

Pharmacy Representation Review

Appendices

Appendix 1: LPC and Contractor focus group questions (indicative)

Version 1; 03.01.20

Welcome and Introductions (start recording)

Hello and welcome. We are members of the independent team commissioned by the PSNC. We are here to get your thoughts on the roles of the PSNC and LPC, how the two organisations worked together and how they represent and support contractors. The first half of the session will focus on the LPC and the second half will focus on the PSNC.

What will happen in the focus group

Today we intend to have a good discussion, with a chance for everyone to have a say.

- i) There are no right or wrong answers – this is a chance to talk about what **you** think.
- ii) It's important that you don't view this session as a big interview and address all your answers to me. The aim is for me to remain largely quiet whilst you discuss the topics that I pose to the group.
- iii) We'll try to make sure that everyone gets a say as we are interested in the views of each of you
- iv) We will make an accurate audio record of what is said. Only the independent review team will see or hear any of what is recorded. It is important to note that the steering committee will not be able to identify you from the transcripts. As soon as we type up the focus group we will anonymise you and will only refer to you as a number. This is to encourage you to be as open and honest as possible.
- v) Later on in the evaluation we will want to quote some of your words because using real people's words can often be the best way to show what issues matter. But this won't be done in a way that would allow anyone to be individually identified.

Ground Rules

To help ensure everyone is comfortable with the discussion we would like to ask everyone to agree these ground rules:

- i) Confidentiality – please treat this discussion as confidential
- ii) Respect everyone else's contribution – even if you disagree with it
- iii) Everybody will be given time/space to contribute.

Is everyone happy to agree these?

We are sure we will have an enjoyable and interesting time

1) Round of introductions and state which LPC/Contractor you are representing.

2) What would you like to see come out of this review of the LPC and PSNC from your perspective as a contractor? For each individual to answer as a scene-setter

3) What are your thoughts on representation role of the LPC (to PSNC, PCNs, CCGs, local authorities)?

- How do you feel about this representation?
- In what ways does their representation fit with your views on what needs to be said/done to promote pharmacy within / to the group identified above?
 - In what ways doesn't the LPC fit with your views on what needs to be said/done?

4) What are your thoughts on the support role of the LPC?

- What support has been provided to date?
- How supported do you feel?
- What do they do well?
- What could be done better?
- Is their structure fit for purpose? Do you have any thoughts on alternatives?
- How responsive do you feel the LPC are to contractors' needs?

5) Given the recent changes to the community pharmacy contract and NHS organisation, for example the introduction of PCNs, how does the role of the LPC need to change to support pharmacy's role within primary care?

Summarise what has been said so far – then say:

6) What other views do you have about LPCs? (prompts: Communication, Funding) – is there anything else that we haven't covered?

Moving on to talk about the PSNC:

7) What are your thoughts on representation role of the PSNC (to Government, NHS England, PCNs, CCGs, local authorities)?

- How do you feel about this representation?
- In what ways does their representation fit with your views on what needs to be said/done to promote pharmacy within / to above groups?
 - In what ways don't they fit with your views on what needs to be said/done?

8) What are your thoughts on the support the role of the PSNC?

- What support have they provided to date?
- How supported do you feel?
- What do they do well?
- What could be done better?
- Is their structure fit for purpose?
- How responsive do you feel the PSNC are to LPC and contractors' needs?

9) What are your thoughts on the structure of the PSNC?

10) Given the recent changes to the community pharmacy contract and NHS organisation, for example the introduction of PCNs, how does the role of the PSNC need to change to support pharmacy's role within primary care?

Summarise what has been said so far – then say:

11) Anything else you would like to say about the PSNC?

- Communication, Funding

Appendix 2: Participant Information Sheet

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Participant Information Sheet

We would like to invite you to take part in our evaluation. This information sheet will provide you with details about the aims of the project as well as what we will ask of you. Please take your time to read the following information. If you have any questions, or would like more information, please feel free to contact us.

What is the purpose of this evaluation?

The Community Pharmacy Contractual Framework for 2019/20-2023/24 outlines new services and ways of working for community pharmacy – supporting the NHS Long Term Plan. Significant change will be required by many contractors in order to deliver this new vision of integrated and accessible local health services.

This transformation and the advent of Primary Care Networks (PCNs) will require contractors to work and collaborate in a way they have not done in the past. In doing so, the requirements on those organisations that represent and support them at a local and national level will also change. At the Local Pharmaceutical Committee (LPC) Conference of September 2019, it was proposed by PSNC that a review of representation and support to all community pharmacy contractors should be carried out to ensure that the best possible service is being provided to the contractor network.

What the review aims to do

The review will take a ground-up approach looking at the current local and national structures representing and supporting pharmacy contractors and make recommendations for the future.

This will include:

What representation and support is needed by contractors now – and what is the future requirement likely to be?

What is working well in LPCs and PSNC and what could be improved?

What are the most effective structures for current and future demand?

What is the best structure to ensure all contractors are represented well?

What, if any, changes are needed now and over the life of the new Contractual Framework and beyond?

How should the representation and support for contractors be financed?

Why have I been invited?

You have been invited as you are either:

- a) A LPC board member or officer
- b) A community pharmacy contractor

Do I have to take part?

No, your participation is voluntary. You are free to withdraw from the focus groups at any point. However, it will not be possible to remove your data and it will be retained for analysis.

What does the project involve for me?

The study will involve attending one focus group that will last approximately 90 minutes.

What will you do with my information?

We will record the conversation on an audio recorder. This will be transcribed either by the evaluation team or a professional transcriber. The transcript will be anonymised and stored securely on university servers. Your consent form will be kept in a locked cabinet in a locked office at UEA in accordance with the university's data protection rules.

Will my information be confidential?

Yes. All study involvement will remain strictly confidential and all data will be kept on a password protected computer and accessed by the evaluation team only.

Complaints and further contact

If you have any further questions about this study or any of the information given above please do not hesitate to contact us on the e-mail addresses below and we will be happy to answer any questions you may have. If you have any concerns or complaints about the evaluation then please contact the Head of School, Prof Simon Gibbons (s.gibbons@uea.ac.uk).

Contact details:

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Appendix 3: Consent form

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Focus group consent form

If you wish to participate in the above study please **initial** in the box at the end of each sentence and complete the details at the bottom of the form.

1	I confirm that I have read and understood the information sheet for participants, dated 03.01.20 version 1, and have had the opportunity to ask questions.	
2	I agree to the focus group being audio recorded for the purposes of analysis and possible publication.	
3	I understand that all data will be anonymised and any identifiable factors will be removed by the evaluation team.	
4	I agree to participate in this evaluation.	
5	I understand that I can withdraw my consent to participate at any point but that my data may not be removable.	

Name of participant

Signature

Date

Name of person taking consent

Signature

Date

Demographic information

Age	
Gender	
Ethnicity	
In which LPC do you work?	