



November 2014



## **LPCs in the spotlight– Avon LPC**

In this new PSNC series we are talking to LPCs discussing the ways that they work to share ideas, tips and good practice across the LPC network. This time we feature Avon LPC with Chief Officer Richard Brown.

Avon LPC represents 238 contractors from an office in Bristol that it shares with the Avon LMC. Working in the same building as the LMC works really well and has many benefits says Avon LPC Chief Officer Richard Brown: any new pharmacy services can be discussed with the LMC for example and any problems between the two professions can be nipped in the bud by the two organisations. The two committees also share information on Pharma representatives which helps with sponsorship. The LPC and LMC share office facilities which includes a good sized training/board room which is used for LPC meetings.

In addition to the Chief Officer the LPC also has an engagement officer whose job includes a wide range of administrative duties, contractor communication and supporting the Chief Officer and other LPC Officers. The full job description of the engagement officer can be found on the PSNC website in LPC Resources.

### **Avon LPC meetings**

Avon LPC has four subcommittees: Finance and Governance, Training and Engagement, Service and Contracts and External Engagement. The subcommittees meet on the morning of the LPC meeting day reporting back in the afternoon to the full committee who then agree the actions for the Chief Officer, which ensures the LPC itself is directing the work to be done. The LPC meets every month apart from August and December.

Controlling external meetings is something the LPC is keen to manage: careful consideration is given to make sure that a particular meeting is necessary and the right person is attending before LPC permission is given to attend.

### **Contractor engagement**

Two years ago the LPC surveyed their contractors, two thirds of whom are CCA member companies, on what the LPC is and does. The results came as a shock with a significant number not knowing about the role of the LPC or what it does. The LPC was determined to remedy this situation and over the next two years introduced training events, improved the LPC website and Newsletter, secured

more local services, provided more information to contractors on what the LPC is doing on their behalf and why. With such a large proportion of CCA contractors, working with their regional managers has proved invaluable in getting information out to branches.

The LPC took a hard line on how it communicates directly to contractors. Contractors wanted faxes, the LPC said it communicates by email and doesn't fax which is costly and time consuming. The LPC stuck to its guns and persevered to collect all their contractors email addresses – emailing the pharmacy not a personal e-mail. Contractors have accepted the change and know they need to check the email regularly for important and useful information from their LPC, in particular looking out for the weekly update from the LPC- a concise and easy to read communication using hyperlinks for those wanting more information.

A hard copy quarterly newsletter is sent by post and, two weeks later is also emailed to contractors and made available on the LPC website.

### **Avon LPC Conference**

Avon LPC holds an annual conference which is an evening event: this year's conference in October had over 100 delegates with around 20 commissioners. Last year the conference focussed on the new commissioners and this year it was HLPs. During the evening there are break outs for the pharmacies and commissioners in each of the various localities to get together for discussions that form the basis of the LPC strategic plan. The £2,800 cost of the event is comfortably covered by 11 sponsors.

### **Training**

The LPC organises training for pharmacy staff from all sectors– the events are advertised well which is part of the reason the latest training attracted well over 100 delegates over two evenings. Topics are varied and have included OTC sales, EPS, GPhC guidance, Dementia Friends and the flu vaccination service. To date this year there have been 1,100 delegates – another reason for the success is regularity: the training events are always held on the last two Wednesdays of the month and at the same place. Booking is done on the LPC website.

### **Governance**

A folder is available at each LPC meeting listing the members and their role on the LPC with the amount of any honoraria (the LPC Chair doesn't receive an honorarium and feels that is appropriate), all the declarations of interest, a statement of the role of the LPC, expenses policy, and PSNC's governance guide. All members are required to sign an SOP to say they have read and understand the material.

Avon LPC is a transparent organisation and the minutes of its meetings, responses to consultations, PSNC Self Evaluation, accounts and strategy are all on its website (see below)

### **Ways of working**

The LPC has a shared computer drive and each LPC member has the same login details to access LPC reports, financial and HR information and other LPC business documents.

Financial governance is important and the LPC has an excel accounts program which provides management accounts and details of spends which all LPC members are required to study and challenge if need be.

The underlying philosophy is that the committee is at the heart of the running of the LPC, managing and directing the work of the Chief Officer. Every Avon LPC member understands and discharges their duties, leading the organisation for the contractors that it serves.

Find out more about Avon LPC at:

<http://psnc.org.uk/avon-lpc/>

If your LPC would like to contribute to this series contact [mike.king@psnc.org.uk](mailto:mike.king@psnc.org.uk)