

Executive Summary – Ways of Working

January 2017 -2020

1 Strategic Context

The NHS faces unprecedented pressure and change from financial pressures to ageing population with increased levels of obesity, and other long terms conditions. The Department of Health and Public Health England have produced a number of strategic plans and publications including the Five Year Forward View, GP forward View and The recently published Murray Report.

Sustainability and Transformation plans are now being developed and community pharmacy whilst having pivotal roles in supporting patients with Long terms conditions through medicines optimization and prevention. Community Pharmacy has historically not been recognized beyond a supply function and has been an under-utilized resource.

Community Pharmacy can be better utilized and integrated into care pathways to improve patient outcomes and support the NHS to deal with the resource constraints and financial pressures that it currently faces. In order for this to be achieved; community pharmacy will need to provide a more clinically focused service consistently and often within a very tight financial envelope.

Leicester, Leicestershire and Rutland Local Pharmaceutical Committee will not only need to engage with stakeholders and the public to ensure that Community Pharmacy in the Region is recognized, as a integral part of the health and social care system; but also embark on a programme of work to ensure consistency and quality of service delivery from the LLR contractor base.

There is a real need to make far greater use of community pharmacy and pharmacists: in prevention of ill health; support for healthy living; support for self-care for minor ailments and long term conditions; medication reviews in care homes; and as part of more integrated local care models. The DH and NHSE in '*Community pharmacy in 2016/17 and beyond*' outlined the need for a clinically focussed community pharmacy service that is better integrated with primary care.

This will help relieve pressure on GPs and Accident and Emergency Departments, ensure the optimal use of medicines, create better value for the NHS and improve patient outcomes. It will support the promotion of healthy lifestyles and ill health prevention, as well as contributing to delivering seven day health and care services.

1.1 . Our Organisation

Leicestershire and Rutland LPC will innovate, inspire and support Community Pharmacy teams. As the representative body of Community Pharmacy, we reinforce the importance and value provided by our profession. We represent contractors in local and national consultations to NHS England, Health and Wellbeing Boards and PSNC; We support, provide resources and guidance to our pharmacy contractors; support local enhanced and commissioned services promoting our local pharmacies enabling us to deliver quality healthcare and improved outcomes to our patients.



1.1 Mission

Advancing Community Pharmacy through innovation, representation and leadership

1.2 Vision

Engage, empower and inspire patients, contractors and commissioners and integrate Community Pharmacy into the wider healthcare Team

1.3 Values

OUR VALUES:

- ✚ Leadership
- ✚ Integrity
- ✚ Achievement
- ✚ Influencing others
- ✚ Accountability and Responsibility

The LPC values are based on the Nolan Principles of conduct Underpinning Public Life.

Selflessness

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Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other materials benefits for themselves, their family, or other friends.

Integrity

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

Objectivity

In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

Accountability

Holders of public office are accountable for their decisions and actions to the public and must submit to whatever scrutiny is appropriate to their office.

Openness

Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

Honesty

Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

Leadership

Holders of public office should promote and support these principles by leadership and example.

Goals

OUR GOALS:

-  Operational Efficiency
-  Service Development
-  Stakeholder Engagement (internal and external)

 Contractor Support and Engagement

OPERATIONAL EFFICIENCY and SERVICE DELIVERY

- To adhere to the defined ways of working
- Ensure effective management of time and resource
- Provide and demonstrate value for money to our contractors
- Agree a simple 12 month work plan to be reviewed monthly to drive operational efficiency and LPC performance
- To deliver and improve the quality and quantity of advanced services.
- To deliver and improve quality and quantity of existing enhanced services.
- Actions (RAG rating) will be reviewed at each meeting to check progress.

SUPPORTING CONTRACTORS

- Support our contractors to achieve best practice in the delivery of the community pharmacy contract
- To undertake a training needs analysis of our contractors to enable targeted training and development of a training plan for 12 months based on engagement, needs, budget and measuring outcomes.
- To develop a communication plan for our contractors based on their preferences for digital/manual approaches (keep it simple).
- To develop a communication log by the KPC for review at LPC meetings to ascertain recurring themes/needs of their contractors.
- Development of “drop in clinics”.
- Represent their views and issues to the PSNC and raise awareness of appropriate resources.
- Provide advice and support to individual contractors as required
- Support our contractors in coordinating their reactions and responding to the DOH’s proposed plans for the future of Community Pharmacy

RELATIONSHIPS WITH STAKEHOLDERS

- Map and identify key stakeholders and prioritise these based on current and future policy/local requirements.
- Identify committee members to work with stakeholders.
- Develop communication strategy for chosen stakeholders including digital platforms.
- Seek to build alliances within the local health economy to:
 - Continue to develop recognition of the value and potential of community pharmacy service provision in meeting the health needs of our population
 - Promote mutual understanding so that we understand and respect each other’s role, objectives, views and issues
 - Attend meetings with our stakeholders where appropriate
 - Negotiate SLA’s for contractors with NHS England, Local Authorities, CCG’s and other commissioners

LPC MEMBERS RESPONSIBILITIES

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- Adhere to the LPC constitution (available on LPC website)
- Adhere to terms of reference and good meeting practice (in full document) and in particular:
 - Attend quarterly LPC Committee meetings and other meetings as required and prepare for them appropriately
 - Revisit ways of working at each meeting (governance committee)
 - Send agenda items one week prior to meeting
 - 2 week timeframe for amendment of any Minutes
 - Agree and review contribution of each member against agreed action plan
- Keep fully apprised of developments in community pharmacy and the wider health economy
- Actively promote the LPC to contractors and stakeholders
- Take ownership of an agreed list of contractors to develop effective communication with them
- Support the LPC Chief Officer and staff in the fulfilment of their roles
- Individuals to undertake member appraisal and review delivery against KPIs as set out in the business plan.
- Subcommittee performance measured and reviewed by executive committee
- Executive committee performance to be measured based on overall scrutiny of delivery against KPIs.
- Appropriate resources to be made available to our executive for the fulfilment of their roles