



Dear Colleague

## COMMUNITY PHARMACY CONTRACT: INFRASTRUCTURE SUPPORT – STAFF TRAINING

### Purpose

1. This circular provides NHS Boards and community pharmacy contractors with details of the financial support being made available for staff training for the financial year 2017-18.

### Detail

2. Funding for staff training is available to community pharmacy contractors in two parts: **Part A** is financial support for specific courses; **Part B** is financial support to facilitate effective uptake of Over the Counter (OTC) Consultations training.

3. Funding for staff training will be met from the centrally held Pharmaceutical Services line.

### PART A: SUPPORT FUNDING FOR SPECIFIC COURSES

4. The courses for which support funding is available are:

- Pharmacy Services Level 2: NVQ/SVQ;
- Pharmacy Services Level 3: NVQ/SVQ;
- Accredited Checking Technician: NPA Accuracy in Dispensing Training Module or equivalent; and
- SQA Professional Development Award (PDA) in Final Accuracy Checking by Pharmacy Technicians

4 October 2017

### Addresses

For action  
Chief Executives, NHS Boards

For information  
Chief Executive, NHS NSS  
Director of Practitioner  
Services, NHS NSS  
NHS Directors of Pharmacy

### Enquiries on staff training to:

Anne Watson  
NES Pharmacy  
2 Central Quay  
89 Hydepark Street  
GLASGOW  
G3 8BW

Tel: **0141 223 1608**  
Email:  
[pharmacy@nes.scot.nhs.uk](mailto:pharmacy@nes.scot.nhs.uk)

### General enquiries to:

Elaine Muirhead  
Pharmacy & Medicines  
Division  
1<sup>st</sup> Floor East Rear  
St Andrew's House  
EDINBURGH  
EH1 3DG

Tel: 0131-244-3433  
Fax: 0131-244-2326

Email:  
[elaine.muirhead@gov.scot](mailto:elaine.muirhead@gov.scot)

[www.gov.scot](http://www.gov.scot)

## Claims for Part A

5. Each contractor, i.e. each community pharmacy, will be able to claim £800 as a contribution towards their costs in putting a permanent member of their staff through one or more of the courses listed above. No more than £800 per contractor is payable and claims must be submitted by the date detailed in paragraph 8 below.

6. The claim and payment process will be managed by NHS Education for Scotland (NES) Pharmacy with resources available with immediate effect.

7. Payment will be made on submission of evidence that a member of the claimant/contractor's staff is about to commence, has commenced or has completed a listed course that was booked from 1 April 2017 onwards. Eligible evidence will be one or more of the following documents:

- Copy invoice of the cost of the training course;
- Letter of registration to the course signed by the training provider; or
- Copy certificate of course completion.

8. Claims should be submitted, on the form attached at **Annex A** together with the required documentation, to Anne Watson, NES (see address details on the form) by **30 November 2017**.

## Training completed between 1 December 2017 and 31 March 2018

9. Contractors will also be able to submit claims for courses commenced or completed during the period 1 December 2017 - 31 March 2018. A separate circular will be issued setting out the arrangements and deadlines for those claims.

## PART B: FINANCIAL SUPPORT TO FACILITATE EFFECTIVE UPTAKE OF OVER THE COUNTER (OTC) CONSULTATIONS TRAINING

10. Circular PCA(P)(2017)1 provided details of a new training resource for community pharmacy staff, '*Effective management of over-the-counter (OTC) consultations*', developed to help optimise management of OTC consultations. A hard copy of the resource was sent to every community pharmacy.

11. A second part to this training is currently in development by NES. This will comprise a workbook, '*Improving the quality of over-the-counter (OTC) consultations*' with which community pharmacists can engage their team members to develop their practice and knowledge. The resource will focus on OTC product requests i.e. consultations which involve a customer/patient requesting a product by name, rather than seeking advice for the treatment of a condition or symptom. Product requests constitute the majority of OTC consultations and are associated with lower quality management compared with advice requests.

12. A copy of the workbook will be sent to every community pharmacy in Scotland in February 2018.

### **Payment for Part B**

13. Contractors on the Pharmaceutical List as of 1 January 2018 will be entitled to a one-off payment of £100 which is a contribution towards releasing staff time to undertake the training pack. The payment will be made in January 2018 dispensing, paid at the end of March 2018.

14. Community Pharmacy Scotland has been consulted on the terms of this circular and the Drug Tariff has been amended.

### **Action**

15. **NHS Boards are asked to:**

- **Copy this circular and Annex to all community pharmacy contractors on their pharmaceutical lists;**
- **Note the financial arrangements set out above.**

16. **Community pharmacy contractors are asked to:**

- **Note the content of this circular and where they wish to claim support funding for Part A, to do so using the form attached as Annex A and in accordance with paragraphs 7 and 8 above.**

Yours sincerely



Rose Marie Parr  
Deputy Director Pharmacy & Medicines  
Chief Pharmaceutical Officer

**PCS INFRASTRUCTURE DEVELOPMENT FUND  
STAFF TRAINING – FINANCIAL SUPPORT CLAIM FORM 2017-18**

Contractor PSD Code:.....

Contractor Name & Address:.....

Name of Staff Member:.....

Name of Course Provider:.....

Course Title:.....

Course Start Date:.....

Course Completion Date (if applicable):.....

**COUNTER FRAUD DECLARATION**

**Declaration**

I **declare** that the information I have provided is correct and complete.

I **understand** that, if I knowingly provide false information, this may result in disciplinary action and I may be liable for prosecution and civil recovery proceedings.

I **agree** to co-operate fully with all payment verification procedures.

I **agree** that any overpayments identified through the post payment verification procedure may be recovered at a future date by the Common Services Agency for the Scottish Health Service.

**Please give us your consent to share, disclose or obtain information**

The Common Services Agency may occasionally share information provided on this form with Health Boards, official training providers and any other relevant organisations. We will share information for the purposes of payment verification, and the prevention, detection and investigation of crime.

Do you have **written consent** from contractors named on this claim form **agreeing to share relevant information** for these purposes? Please indicate by circling YES or NO:

YES

NO

**Signature agreeing to Declaration and consent to share, disclose or obtain information:**

Signature:.....

Name (in capitals):.....

Company Position:.....

Date:.....

Completed forms should be **returned by 30 November 2017** with the required documentation to:

**Anne Watson,  
NES Pharmacy,  
2 Central Quay  
89 Hydepark Street,  
GLASGOW, G3 8BW.**