



Strategic Plan for Community Pharmacy in Gloucestershire

JANUARY 2017 – JUNE 2018

Fiona Castle
GLOUCESTERSHIRE LPC

Introduction

The purpose of this document is to act as a roadmap for the Gloucestershire Local Pharmaceutical Committee (LPC) towards our long-term goals and aims.

This document is supported by a more detailed delivery plan.

Vision for Community Pharmacy in Gloucestershire

Community Pharmacies in Gloucestershire are highly valued by patients, and recognised by commissioners as a valuable resource. However, it is often obvious that the public and commissioners are often unaware of the full current and potential contribution of community pharmacy.

The LPC vision for Community Pharmacy in Gloucestershire is one where

- Routine medicine supplies are managed through repeat dispensing;
- The pharmacy is the automatic first port of call for advice on medicines;
- The pharmacy is the automatic first port of call for advice on symptoms of minor illness and emergency contraception;
- Other healthcare professionals confidently refer patients to the pharmacy if they suspect that the patient is struggling with their medicines;
- NHS 111 refers to the pharmacy for Urgent Supplies of Repeat Medicines and minor illness treatment;
- Patients expect to receive healthy lifestyles advice as well as provision of or referral to Stop Smoking advice;
- Both nationally and locally commissioned services are available reliably throughout the opening hours of the pharmacy (or it is clear during which hours' services are available);
- All stakeholders (customers/patients/commissioners/healthcare professionals/social care professionals) are confident of the healthcare and medicines related services that are available from each pharmacy;
- There is a thriving network of accessible Community Pharmacies.



Strategic Plan

Mission Statement

Gloucestershire LPC represents contractors on local and national consultations relevant to pharmacy; makes representations to NHS England, the Health and Wellbeing Board and PSNC; provides support, resources and guidance to pharmacy contractors; supports local enhance services and other locally commissioned services; and promotes local pharmacy through local public relations and lobbying to create an environment for community pharmacy to flourish

Services

- The LPC will improve the spread and uptake of locally commissioned services by ensuring that at least 70% of Gloucestershire pharmacies are delivering at least 4 locally commissioned services on a monthly basis.
- The LPC will work with GP practices, practice pharmacists and contractors to increase the use of electronic Repeat Dispensing via EPS across the county, and provide evidence of positive outcomes and increased usage by end of 2017.
- The LPC will use its funds appropriately to create business opportunities and partner with other organisations where applicable to enable improved health outcomes through community pharmacy.



Training/Development and Contractor Support

- The LPC will work with contractors to improve the quality and skills set of pharmacist and non-pharmacist staff by delivering 10 internal training and development opportunities in the next 18 months.
- The LPC will provide assistance to contractors to enable incoming staff (including locums) to work effectively at a local level through:
 - Facilitation of smartcard problem resolution;
 - Accreditation for delivery of local services;
 - Assistance with delivery of local services.
- The LPC will provide support for contractors to enable 100% of contractors who want to achieve quality payments (QP) to achieve the maximum number of points by December 2017.

Public Relations, Networking and Communications

- Officers, Employees and Members of the LPC will network appropriately at senior level, by identifying and attending key meetings & working groups, in order to:
 - Promote community pharmacy;
 - Identify key local targets ;
 - Be in a position to deliver novel services where appropriate.
- The LPC will demonstrate an improvement in the number and quality of relationships through its stakeholder map by December 2017.
- The LPC will develop resources that promote pharmacy and pharmacy services that can be used by members and contractors:
 - To be available early 2017;
 - To use to promote community pharmacy by end 2017.
- The LPC will ensure reliable communication with contractors about PSNC business in order to make sure that contractors are business ready and informed about contractual changes before the various deadlines to claim Quality Point and PhAS payments.



Governance

- The LPC will deliver good committee governance in line with PSNC guidance.
- The committee will produce and maintain a risk register that will be reviewed as a standing item at each LPC meeting.