

Potential Roles of National Organisation



Vision & Leadership

- Set a forward-looking vision of NHS Community Pharmacy for England
- Perform research, analysis and advocacy on policy issues
- Set mandate for contract / negotiation

- Shape and influence national policy and public opinion
- Harness and leverage innovation for community pharmacy, collating inputs from contractors
- Set direction on adoption of new technologies



Negotiate the national Community Pharmacy Contract with DHSC and NHSE&I

- Set strategy for contract / negotiation
- Service design & development of contract (with input from contractors)
- Secure best possible contractual terms and remuneration + conditions of services for NHS pharmaceutical services



Implement and manage the national Community Pharmacy Contract

- Review execution of the contract
- Work with local organisations to support implementation of national services at local level
- Support contractors to maximise benefits and mitigate risks from the contract
- Ongoing pricing audit function



Centralised guidance and support for community pharmacy and local organisations

- Promote and develop national services for community pharmacy
- Advise & support negotiations with the local NHS, local authorities and other commissioners
- Support provider company



Representation of community pharmacy at national level

- Represent, protect and serve the interests of all NHS pharmacy contractors
- Represent contractors in discussions and negotiations with Government Departments and other bodies



Communications & Public Affairs

- Guidance and advice for local orgs and community pharmacy teams in dealing with local media requests and engaging with patients and the public
- Briefing MPs and peers on community pharmacy issues
- Creating resources that community pharmacy teams and local orgs can provide to patients and the public
 - Developing promotional material for local orgs to use with local commissioner



Performance management & Reporting

Monitoring performance / KPIs and reporting these to a governance board



Potential Roles of Local Organisations

Negotiate local contracts and services with local healthcare systems

- Negotiate and develop local contracts based on national templates and frameworks
- Support local innovation, where aligned with overall community pharmacy vision
- Support contractors on local service related matters
- Inform the national negotiation through provision of local insight to National Organisation

Represent the community pharmacy voice within relevant healthcare and local authority systems and to the national organisation

- Engage and listen to contractors local needs and concerns. Represent local matters to the national body and feed into national vision
- Respond only to local consultations by NHS ICS and HWBs on behalf of local contractors
- Represent local contracts to the Local Advisory Board + National Organisation
- Local market entry matters and needs assessments



Build & influence local relationships

- Working with local NHS system to implement nationally negotiated services at local level
- Engage with local commissioners, local NHS bodies at a system-level and where applicable place based level – e.g. ensuring pharmacy presence in ICS discussions (both clinical and contractor representation)
- Maintain and develop relationship with other representative Committees / and local providers, for the benefit of local pharmacy contractors
- Collaborate with National Organisation as appropriate on all matters relating to the provision of local pharmaceutical services – requests for information, etc

Localised guidance and support for community pharmacy

- Provide information and briefings to contractors on matters relating to the local commissioning of NHS services or other elements of the local NHS environment
- Provide information on local service opportunities
- Facilitate integration at a PCN level

- Maintain communications between the committee and contractors by way of the website, newsletters, meetings and other appropriate methods
- Engage and influence local decision makers

Communications & Engagement

- Engage with local media to support voice for local community pharmacy as needed
- Demonstrate value and impact



Potential Shared Services

| Service | Potential Benefits |
|--|--|
| Human resources | Reduce risk; better employment practices |
| IT & Digital (hardware, software, services and support) | Consistency of hardware, software and support terms |
| Treasury, finance & budgeting support | Support organisations to improve financial transparency |
| Central communications team | Enhance public perception of community pharmacy through better external communications |
| Learning and development | Consistency of messages and standards Standardised support and service |
| Service development and evaluations, e.g. creating national service specifications; support design and analysis of evaluations | Reduce duplication in service introduction and development Improved quality of evaluations |
| Provider company support | Reduce duplication and risk in locally-set up provider companies |

Outputs from Focus Groups



Emerging themes

"LPCs have a role to make sure and framework for LPCs. contractors are providing all the They focus on too many services they could be" "LPCs have a role to look after all their contractors"

"We need one unified voice to bring together fragmented views - at the moment, it is a confused network. The national organisation needs to provide this unity - not the trade bodies"

Nationally agreed services have needed a lot o focus from LPCs to implement locally - DMS and **GP CPCS prime examples**

"Needs to be a structure areas with not enough outcomes. Need to deliver against KPIs and outcomes"

"the key purpose is negotiation"

low is this different what PSNC already does?"

"Community Pharmacy must have a seat at the table in the ICS structure national organisation needs to define how it engages"

"local

"Current split of funding doesn't work if the national organisation is to deliver better outcomes"

* Community Pharmacy England

Key takeaways

- LPCs' role and responsibilities must be clearly defined and differentiated from those of CPE* including the important role of working with the local NHS to implement nationally negotiated services
- CPE must be enabled to negotiate a better national contract for contractors via appropriate funding and training
- CPE must formulate a long-term plan for community pharmacy and work to improve the perception of the sector among the NHS and the general public
- The RSG should clearly explain what will change for contractors
- LPCs performance should be measured to ensure all contractors receive the same high-level of representation and support
- Community pharmacy must speak with a unified voice. CPE needs to provide this voice with HM Government and the NHS, as the body that will represent NHS pharmacy contractors
- The RSG will work with the sector to clarify how CPE and LPCs will work with and engage ICS and the changing NHS