

CPPE has many learning programmes available to help you to assess your compliance with Healthy Living Pharmacy Level 1.

### Quality Criteria

The quality criteria outline what is required to achieve Healthy Living Pharmacy (HLP) Level 1 status and set out the behaviours, activities and physical environment for which you must be able to provide evidence. The criteria are detailed in a number of different sections: and embed the Royal Pharmaceutical Society Professional Standards for Public Health Practice for Pharmacy.

### Public Health Needs

The Public Health Needs section requires all pharmacy staff to have an awareness of the local public health and pharmaceutical needs. The following CPPE learning programmes can support you and your teams with this section:

#### *Introduction to public health*

A certificate of course completion is suggested as evidence that you meet the Public Health Needs and Health and Wellbeing Ethos clusters of the HLP Level 1 Quality Criteria.

<https://www.cppe.ac.uk/programmes/l/intropub-p-01>

#### *Healthy Living Pharmacies: making a difference podcast*

<https://www.cppe.ac.uk/programmes/l/hlp-m-00>

#### *Introduction to Healthy Living Pharmacy e-course*

This short online course will help you to gather some of the evidence that you need to assure commissioners that you comply with HLP Level 1 Quality Criteria.

<https://www.cppe.ac.uk/programmes/l/hlpintro-e-01>

### Team Leadership

The Team Leadership section requires that an individual from the pharmacy team has undergone leadership training that maps to certain dimensions of the NHS Leadership Academy's Healthcare Leadership Model. The following CPPE learning programmes meet this requirement:

#### *Healthy Living Pharmacy - developing your services e-course* (next course runs live February 2017)

This online course will lead you through the self-assessment framework and help you to gather the evidence that you need to assure commissioners that you comply with HLP Level 1 Quality Criteria.

<https://www.cppe.ac.uk/programmes/l/hlp-e-00/>

#### *Leadership for Healthy Living Pharmacy e-course*

This short online course covers the leadership requirements of the self-assessment framework for HLP Level 1 Quality Criteria.

<https://www.cppe.ac.uk/programmes/l/leadershlp-e-01/>

#### *Leadership for Healthy Living Pharmacy all day event*

This interactive face-to-face workshop covers the leadership requirements of the self-assessment framework for HLP Level 1 Quality Criteria and is tailored to meet local needs.

<https://www.cppe.ac.uk/skills/hlp#navTop>

### *Prioritising services, improving outcomes* e-learning

This e-learning course looks at how you can overcome the challenges that prevent you from delivering high quality and effective patient-centred services in your pharmacy. You'll hear about successful approaches taken by other pharmacy teams across the country and develop a plan to enable you to effectively implement new services in your practice to improve outcomes for patients.

<https://www.cppe.ac.uk/programmes/l/prioritise-e-01>

CPPE also has a number of Guides available to complement the face-to-face and e-learning on leadership available at <https://www.cppe.ac.uk/programme-listings/guide>

These include:

- Being influential
- Customer service
- Delegating
- Effective Change
- Managing People
- Managing Teams

### **Communication**

The Communication section requires that the pharmacy team is friendly, welcoming and respects people's values and beliefs. CPPE has developed a set of resources to support pharmacy team members to develop their consultation and communication skills including how to approach people to discuss difficult or sensitive public health issues <http://www.consultationskillsforpharmacy.com/docs/CounterCardsforweb.pdf>

Visit the Consultation Skills for Pharmacy Practice website for full information on how CPPE can support you and your team to meet the national practice standards for consultation skills.

<http://www.consultationskillsforpharmacy.com/>

### **Part 1**

Part 1 of the framework relates to key requirements that the pharmacy must have in place before HLP level 1 status can be granted. This includes the requirement for the pharmacist or other team member to have undertaken leadership development to motivate and engage the pharmacy team in the HLP concept as well as the provision of the Medicines Use Review (MUR) service, the New Medicine Service (NMS) and the Influenza Vaccination Service in the previous year and participation in health promoting conversations.

### **New Medicine Service (NMS)**

The following learning programmes can support you in the provision of NMS:

*New medicine service: improving quality and getting it right* e-course (next live course runs August 2017)

<https://www.cppe.ac.uk/programme-listings/e-courses#navTop>

*New medicine service – getting it right* guide

<https://www.cppe.ac.uk/programmes/l/nms-g-01>

*New medicine service* e-learning

This programme includes a video wall of example consultations

<https://www.cppe.ac.uk/programmes/l/nms-e-01>

# Resources to support Level 1 Healthy Living Pharmacy

*Champions of the new medicine service: Making a difference* podcast  
<https://www.cppe.ac.uk/programmes/l/nms-m-00/>

*New medicine service – anti-hypertensives* distance learning  
<https://www.cppe.ac.uk/programmes/l/anticoagi-p-01/>

*New medicine service – type 2 diabetes* distance learning  
<https://www.cppe.ac.uk/programmes/l/nmsdiab-p-01/>

*New medicine service – anticoagulants and antiplatelets* distance learning  
<https://www.cppe.ac.uk/programmes/l/anticoag-p-04/>

*New medicine service – asthma and COPD* distance learning  
<https://www.cppe.ac.uk/programmes/l/nmsasthcopd-p-01/>

*Transfer of care: supporting patients moving into and out of hospital* e-learning  
<https://www.cppe.ac.uk/programmes/l/transfer-e-01/>

## MURs

The following learning programmes can support you in the provision of MURs:

*High-risk medicines and MURs* distance learning <https://www.cppe.ac.uk/programmes/l/murrisk-p-01/>

*Targeting your MURs more effectively* guide <https://www.cppe.ac.uk/programmes/l/targetmur-g-00/>

*MURs: preparing to become accredited* guide <https://www.cppe.ac.uk/programmes/l/mur-g-00/>

## NHS community pharmacy seasonal influenza vaccination Advanced Service

The following learning programmes and e-assessments can help you to declare your competence to provide the seasonal influenza service:

*Influenza e-learning*  
<https://www.cppe.ac.uk/programmes/l/influenza-e-01/>

*Immunisation in pharmacies: developing your service* distance learning programme  
<https://www.cppe.ac.uk/programmes/l/imms-p-02/>

*Immunisation in pharmacies: developing your service* e-assessment  
<https://www.cppe.ac.uk/programmes/l/influenzapt1-a-01/>

The Declaration of Competence (DoC) system has been developed to support you in assuring commissioners that you are service-ready and have the appropriate knowledge, skills and behaviours to deliver high-quality, consistent services. You can learn more and work through the DoC for seasonal influenza vaccination here:

<https://www.cppe.ac.uk/services/declaration-of-competence#navTop>

## Participation in health promoting conversations

As well as a number of learning programme on consultation and communication skills, CPPE's exciting online learning environment, [www.thelearningpharmacy.com/](http://www.thelearningpharmacy.com/), provides fun and interactive learning activities for the whole community pharmacy team.

Current topics include:

- Sexual health
- Smoking
- Substance misuse
- Supporting carers
- Type 2 diabetes
- COPD
- Dementia