

Guidance for Primary Care Network community pharmacy representatives

Thank you for volunteering to represent community pharmacy within your local Primary Care Network (PCN). Your support is appreciated, as a strong community pharmacy voice within each PCN is essential.

Principles for a PCN representative

1. Representation – your role at the PCN meetings will be to represent community pharmacy for the whole area covered by the PCN;
2. Professionalism – you will be the community pharmacy representative and must ensure your behaviours and actions uphold the high standards of our profession;
3. Positivity – you need to be positive, but realistic, in your approach. PCNs are about moving forward and looking together at how the local system can improve the health and wellbeing of patients;
4. Vision – you need to be aware of the current vision and direction for community pharmacy and be aware of the PCN and what it hopes to achieve;
5. Communication – with Humber LPC will be essential so that we are able to feedback to the other pharmacies in the PCN locality. Gaggle groups (a group e-mail service) will be set up for each PCN area to facilitate communication between the lead and all pharmacies within the PCN area.
6. Attendance – you will be expected to attend PCN meetings within the PCN that you represent. Each PCN will have set meetings, however, PCN's may differ from area to area in relation to the number of meetings that you are required to attend.
7. Feedback – you will be expected to provide written feedback after every PCN meeting to Humber LPC via a PharmOutcomes platform feedback form.

Further information/resources

The following links will take you to webpages with information and resources on PCNs:

NHS England PCN and integrated care pages:

<https://www.england.nhs.uk/gp/gpfpv/redesign/primary-care-networks/>

<https://www.england.nhs.uk/integratedcare/>

PSNC PCN page and resources page:

<https://psnc.org.uk/the-healthcare-landscape/primary-care-networks-pcns/>

<https://psnc.org.uk/the-healthcare-landscape/primary-care-networks-pcns/pcn-resources-and-guidance/>

Primary care home: community pharmacy integration and innovation (National Association of Primary Care)

Information on the national vision for the development of community pharmacy services:
<https://psnc.org.uk/psncs-work/psnc-vision-and-work-plan/>

Funding for work with PCNs

To date there are no associated funds dedicated for working with PCN's including backfill. However, the LPC is investigating a number of possible funding avenues and as such this may change as PCN's develop in the future.

Meeting Feedback

Feedback should be sent to Humber LPC following every PCN meeting using the feedback form and then via the Pharm Outcomes platform. Feedback from your meetings is important; please ensure that you provide feedback following every PCN meeting.

The LPC's role in supporting you

Humber LPC will support you and other pharmacists representing community pharmacy at PCN meetings. The support provided will evolve as the PCNs develop, but our aim is to:

- Act as a key point of contact for advice/support;
- Help with trouble shooting/problem solving;
- Act as a critical friend;
- Help with data interpretation/analysis;
- Communicate feedback (from meeting feedback forms) to all pharmacies within the network; and
- Share information between each representative so that we can learn from each other.
- Set up a Pharm Outcomes platform so that PCN leads can quickly and easily disseminate feedback to the LPC and pharmacies with the PCN.
- Set up 'gaggle-groups' for pharmacy representatives and pharmacies within the PCN to utilise for ease of communication.

Your main point of contact is Anthony Bryce who can be reached by emailing a.bryce@nhs.net or by calling 01482 335823