description of evidence (Evidence can include photos, copies of leaflets and posters, policies and other documents, electronic data records, etc.)
Staff	
Staff are aware of the local health needs through published documentation and through the results of the community pharmacy patient questionnaire and can demonstrate they act on this information, either through service delivery or signposting people to other relevant services.	
The pharmacy has at least one staff member trained to Health Champion RSPH level 2.	
The pharmacy team is led by an effective leader, trained in leadership skills, who is pro-actively leading the team in attaining and maintaining provision of interventions to meet the HLP quality criteria. *PHE Health Profiles: The health profiles give a snapshot overview of health for each local authority in England. See http://www.apho.org.uk/default.aspx?QN=P_HEA_LTH_PROFILES for more information.	
Staff are able to provide advice on sensitive/difficult public health issues (e.g. when providing advice on alcohol consumption, sexual health issues).	
Engagement	
Staff proactively offer advice to their customers/patients and make relevant brief health advice or interventions. They are aware that people may need additional support for behavioural change.	

Requirement	Brief description of evidence (Evidence can include photos, copies of leaflets and posters, policies and other documents, electronic data records, etc.)
<p>The pharmacy team engages with local GP practices and other providers of community, health and/or social services to ensure that there are referral pathways for health & wellbeing services.</p>	<p>[Redacted]</p>
<p>The pharmacy is actively involved in 6 public health campaigns (as part of the CPCF).</p>	<p>[Redacted]</p>
<p>Environment</p>	
<p>The pharmacy consultation room is organised, tidy and functions efficiently with appropriate access to IT and paperwork.</p>	<p>[Redacted]</p>
<p>The pharmacy has a dedicated health promotion zone clearly marked and accessible to the public, which contains relevant and up to date resources, which are used by staff when discussing relevant health promoting interventions.</p>	<p>[Redacted]</p>

Part 3 – Declaration of compliance

Pharmacist or Pharmacy Technician Name:	[Redacted]
Pharmacist or Pharmacy Technician GPhC number:	[Redacted]
I declare that	
Pharmacy Name:	[Redacted]
Pharmacy Address:	[Redacted]
Pharmacy GPhC number:	[Redacted]
Complies with the requirements set out in this document for attaining HLP level 1 status and possesses the evidence and items declared above. I understand that a false declaration may affect my GPhC registration.	
Pharmacist or Pharmacy Technician Signature:	[Redacted]
Date:	[Redacted]

This declaration, once signed, must be retained securely in the pharmacy and should be available for inspection by:

- The Pharmacy Owner
- GPhC inspectors
- NHS England
- Public Health England
- The Quality Assurance provider

Compliance against these requirements must be reassessed every 2 years.

Part 4

You will need to contact the Quality Assurance provider for the HLP certificate (please note, this part is just for pharmacies who have not been previously accredited as HLPs).