

Feedback from contractors who benefited from CPNI support pre-HSCB CPAF visit

"I would highly recommend the support from CPNI in relation to the HSCB visits that all pharmacies will get every three years. I received support from Kerry Grimes on behalf of CPNI and consequently I will feel much better prepared for my visit as Kerry was able to share experiences that some pharmacies who have had their visit have encountered and she was able to highlight what evidence the Board are looking for. I will certainly feel more at ease when my visit does happen".

"I would wholeheartedly recommend Kerry as she gave a very good insight into how to complete the Assurance Framework process. Her approach was structured and concise and she gave clarity in areas that weren't readily understandable. I would have no hesitation in recommending this invaluable support service".

"I found your help invaluable in preparing for the HSCB visit. It was comprehensive and yet easy to follow and I found the email you sent me afterwards a great help and a concise summary of what I needed to do. In many ways the reassurance that most of what we do was alright was as useful as the pointers on how we could improve things".

"Following a successful HSCB assessment visit, I would like to convey my thanks to Kerry for all her advice and assistance provided during her pre HSCB assessment visit. Kerry's assistance in providing essential paperwork, advice on SOPs, practice leaflet etc. was invaluable and gave me great confidence for my HSCB assessment visit. I highly recommend pharmacy contractors to avail of this excellent service".

"I would like to take this opportunity to thank you for our recent pre HSCB visit. I found it very informative and helpful and I now feel well prepared for our upcoming visit. I felt you covered all aspects of the visit very thoroughly and professionally and would highly recommend this service to my colleagues. Many thanks".

"I had a 1 hour phone call with Kerry a few weeks prior to the HSCB inspection. She was able to explain to me exactly what evidence I would be required to show during the inspection to demonstrate compliance. She was also able to answer any questions I had and put my mind at rest before the inspection. The HSCB staff were pleased as I had all the required evidence ready during their visit, thanks to Kerry's thorough preparation".

"The support given by Kerry Grimes prior to the CPAF/HSCB visit was totally professional & helpful in every way. She went through the whole protocol of the upcoming visit helping and explaining exactly what was required. It made the process stress free and she continued with follow up queries promptly!! Excellent service"!

"Thank you so much for your time and help during your CPAF support visit. It was so beneficial and helpful".

"Your visit was invaluable to help us prepare for the HSCB visit. You provided clear succinct points that I would not even have considered, i.e. the small changes needed to our SOP regarding the complaints procedure, with particular reference to the time-frame of 3 to 10 days for responding to a complaint. You highlighted where we had to review and update our practice leaflet, including the removal of references to other regions of the UK, i.e. NHS. The visit was very informal, and included discussions on various aspects of dispensing and service provision, and it took no more than one hour to complete. I would have no hesitation in recommending the visit to other contractors".

