

## Common Questions:

### Community Pharmacy Assurance Framework (CPAF)

#### 1. Is CPAF mandatory?

Yes. Where NHS England formally requests completion of the CPAF screening or full questionnaire, this is a contractual requirement under the Terms of Service within the CPCF.

#### 2. Is CPAF the same as a GPhC inspection?

No.

CPAF relates to NHS contractual compliance, whereas the GPhC regulates professional standards and patient safety. While there may be some overlap in documentation, they are separate processes with different purposes.

#### 3. What happens if I do not complete the questionnaire?

Failure to complete CPAF when formally requested may be treated as a breach of Terms of Service. If you are struggling to complete it on time, contact the commissioner and the LPC promptly for advice.

#### 4. Will NHS England read my SOPs in detail?

No.

Monitoring is focused on confirming that appropriate SOPs are in place and that staff understand and follow them. Commissioners do not conduct detailed reviews of the wording or operational design of SOPs.

#### 5. What documents might I be asked to provide?

You may be asked to show:

- SOPs for dispensing, repeat dispensing and self-care
- Service specifications and associated records
- Training records
- Governance documentation
- Evidence supporting Advanced or locally commissioned services, the request should be proportionate to the scope of the visit.

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#### 6. How should I prepare my team?

Ensure that:

- Staff know where SOPs are stored
- Team members understand their role within key processes
- Service records are up to date
- Training evidence is accessible

#### 7. What if an issue is identified during the visit?

In most cases, contractors are given the opportunity to address gaps within an agreed timeframe. CPAF is intended to support compliance, not to penalise contractors unnecessarily.

#### 8. Can CPAF be requested electronically?

Yes. Under updated regulations, NHS England may request completed questionnaires or relevant information electronically, including access to records that would be available during an inspection.

#### 9. Is every pharmacy visited each year?

Not necessarily. Monitoring may be risk-based or targeted. Frequency can vary depending on local commissioning arrangements.

#### 10. Where can I get support?

Community Pharmacy England have a portfolio of further information which can be accessed [HERE](#)

Your LPC can support with:

- Clarification of requirements
- Preparation guidance
- Escalation of concerns where appropriate
- Signposting to national resources

Contact your LPC team if you would like assistance when preparing for a visit.