

Community Pharmacy Assurance Framework (CPAF)

A guide for Pharmacy teams

Log onto PharmOutcomes

- Access the platform at www.pharmoutcomes.org
- Enter your user name and password as prompted
- If you have mislaid the log on details contact the help desk by clicking on the help tab (you do not need to be logged in to access the help tab)

Access the assessment

- To access the CPAF assessment tool click the “Assessments” tab in the tool bar near the top of the screen
- There are 11 assessments (all essential services and the advanced services) listed in the centre of the screen
- Click the “Update” link on the right hand side of the assessment you wish to complete
- This will take you to the “CPAF Online workbook” and reveal the compliance questions (Framework Criteria) for that service

Input the required information

Every pharmacy should enter the relevant data into the contract workbook and complete each of the relevant CPAF assessments. As a minimum you must complete the assessments for the six essential services plus clinical governance. Complete the assessment for any of the advanced services (MUR, NMS, SAC, AUR) that the pharmacy provides. If you do not provide a specific advanced service then there is no need to complete the assessment for that service.

The assessments do not need to be completed at one sitting but can be accessed, updated and completed over several sessions.

- Decide which service you wish to input information for and access the assessment (as outlined above)
- Enter information in response to each question by clicking the relevant button, selecting answers from the options list or entering dates as prompted

Single response button (circular)	Only one option possible (usually Yes or No)
Multiple response button (square)	Can tick multiple options
Date entry	Must be entered in dd-mmm-yyyy format <i>or</i> click on box and a calendar will appear, use the arrows to find correct date
Reveal plans button	Can be used by pharmacy to record next stage / action plans NB The responses input in this section cannot be seen by the area team and are not included on the reports
Need Help?	Click on this button for further information about the criteria / what is expected

- Always select the most appropriate answer for your pharmacy
- Work through each question in turn ensuring you have input a response next to each question
- Once all relevant data has been entered scroll to the bottom of the screen and click on the “save” button to store your data
- Don’t worry if make a mistake as you can return at any time to amend entries to ensure that what you enter accurately reflects the current situation at your pharmacy
- If you are unable to enter a response straight away you can leave a question blank and return to enter the information required at a later date

Tip: If you need to leave an assessment part way through completion make sure you push the “save” button as you leave the computer / leave the PharmOutcomes screen. PharmOutcomes automatically logs people out if there is no activity on the system for more than a few minutes.

Check Status

From the main assessment page, you can view the overall status of the pharmacy regarding its compliance with the contractual framework. Viewing the status can enable the easy identification of areas that require attention as these will be seen highlighted in red denoting non-compliance.

- Click the “status” link found next to the service heading
- Use the scroll bar to move up and down the screen to view the status of the pharmacy for each of the framework criteria
- The Grading column displays the status for the pharmacy

Green	Indicates the pharmacy is compliant
Red	Denotes non-compliance
Yellow	Denotes not applicable

Complete assessments

- Work through each of the assessments for the all essential and the relevant advanced services ensuring you have input a response next to each question and are confident that the response accurately reflects the current situation in your pharmacy
- Once all questions have been completed and you are confident with the responses the reports need to be submitted to the West Yorkshire Area Team

Submit the report to the Area Team

If you wish to submit a self-assessment, the report for 2013 **must be submitted by the 30th September.**

Pharmacies have two options for report submission and can either email the reports to the Area Team or print and post the reports. It is entirely up to the pharmacy as to which of these mechanisms is used to submit the CPAF assessments to the Area Team.

Option 1 - Emailing a report for submission

Emailing the report saves paper and printing (the reports will run to several pages) and also provides a clear audit trail of the report submission.

- Click the word or open office¹ link next to the service heading for the relevant CPAF assessment
- The document will appear as a download at the bottom left hand of the screen
- Open the document by double clicking on the document at the bottom of the screen
- Save the document as usual for word documents on your PC. You may wish to create a new folder to save all the reports in one place.
- Repeat this process for all of the CPAF assessments (you should have at least 7 documents in total)
- Email jane.horsfall@nhs.net and attach each of the 9 documents to the email

Option 2 - Printing a report for submission

- Click the word or open office¹ link next to the service heading for the relevant CPAF assessment
- The document will appear as a download at the bottom left hand of the screen
- Open the document by double clicking on the document at the bottom of the screen
- Print the document as usual for word documents on your PC
- Repeat this process for all of the CPAF assessments (you should have at least 7 documents in total)
- Post these to the area team at the address below (please ensure sufficient postage)

Jane Horsfall, West Yorkshire Area Team, Ground Floor, 3 Leeds City Office Park, Meadow Lane, LEEDS LS11 5BD

A comprehensive Community Pharmacy Assurance Framework guide (with pictures) is available at www.cpw.org in the CPAF section of Essential Services

¹ Use whichever programme is installed on your computer