

HLP Checklist

Please ensure you regularly that you are delivering all of the HLP quality criteria. Don't wait until to last minute when there is a Quality Payment Scheme request or an Assurance visit.

The Checklist below highlights the key requirements and will help you and to ensure you are on track. Please review every few months as we are aware staff can change.

(Please note - These are not all the requirements; please refer to the PHE Quality Criteria or the PSNC website)

- The pharmacy has a trained HLP leader within the pharmacy who is actively leading the team, following an action plan and getting regular feedback on their performance from their colleagues **Yes/No**
 - The pharmacy have a full-time equivalent (35 hours or more) Health Champion who has achieved the RSPH Level 2 award in Understanding Health Improvement **Yes/No**
 - The pharmacy Team delivers MURs, NMS and flu vaccinations (if not flu, then actively signposting to others who are) **Yes/No**
 - The pharmacy Team are proactively offering advice to customers and can provide relevant information and signposting (evidenced by using a log of interventions) **Yes/No**
 - The Pharmacy Team are able to provide advice on sensitive and difficult public health issues when supporting customers **Yes/No**
 - Our pharmacy is involved in delivering six regular public health campaigns per year linked to local and national health priorities **Yes/No**
 - The pharmacy consultation room is tidy and reflects the professional services being offered **Yes/No**
 - We have a clearly marked Health Promotion Zone, leaflets are relevant, non-promotional and up-to-date, we are displaying our HLP logo and certificate in a prominent place **Yes/No**
 - Our team all wear name badges (at least first name) and understand each other's roles **Yes/No**
- Community pharmacy patient questionnaire (CPPQ) **Yes/No**

Date Reviewed
Signature