



Contractor and Stakeholders Surveys Report 2018

Introduction

Hertfordshire LPC Committee requested feedback from both Hertfordshire community pharmacy contractors and Hertfordshire Stakeholders on a number of topics based around the interactions between them and Hertfordshire LPC.

It was felt that the feedback would give us an idea of where we are now in respect of communications and where it may identify potential gaps, to enable us to approach both contractors and stakeholders more efficiently in the future.

The last contractor survey was carried out in 2014 and no previous stakeholders survey had been completed.

Method

The contractors survey was sent out to all 249 community pharmacy contractors via the LPC e-news and as a paper copy during March 2017

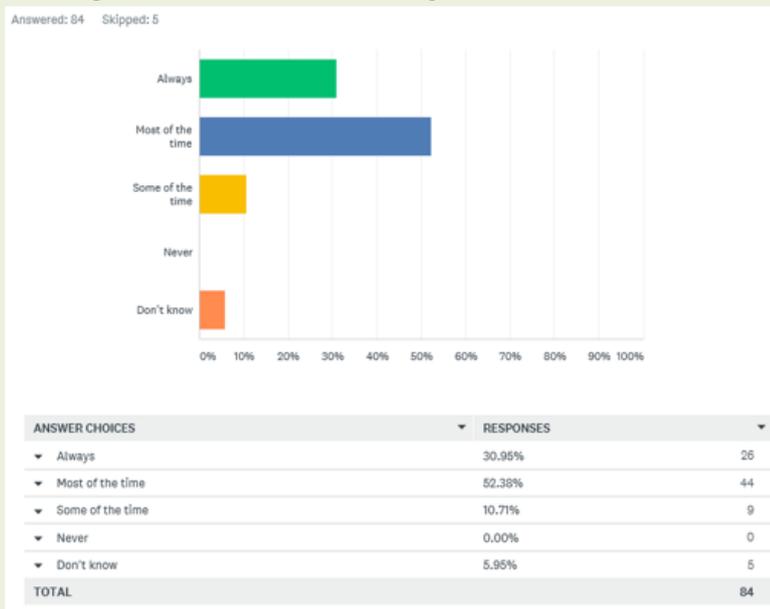
The stakeholders survey was sent out to 74 individuals by email during March 2017.

Contractors Survey

90 responses were received, 36% response rate (in 2014 only 42 responses were received)

The majority of responses came from pharmacy owners (33%). The highest number of responses came from the North Herts locality (22%) and Watford locality (25%) but there were no responses from Upper Lea Valley or Royston localities.

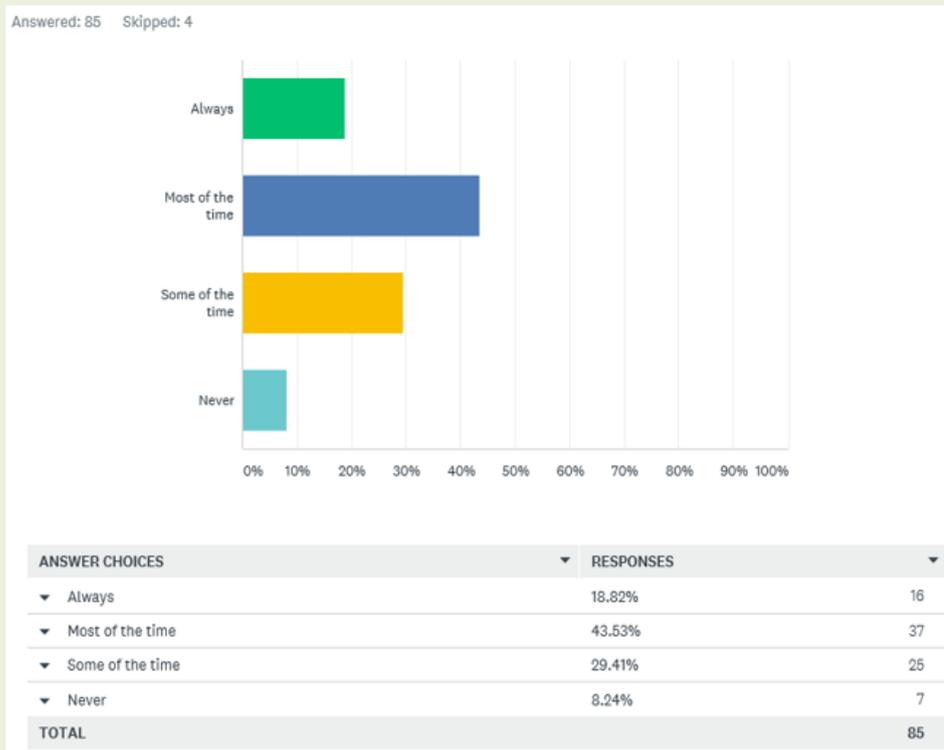
Did pharmacies feel that the type of pharmacy that they work in is represented effectively?



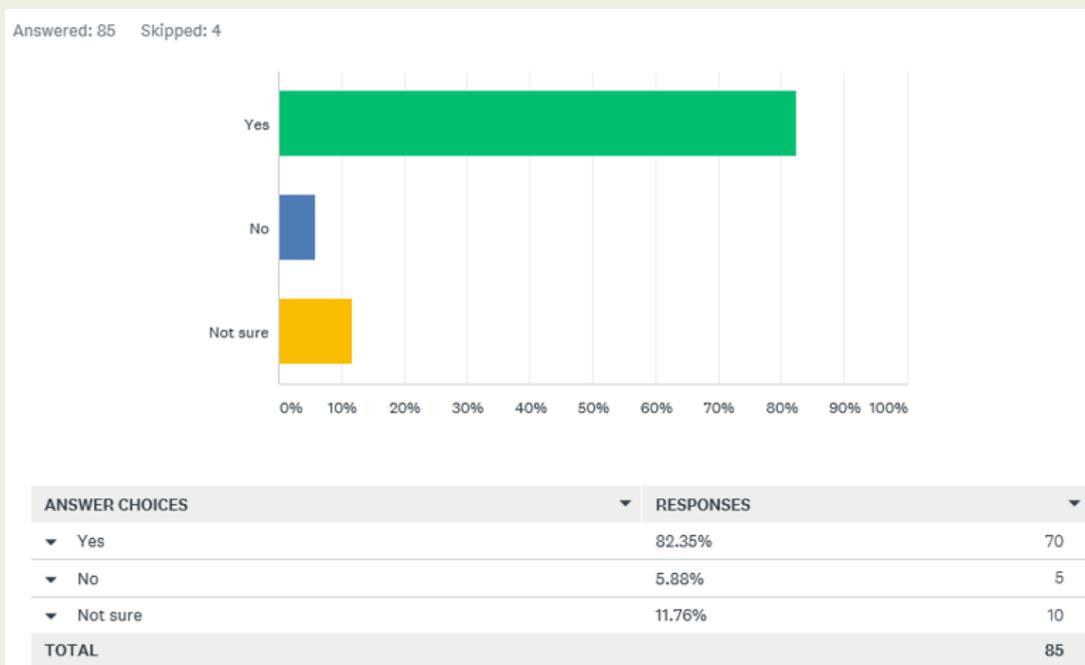
Comments: A number of the comments praised the LPC and the support provided. There were two comments that stated "CCA members should have to work in Herts" and "Would be good to know if there was an LPC member specifically for our area".



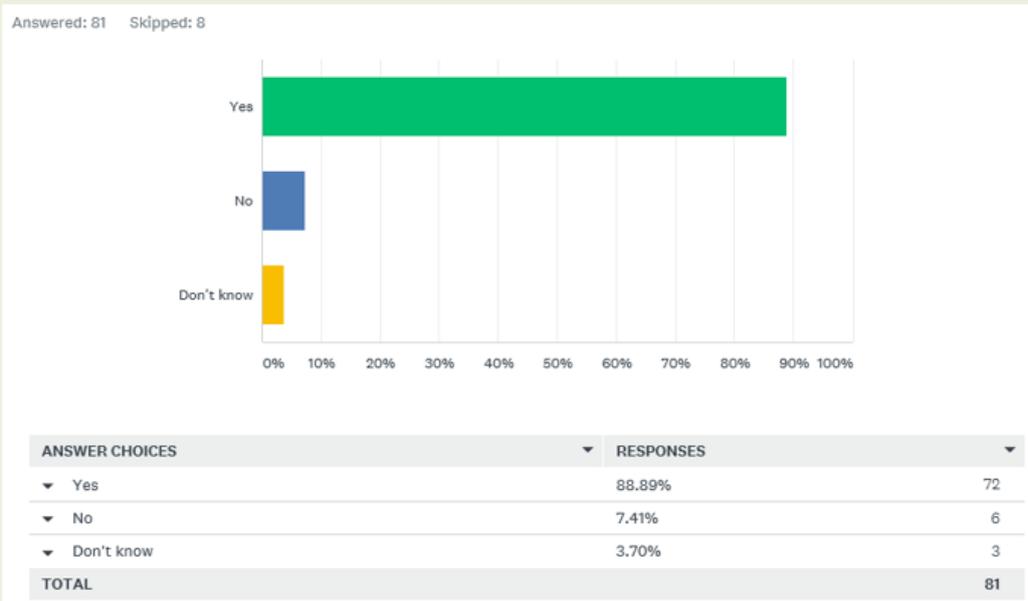
Did pharmacies know who their LPC members were?



Did pharmacies know how to contact the LPC?



Do pharmacies receive the LPC weekly news?



Of those that did receive the weekly news 92% of respondents read it always or most of the time; 93% of respondents found it useful always or most of the time and 87% acted upon it always or most of the time.

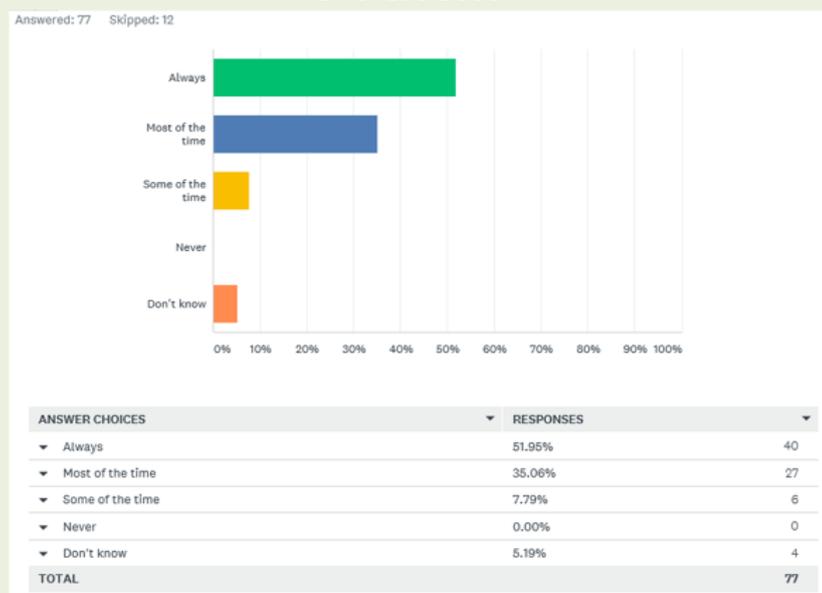
In respect of communications, pharmacies reported the following interactions:

	REGULARLY	OCCASIONALLY	NEVER	TOTAL	WEIGHTED AVERAGE
Access the LPC website for information	23.46% 19	65.43% 53	11.11% 9	81	1.88
Attend LPC training and education events	24.05% 19	65.82% 52	10.13% 8	79	1.86
Attend the LPC Annual General Meeting (AGM)	12.66% 10	32.91% 26	54.43% 43	79	2.42
Read the annual report	27.63% 21	43.42% 33	28.95% 22	76	2.01

Comments (0)

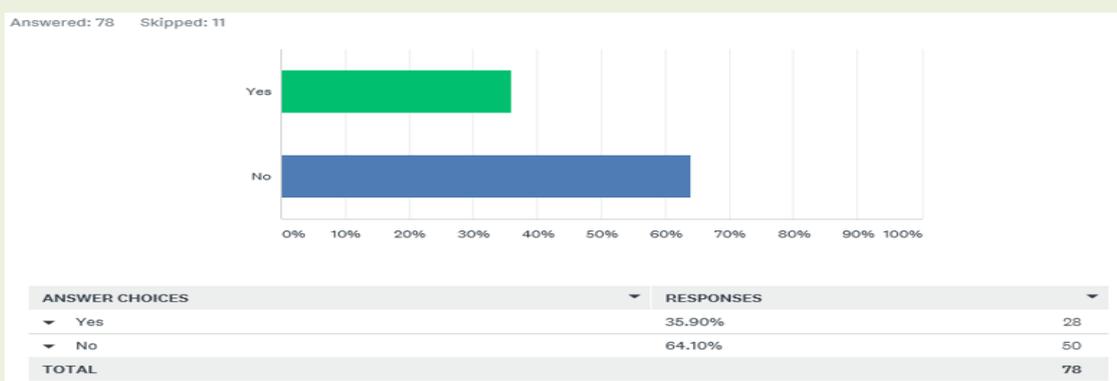
67% of respondents indicated that they had contacted the LPC within the last 1 months mainly through telephone (91%) and email (67%). The input from the LPC was always seen as helpful and timely and there was a comment that the LPC was “very approachable”. A couple of comments identified that support for quality payments submissions was especially helpful.

Are contractors aware of changes affecting community pharmacy practice that may impact on them?



In respect of the question around stakeholders, respondents indicated the top three stakeholders with which the LPC should be engaging with as CCG's (97%); Herts County Council including public health (79%) and NHS England (74%). 70% of respondents indicated that they believed that the LPC had effectively engaged with stakeholders although a large cohort (17%) indicated that they didn't know.

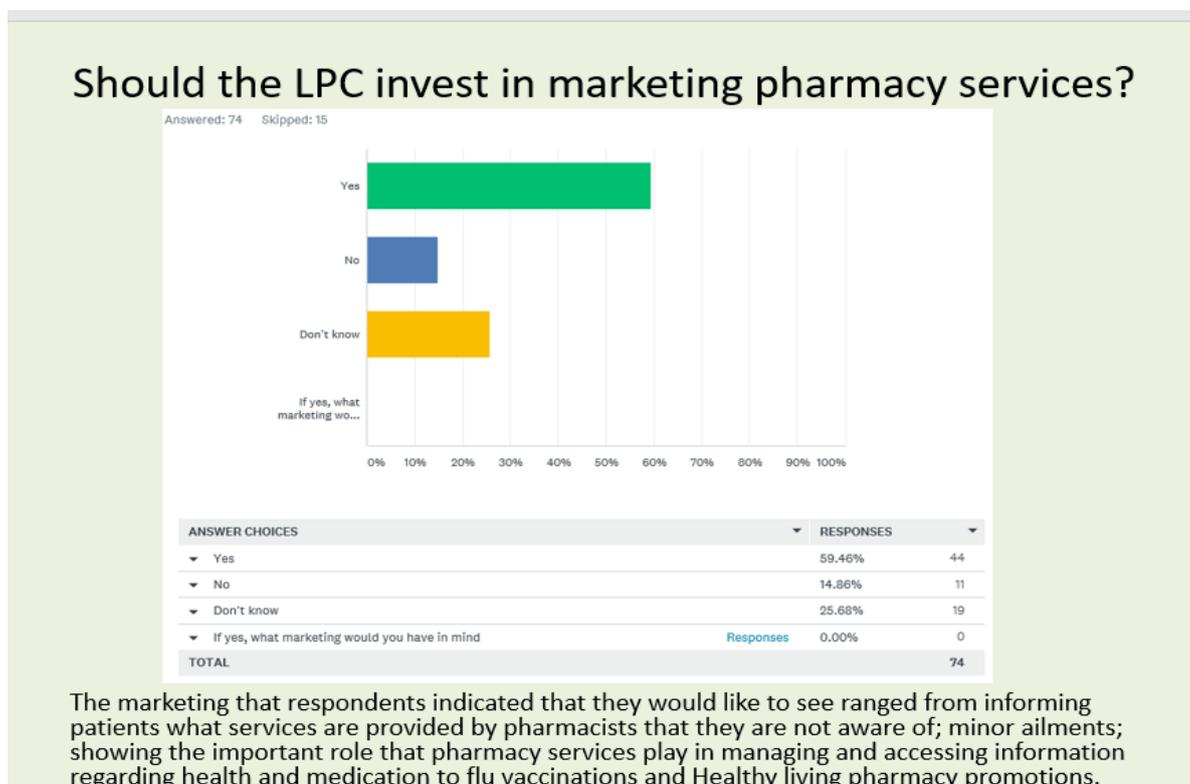
Flu vaccination radio campaign awareness?



When asked about communication and how would pharmacies like the LPC to communicate with them, almost 100% identified email as their preferred communication of mechanism and 27% indicated that they would like to see information on the LPC website.

We asked about the information provided in the LPC news and on the website. The majority of respondents wanted to see local (84%) and clinical (83%) included within the LPC news. One comment also indicated that they would like to see “regulatory information and how to meet it” in the e-news.

A couple of suggestions to include on the LPC website were made “deadlines approaching and how to complete/meet them” and “upcoming course dates with more notice to plan ahead” although one comment stated the website was very comprehensive already.



The survey also asked, what do contractors want the LPC to change in the future and we received the following comments: -

- More support for pharmacy against GP surgeries for certain issues.
- Better and more frequent engagement with contractors/telephone contact.
- Better engagement with LMC and to perhaps organise locality meetings between contractors and GPs.
- Greater visibility for multiples.
- Be very supportive to the local pharmacies.
- Become more business-like and engage all contractors possible.
- More training groups in the area.
- Try and have more involvement with CCGs on a regular basis.
- Encourage commissioning of local Minor Ailments Scheme.

- Perhaps they should be more aggressive in gaining local services such as minor ailments and pushing for training n such as EHC which we cannot provide because there is not funding from the council and it is much needed in the area.
- Improve the buffet provided at meetings as we have worked the whole day - you will see attendance will improve.
- The re-accreditation process is repetitive and should be reformed.

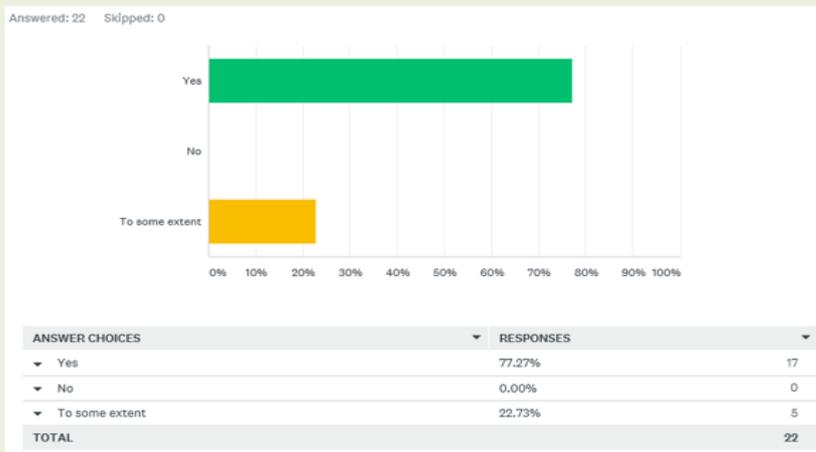
Stakeholder Survey

The stakeholders survey was sent to a range of organisations that the LPC works with from NHS, statutory, voluntary organisations and primary care colleagues. 22 responses received (30%).

Responses were received from the following organisations:

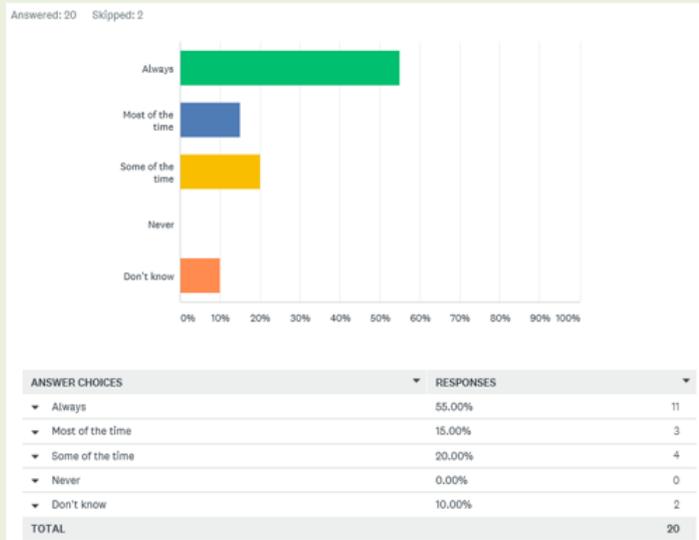
- Local Medical Committee (LMC)
- Locality Committees
- NHS England
- Sustainability and Transformation Partnership (STP)
- Hertfordshire County Council (including public health) HCC
- Hertfordshire Community NHS Trust (HCT)
- HealthWatch
- Voluntary sector
- Academic Health Science Network (AHSN)
- GP
- Clinical Commissioning Groups (CCG)
- Educational provider
- Drug and Alcohol Services Provider

Do stakeholders understand the role of the LPC?



Comment: Great contractor engagement event for NUMSAS and good local support from the LPC

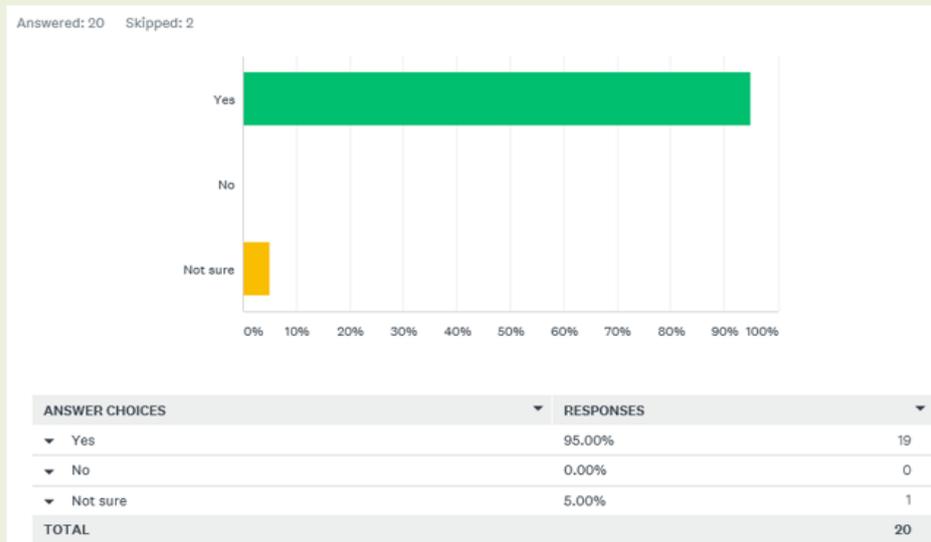
Do stakeholders feel that the LPC effectively represents all community pharmacy contractors effectively and equally?



Comments:

1. have tried to advocate for LPC on HWBB
2. Would require further information about how LPC decisions and all meeting minutes are shared with constituent members and how members can raise issues/concerns or general feedback
3. Difficult to answer as am not aware of organisational structures
4. I think the LPC are at the table with many stakeholder meetings so would say always

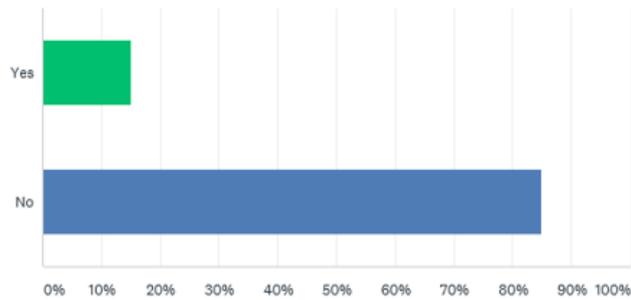
Do stakeholders know how to contact the LPC?



Comment: In the past CP contractors have not been clear about how or who to contact at the LPC . This may not be the case now.

Do stakeholders receive the LPC weekly news?

Answered: 20 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	15.00%	3
No	85.00%	17
TOTAL		20

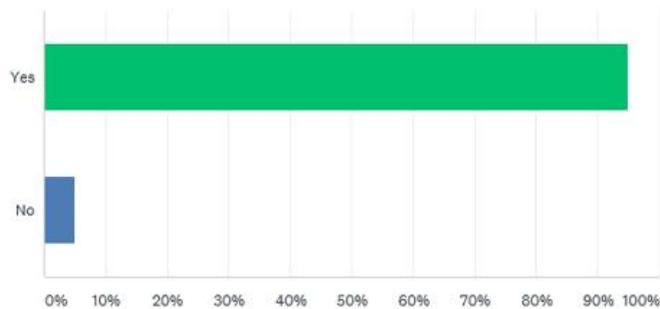
Of those that did receive the weekly news 100% of respondents found it useful.

Comments:

1. Very useful to receive and also use to share information. It is up to date. It is not clear how many contractors receive or digest its contents
2. It is useful to know what information has been communicated to community pharmacies

Do stakeholders view the LPC website?

Answered: 20 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	95.00%	19
No	5.00%	1
TOTAL		20

Of those that had viewed the website 100% of respondents found it useful.

Comments:

1. Very informative
2. Sometimes, it depends

The question was asked about LPC open meetings and of 19 respondents it was indicated that 42% attend LPC open meetings. Of the remaining 57% that don't attend LPC meetings at least half of these would like to be invited to attend LPC open meetings. Of this 42% who attended LPC open meetings there was a range of views as to whether these meetings were viewed as useful by attendees:

Quite useful (62%)

Neutral (12%)

Not very useful (26%)

Open meeting improvements were asked and a number of comments were made about how LPC meetings could be improved:

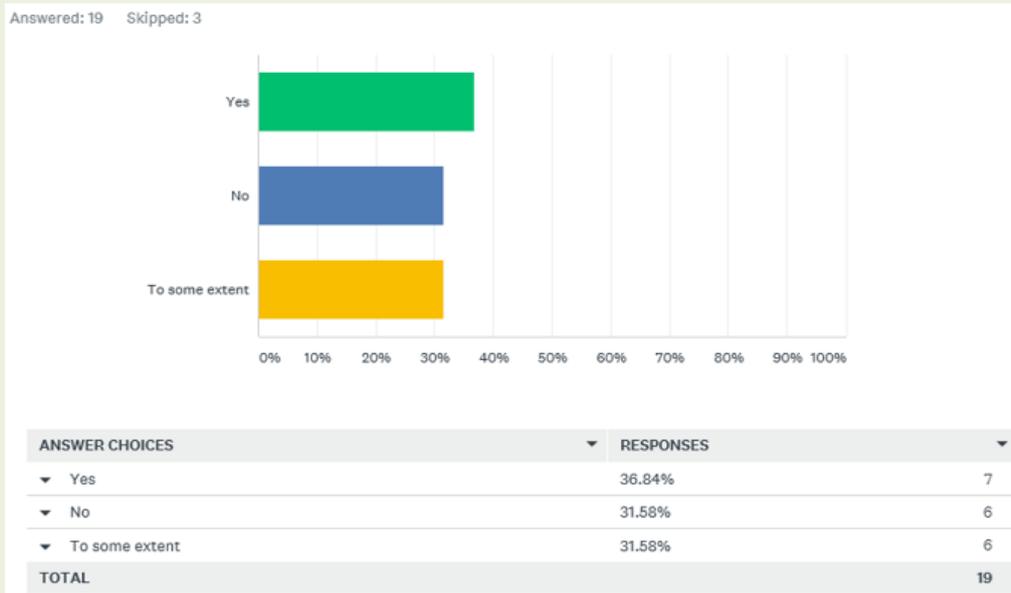
- The open meetings are mainly updates and presentations from the commissioners or other stakeholders which I either already know about or have no relevance to me and so with all the other pressures on my time I have not always been able to come to the meetings recently.
- Always find LPC helpful and constructive
- Decisions in closed meetings are not always shared. It is not clear how all members views are sought and feedback given. Worked up CP proposals to enhance medicines optimisation in primary care would be welcomed.
- Happy to attend occasional LPC meetings for specific PhIF topics
- To receive specific questions prior to the meeting to enable NHSE to respond fully and appropriately.

Engagement with the LPC, all respondents indicated that they had engaged with the LPC in the last 12 months through a number of communication channels from email to meeting attendance.

- The input from the LPC was mainly seen as helpful and timely and that LPC office staff are helpful and respond in a timely way. There was one comment that input was only sometimes helpful and sometimes not.
- 95% of respondents believed that the LPC had engaged and worked with stakeholders effectively always or most of the time over the last 12 months.
- 58% of respondents indicated that they had an excellent relationship with the LPC, 38% rated the relationship as good and only 5% rated it as fair.

When asked "how would stakeholders like the LPC to communicate with them" 71% identified email as their preferred communication mechanism and 24% indicated that they would like to have regular meetings with the LPC.

Are stakeholders aware of changes affecting community pharmacy practice that may impact on them?



What do stakeholders want as information and how would they like to work with the LPC in the future?

- Routinely email open meeting dates.
- Evidence based proposals to support improved use of medicines in primary care. Training needs assessment for CPs for increased integrated care in primary care. Support with audits i.e. use of controlled drugs. Integration and meetings with GP based pharmacists. Encouragement of collaborative working with GPs where possible to build good working relationships for the benefit of patients. 95% of respondents believed that the LPC had engaged and worked with stakeholders effectively always or most of the time over the last 12 months.
- Continue to work collaboratively to support projects funded by pharmacy integration fund (PhIF) and other work supporting community pharmacists becoming a more integrated part of healthcare.
- Understand the priorities for the LPC particularly with regards to training needs.
- Information on new initiatives; sharing models from elsewhere.
- Promote CPD events to ALL pharmacists.
- Continue excellent engagement on plans to support carers.
- To continue with good working relationship with regular meetings to discuss how we can support with training needs.
- Provide alcohol screening locally using assessment tools such as AUDIT C.
- Become actively involved in CPD events for local pharmacists.
- Invite GPs to the LPC meeting.
- Provide evidence when requesting commissioning of services.

Contractors Results

The results were encouraging however as expected the survey did identify areas where improvements can be made.

- Did pharmacies know who their LPC members were, although 43% said most of the time they knew and 18% said always, this leaves 37% who said some of the time/never.
- It was encouraging that 82% knew how to contact the LPC however 15% said not sure or no, they didn't know how to contact the LPC
- 11% never access the LPC website for information, 10% never attend LPC training and education events, 54% never attend the LPC Annual General Meeting and 28% never read the annual report
- During the flu season of 2017, Hertfordshire LPC invested funds to promote flu vaccinations in Hertfordshire on local radio. Although the campaign was stretched over a 6-week period and promoted in the LPC weekly e-news a staggering 64% didn't know that there had been a campaign.
- In respect of communications almost 100% identified email as their preferred communication mechanist.
- The question around marketing pharmacy services received 59% saying yes, they felt the LPC should invest in marketing pharmacy services and these ranged from informing patients what services are provided by pharmacists.

Stakeholders Results

It was encouraging to see that 95% of stakeholders knew how to contact the LPC although this survey again identified areas of potential improvement.

- 85% currently didn't received the weekly e-news although felt it could be useful to know what information has been communicated to community pharmacies.
- As 57% currently don't attend the LPC meetings many of these said they would like to be invited
- The 42% who do attend the meetings, 23% said it wasn't very useful and feedback given included already being away of the update being discussed, feedback following the meetings not always shared and to receive questions prior to the meeting to enable the stakeholder to respond fully.
- Only 36% were aware of the changes affecting community pharmacy practice that may impact on them and hence a staggering 76% were not aware or only to some extent.
- 58% indicated they had an excellent relationship with the LPC although 43% said the relationship was good or fair.
- 71% identified email as their preferred communication mechanism and 24% would like to have regular meetings with the LPC

Actions

Communication is the largest action that can take place with immediate effect. Ensuring that:

- The Herts LPC is kept up to date and new news items added to the website
- Encouraging more contractors to attend the LPC events, either the AGM and or the training and education events.
- Encouraging the committee members to make themselves more prominent to the contractors
- Invitations to the stakeholders who currently don't attend the LPC meetings.
- Ensuring that following the LPC meeting, those who attended are given feedback on the discussed items.
- Arranging regular meetings with the stakeholders who have identified this request to discuss future collaborative working.