PQS 2026/27: Pharmacy First Clinical Services Audit

Information for pharmacies planning on claiming Domain 2

For the 2026/27 Pharmacy Quality Scheme (PQS), you will need to complete a clinical audit focusing on the quality of your Pharmacy First clinical pathways consultations. This audit is structured to drive quality improvement across our networks and help teams pinpoint exact areas where clinical practice can be strengthened. You must audit at least 10 Pharmacy First clinical pathways consultations from unique patients conducted between 1 April 2026 and 31 March 2027.

Review - Carefully review consultation records to verify clear documentation of patient eligibility for the clinical pathway, key assessment findings, the rationale behind your treatment decision, and all safety-netting and follow-up advice provided.

Peer Discussion - Schedule a 1 to 2 hour peer discussion with a 'buddy' pharmacist to evaluate your findings and map out a practical action plan for improvement and be sure to record your audit start and end dates, as you will need these when submitting your final declaration via the Manage Your Service (MYS) platform.

All audit data, action planning, and peer discussions must be fully completed and submitted via the MYS data collection tool by **11.59pm on 31 March 2027**.

Don't leave this until the last minute! Give your pharmacy enough lead time to collect the 10 records, host your peer discussion, and actually embed the learnings into your daily practice.

You can access full details and download the Data collection and analysis form directly via the NHS England page.

PQS Gateway Criterion: Palliative and End of Life Care

To meet the mandatory PQS gateway criterion and remain eligible for PQS quality payments, pharmacy owners must take action across two key deadlines. Missing the initial gateway milestone will prevent you from making a PQS declaration altogether. The q**uestionnaire deadline is** to complete the Palliative and End of Life Care questionnaire on the MYS platform by **31 December 2026**. (Please note: missing this cutoff locks you out of claiming PQS quality payments entirely!) you will also need to update your NHS Profile Manager status to reflect that you are a 'Pharmacy palliative care medication stockholder'—provided you routinely stock the 16 critical palliative care medicines and can support access to parenteral haloperidol by the **31 March 2027**.

Business Continuity Action Plan: Ensure a clear action plan is in place to manage supply and signpost effectively on occasions when any of these critical medicines are out of stock.

Useful links:

- PQS guidance and gateway criteria
- NHS Profile Manager
- NHS Service Finder support