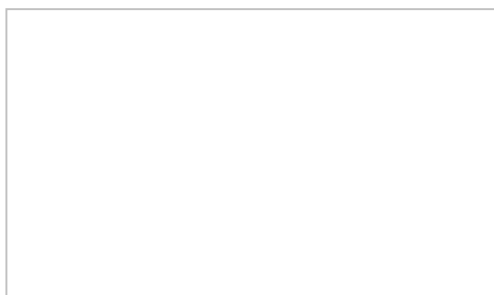


# Pharmacy Representation Review (LPC Survey) (FINAL)

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## Page 1: Information

- This independent review of structures, processes and roles in LPCs and PSNC is being carried out by a team at University of East Anglia and University of Bristol.
- The questions in this survey were compiled following a series of eight regional focus groups and interviews with LPC members and contractors.
- There are seven sections to the survey: about your LPC, LPC roles and responsibility, LPC communication, LPC performance, governance and accountability, financing LPCs and PSNC, about the PSNC, about the review.
- You will need to complete all the questions in one session (which is why we have attached a Word/PDF version if you wish to use this to gather opinions from your committee in advance of completing it online).
- We ask for demographic data to enable reporting of the breadth of responses; however you will not be personally identified in the survey and all results will be anonymised.
- **The survey will close on Saturday 29th February 2020 at 23:59.**
- **The survey contains a significant number of open-ended boxes for you to convey your opinion. Please ensure that these are written in as succinct a way as possible as this will facilitate analysis and interpretation.**



1. Please tick 'yes' below to say that you agree to us using your data for the purposes of analysis. You will need to say you agree to our using the data in the analysis to take part. \* *Required*

- Yes
- No

# Page 2: Section 1: About your LPC

2. Which LPC are you? \* Required

3. How many voting committee members do you have? \* Required

Please enter a whole number (integer).

4. Have all committee members contributed actively to the completion of all survey responses? \* Required

Yes  
 No

4.a. If NO, please explain. If YES, please describe the process.

5. Does your committee have a current PSNC member on it? \* Required

Yes  
 No

6. Does your committee have a previous PSNC member on it? \* *Required*

- Yes
- No

7. What are your views on the size of your committee? *Optional*

8. What is maximum period of time a committee member has been on your LPC (Years)? \* *Required*

Please enter a whole number (integer).

9. Should there be a maximum number of terms of office for committee members? \* *Required*

- Yes
- No

9.a. If YES, what should inform the decision as to whether the term of office be renewed? If NO, please explain your answer.

10. How frequently does your committee meet?

11. How long has your Chief Officer been in role within your LPC (in years)? \* *Required*

Please enter a whole number (integer).

12. Should there be a maximum length of time for Chief Officers? \* *Required*

- Yes
- No

12.a. If YES, how long should this be? If NO, please explain your answer.

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13. Can the Chief Officer be a member of the committee? \* Required

- Yes
- No

13.a. Please explain your answer

14. Should the process for selecting Chief Officers be standardised? \* Required

- Yes
- No

14.a. If YES what would you like to see included within the Person Specification? If NO, please explain your answer.

15. What are your thoughts on the inclusion of non-contract holders on the LPC?

16. Is it important that the LPC reflects the diversity within its constituents with respect to gender and ethnicity? \* *Required*

- Yes
- No

16.a. If you answered NO please explain. If you answered YES please provide your thoughts on how this could be encouraged/achieved.

17. What are your thoughts on current number of contractors represented by your LPC?

18. How do you see the size (number of contractors) of LPCs changing in the future?

19. Do you currently share people and functions with another or other LPCs or have plans to do so? \*  
*Required*

- Yes
- No

19.a. If YES please describe the current arrangements.

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20. Which of the following are routinely monitored within LPC members for up to date training completion? \* *Required*

Please don't select more than 1 answer(s) per row.

Please select at least 4 answer(s).

	Yes	No
Equality and diversity	<input type="checkbox"/>	<input type="checkbox"/>
Recruitment and appointment	<input type="checkbox"/>	<input type="checkbox"/>
GDPR and data protection	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

20.a. Please explain your answer.



# Page 3: Section 2: LPC Roles and responsibility

**21.** Which of the following training roles do you believe LPCs should be providing from contractor levy funds?

Please don't select more than 1 answer(s) per row.

Please select at least 6 answer(s).

	Yes	No
Implementation and delivery of locally commissioned services	<input type="checkbox"/>	<input type="checkbox"/>
Implementation and delivery of nationally contracted services	<input type="checkbox"/>	<input type="checkbox"/>
Changes to contract	<input type="checkbox"/>	<input type="checkbox"/>
Clinical skills	<input type="checkbox"/>	<input type="checkbox"/>
Management skills	<input type="checkbox"/>	<input type="checkbox"/>
Leadership skills	<input type="checkbox"/>	<input type="checkbox"/>

**22.** Is there any other training which LPCs could provide from levy funds?

**22.a.** Please explain your answer to questions 21 and 22.

**23. Which other roles do you think are important for LPCs to provide from the contractor levy funding? \* Required**

Please don't select more than 1 answer(s) per row.

Please select at least 14 answer(s).

	Not at all important	Slightly important	Important	Fairly important	Very important
Resolving and supporting contract breaches and remedial notices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Negotiating and setting up contracts for local services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting innovation and initiatives within the delivery of community pharmacy services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting evidence collection to inform PSNC negotiations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Representing community pharmacy in the local media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community pharmacy representation in PCNs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring that the Community Pharmacy voice is heard in all relevant local health bodies and initiatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Presenting the voice of the contractor to the PSNC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Working with other local committees to ensure that contractors are appropriately represented	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing timely information to optimise contract delivery and remuneration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting contractors to implement new national guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sharing good practice with other LPCs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring that contractors are maximising their contract claims	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regulation and monitoring of contract implementation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

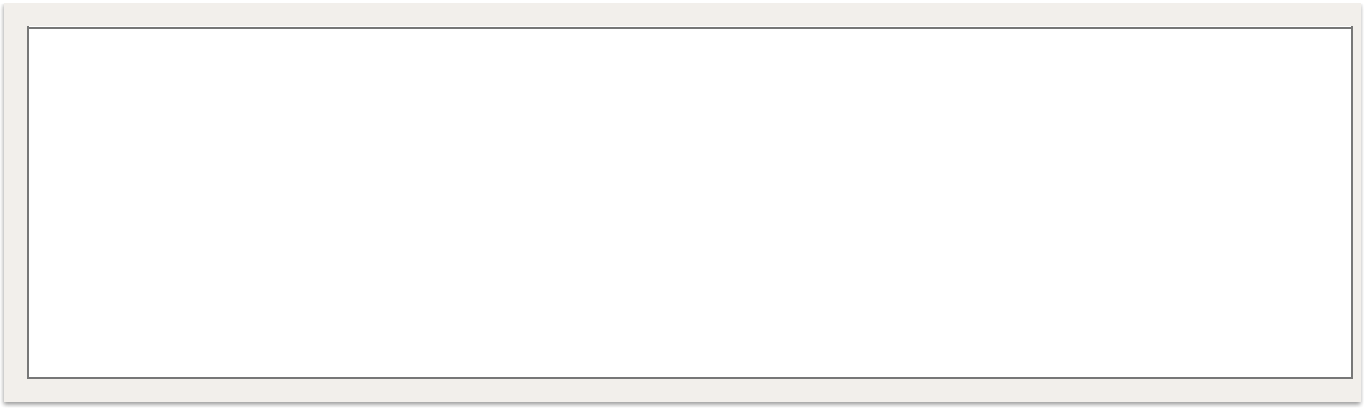
24. Please list any other roles which LPCs could provide from levy funding.

24.a. Please explain your answer to questions 23 and 24.

25. Thinking about the last few years, please provide a list of additional non-levy income/resources.

26. Do you have any examples of good practice with respect to support provided by your LPC to contractors which you would like to share?

27. What things do you think that the LPC may have to do differently to support contractors in the future?



# Page 4: Section 3: LPC Communication

28. How often do you use the following methods to communicate with contractors?

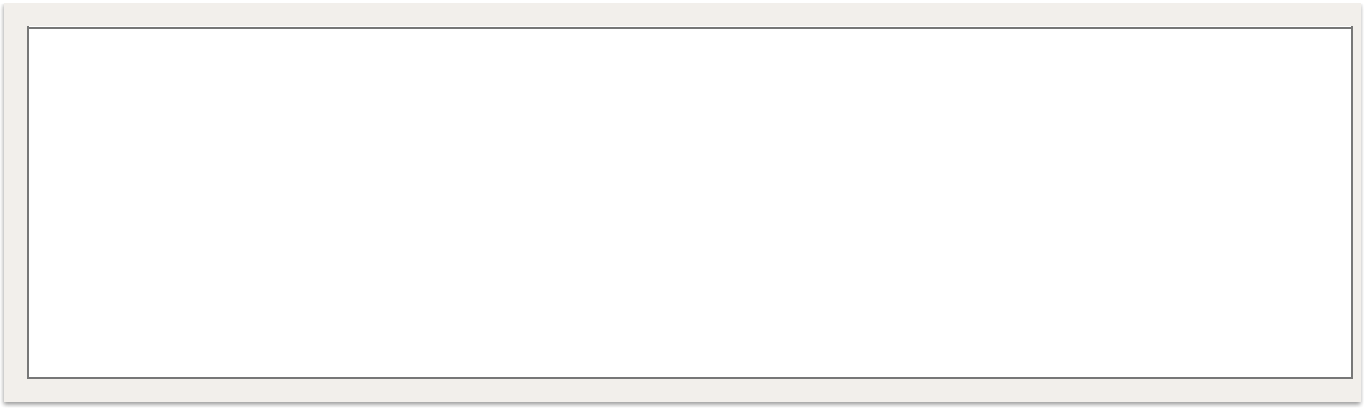
Please don't select more than 1 answer(s) per row.

Please select at least 6 answer(s).

	Never	Weekly	Monthly	Bi-monthly	Quarterly	Twice yearly	Yearly	Other
Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Network events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28.a. Any other methods?

29. What could be done to further enhance the effectiveness of communication with contractors?



# Page 5: Section 4: LPC performance, governance and accountability

30. What are your thoughts on the current governance of LPCs?

31. What do you think a governance framework for LPCs should include?

32. What could be measured to enable appropriate and fair benchmarking between LPCs to be undertaken?



33. As autonomous bodies LPCs are currently accountable to themselves with no external oversight. Is this appropriate? \* *Required*

- Yes
- No

33.a. If YES please explain. If NO what are your thoughts on what external oversight may look like.

34. Should there be a code of conduct for LPC members? \* *Required*

- Yes
- No

34.a. If YES, what should it include? If NO, please explain your answer.

# Page 6: Section 5: Financing LPCs and PSNC

35. How should LPCs/PSNC be funded? Please explain your answer.

# Page 7: Section 6: About the PSNC

We are interested in your thoughts on leadership within PSNC. Please provide your view by ticking the box which best reflects your opinion to each of the following statements.

**36.** To what extent do you agree with the following statements. \* *Required*

Please don't select more than 1 answer(s) per row.

Please select at least 2 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
The PSNC has a clear vision for community pharmacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The PSNC has a clear vision for the community pharmacy contract	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**36.a.** Please explain your response to the above questions.

**37.** To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
The PSNC has a strategic plan which informs national negotiations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

37.a. Please explain your response to the above question.

38. To what extent do you agree with the following statements.

Please don't select more than 1 answer(s) per row.

Please select at least 2 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
The PSNC is transparent in how it makes decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The PSNC is accountable for the decisions it makes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

38.a. Please explain your response to the above questions.

39. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
The governance of the PSNC is clear and appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

39.a. Please explain your response to the above question.

40. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
The PSNC understands what it is like to be a community pharmacy contractor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

40.a. Please explain your response to the above question.

41. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
The PSNC effectively represents LPC views at a national level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

41.a. Please explain your response to the above question.

42. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
The PSNC provides support that is appropriate for our needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

42.a. Please explain your response to the above question.

43. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
The PSNC provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

43.a. Please explain your response to the above question.

44. Should there be a code of conduct for PSNC members? \* Required

- Yes
- No

44.a. If YES, what should it include? If NO, please explain your answer.

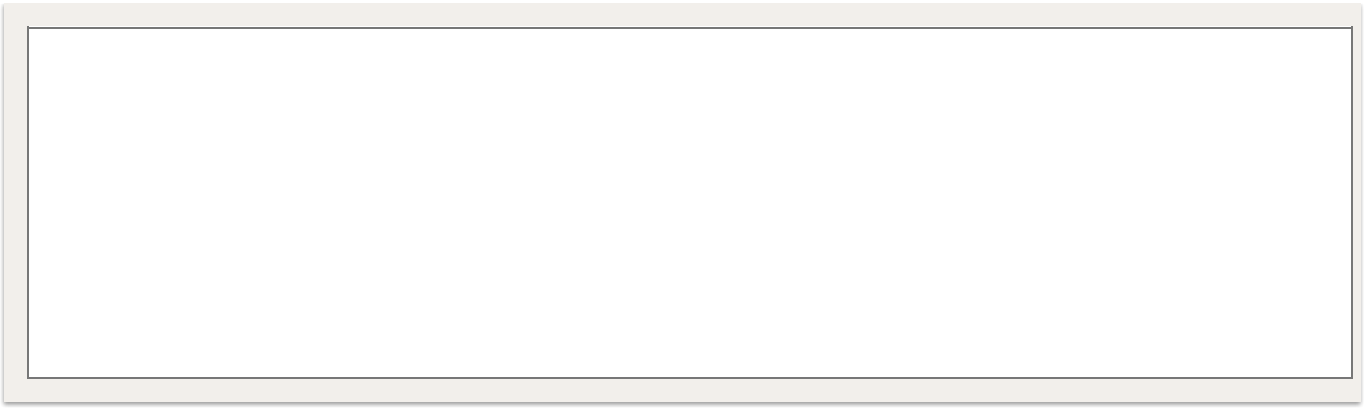
45. Please describe what the PSNC does well with respect to national representation.



46. Please provide suggestions as to how the PSNC could improve its effectiveness with respect to national representation.

47. How can the relationship between LPCs and the PSNC be enhanced?

48. Is there anything else you would like to say about the PSNC which you have not said already and you believe may help us in making our final recommendations?



# Page 8: Section 7: About the review

49. How should the PSNC and LPCs decide on which recommendations from the review they should implement and the timescale for implementation?

## Page 9: Final page

Thank you for taking the time to contribute to this review.

[If you would like to save a copy of your responses please download these using the link above.](#)

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## Key for selection options

### 2 - Which LPC are you?

Avon  
Barnet, Enfield and Haringey  
Barnsley  
Bedfordshire  
Bexley, Bromley and Greenwich  
Birmingham and Solihull  
Bolton  
Brent and Harrow  
Buckinghamshire  
Cambridgeshire and Peterborough  
Camden and Islington  
Cheshire and Wirral  
City and Hackney  
Cornwall and Isles of Scilly  
County Durham and Darlington  
Coventry  
Croydon  
Cumbria  
Derbyshire  
Devon  
Doncaster  
Dorset  
Dudley  
Ealing, Hammersmith and Hounslow  
East Sussex  
Essex  
Gateshead and South Tyneside  
Gloucestershire  
Greater Manchester  
Halton, St Helens and Knowlsey  
Herefordshire and Worcestershire  
Hertfordshire

Hillingdon  
Humber  
Kensington, Chelsea and Westminster  
Kent  
Kingston, Richmond and Twickenham  
Lambeth, Southwark and Lewisham  
Lancashire  
Leicestershire and Rutland  
Lincolnshire  
Liverpool  
Norfolk  
Northamptonshire and Milton Keynes  
North East London  
North of Tyne  
North Staffordshire  
North Yorkshire  
Nottinghamshire  
Rotherham  
Sandwell  
Sefton  
Sheffield  
Shropshire  
Somerset  
South Central  
South Staffordshire  
Suffolk  
Sunderland  
Surrey  
Sutton, Merton and Wandsworth  
Swindon and Wiltshire  
Tees  
Thames Valley  
Walsall  
Wawickshire  
West Sussex  
West Yorkshire  
Wolverhampton City

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