

# **Future of NHS Community Pharmacy Representation & Support**

**Contractor and stakeholder focus groups**

**October 2021**

# Agenda

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## 1. Recap & Purpose of this session

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## 2. Key takeaways and emerging themes from focus groups (July-August)

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## 3. Group Discussion on key questions for the future models for representation and support

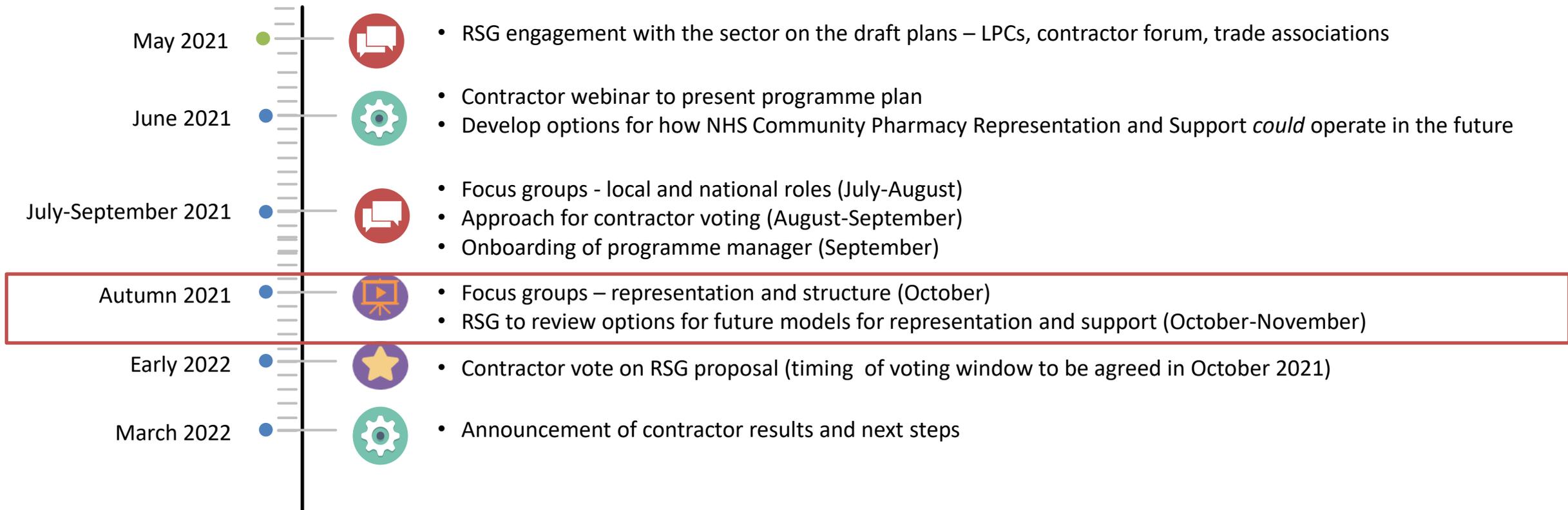
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## 4. RSG progress and next steps

- Contractor voting process
  - ICS & future NHS landscape
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# Programme Timeline

The RSG has set out a planned timeline for its next activities, recognising that many factors could affect this



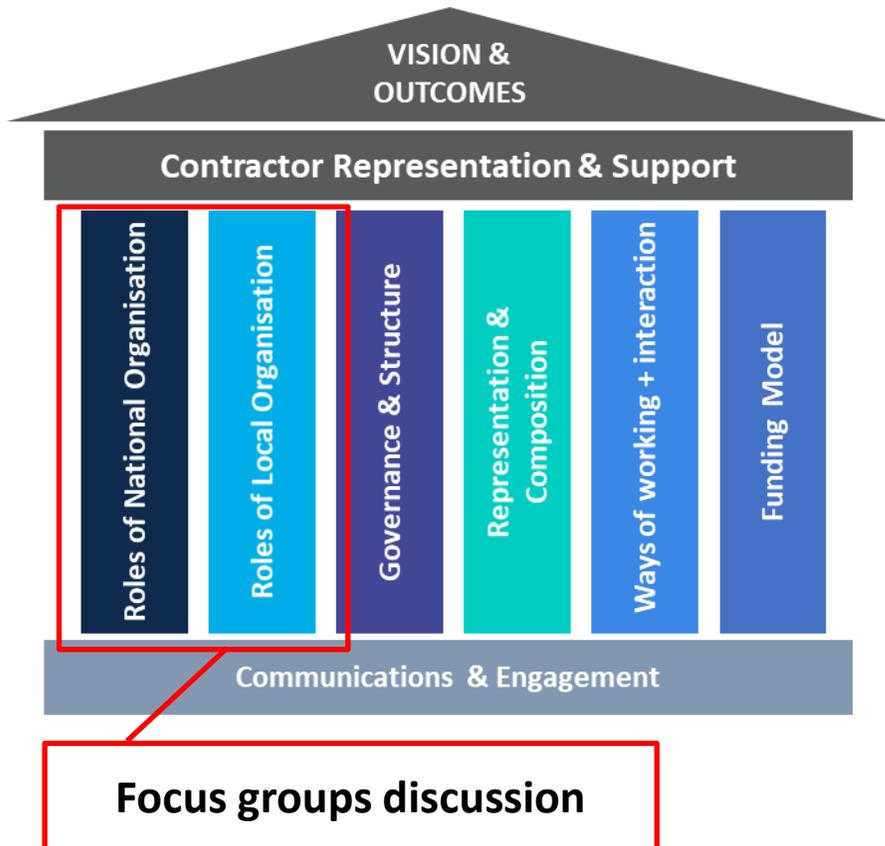
# Purpose of the Review Steering Group

- The Pharmacy Review Steering Group (RSG) is working to bring about change so that NHS community pharmacy owners in England have:
  - stronger representation
  - better and more consistent support
  - and a more unified voice to Government and the NHS.

# Change: Why is it needed

- The RSG is seeking to address the issues identified in Professor Wright's 2020 review of PSNC and LPCs.
- The RSG also considers that NHS Integrated Care Systems (ICS) are going to fast become a critical part of the local healthcare landscape for community pharmacy and that our representation and support structures need to evolve alongside this.
- Given the significance of the rapid changes to the NHS structures, as well as the issues identified in the Wright Review, “doing nothing” is not an option for the sector.

# Recap: July-August Focus Groups



- Meetings with the trade bodies , focus groups for contractors, LPCs, PSNC, and focus events for wider stakeholders and trade press
- Purpose - defining the roles of the local and national organisation
- We asked attendees to think about the services that could be delivered centrally, and at a local or national level
- Outcomes of the focus groups have been circulated

# Outputs from Focus Groups

## Emerging themes

<p>“LPCs have a role to make sure contractors are providing all the services they could be”</p> <p>“LPCs have a role to look after all their contractors”</p>	<p>“Needs to be a structure and framework for LPCs. They focus on too many areas with not enough outcomes. Need to deliver against KPIs and outcomes”</p>	<p>“the key purpose is negotiation”</p>
<p>“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”</p>		<p>“How is this different to what PSNC already does?”</p>
<p>Nationally agreed services have needed a lot of focus from LPCs to implement locally - DMS and GP CPCS prime examples</p>	<p>“Community Pharmacy must have a seat at the table in the ICS structure – national organisation needs to define how it engages”</p>	<p>“Current split of funding doesn’t work if the national organisation is to deliver better outcomes”</p>

## Key takeaways

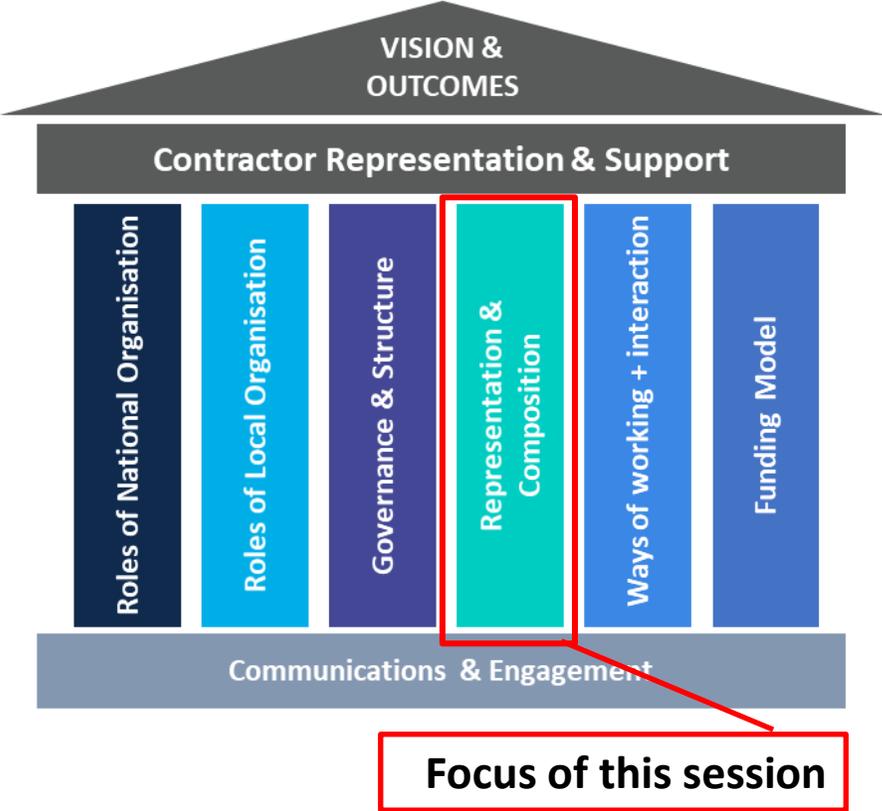
1. LPCs’ role and responsibilities must be clearly defined and differentiated from those of Community Pharmacy England (CPE) including the important role of working with the local NHS to implement nationally negotiated services
2. CPE must be enabled to negotiate a better national contract for contractors via appropriate funding and training
3. 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
4. The RSG should clearly explain what will change for contractors
5. LPCs’ performance should be measured to ensure all contractors receive the same high level of representation and support
6. 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
7. The RSG will work with the sector to clarify how CPE and LPCs will work with and engage ICS and the changing NHS structure.

# Purpose of today's Focus Group

In the previous focus groups, we asked you to help us **define the roles** that will provide NHS community pharmacy owners with the representation and support they want and need, at a national and local level

We are now looking at the wider **structure and governance**, to ensure the national and local organisations are set up to deliver the best possible services to contractors - including how they **interact with other bodies**, how they are **governed and held to account**, and how they are funded.

The purpose of this session is to seek your feedback on **options for representation.**

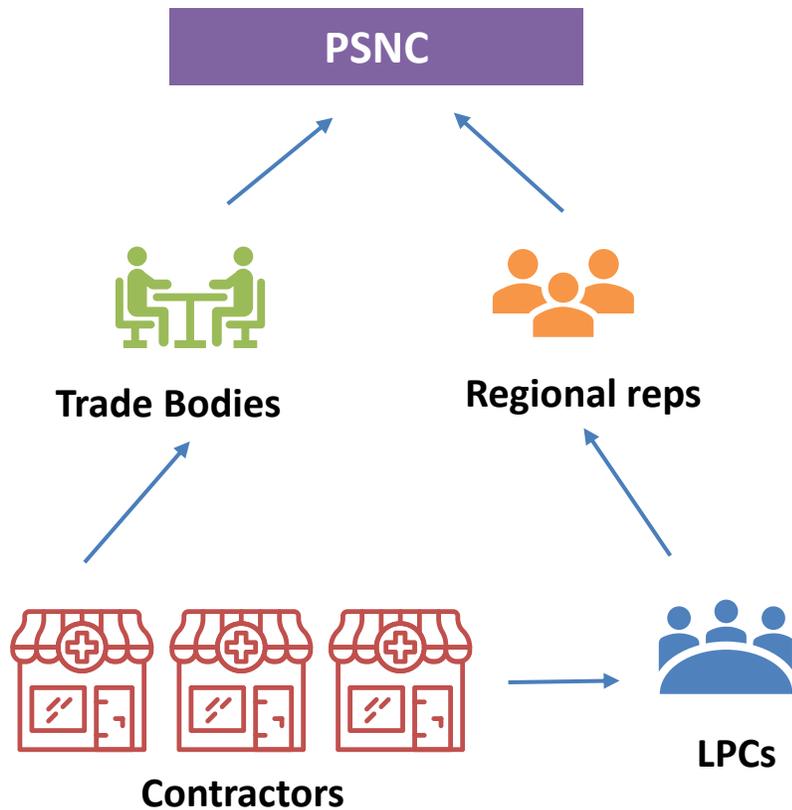


# Discussion / Breakout

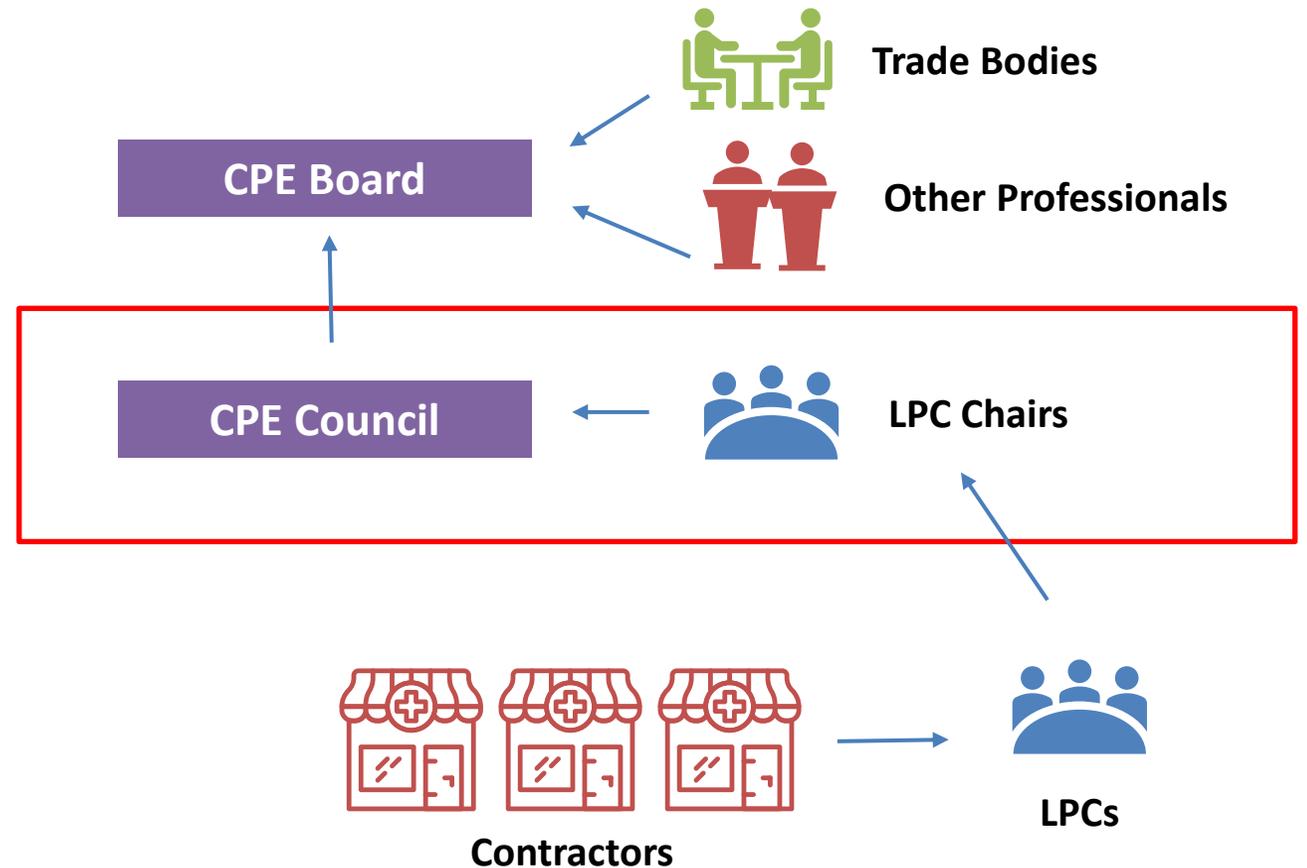
- *We will now move into the discussion part of this session.*
- *If there are more than 10 participants, you will be invited to join a breakout room – please select the option to join the room.*
- *Each discussion / breakout will be chaired by a member of the Programme Team or by a member of the RSG.*
- *You will have 45 minutes to discuss the questions before the meeting is concluded.*

# Options for Future Structure – Wright Review

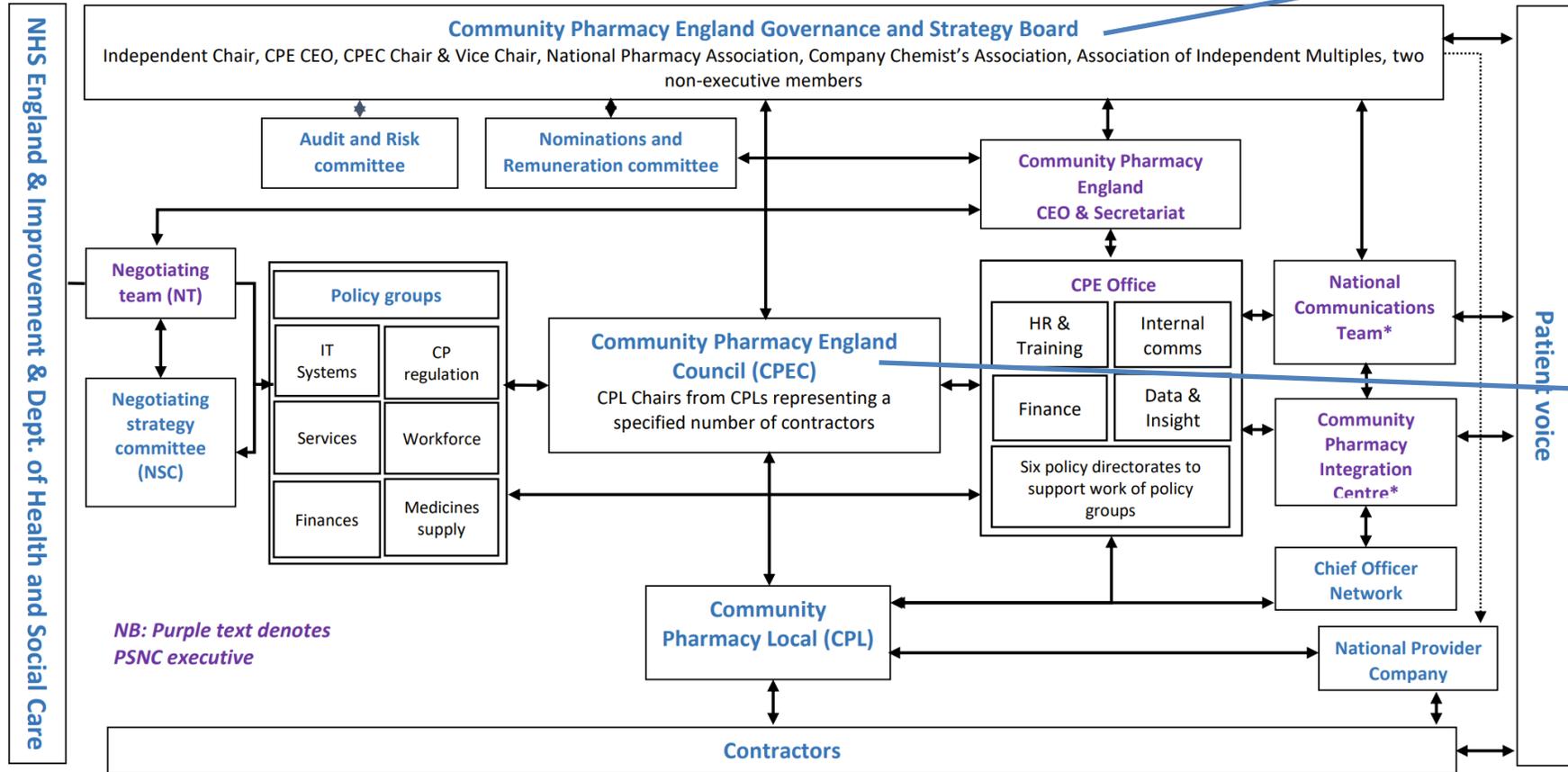
## Groups who represent pharmacy contractors at PSNC today



## Wright Review recommendation



# Recap of Wright Review proposal for the Council



## Board:

- Responsible to contractors for oversight of CPE and local organisations
- Develops one vision and voice for community pharmacy in England
- Supports activities across CPE

## Council

- Discuss and debate major issues
- Contribute to plans from the policy groups
- Vote on major issues such as whether to accept the negotiated contract
- Composed of LPC chairs, max 50
- Meets regularly throughout the year
- Members should be remunerated to cover time

\*These elements potentially jointly funded or supported by AIM, CCA, CPE, NHS England (PHIF), NPA, RPS, PDA

Figure 5.2 Possible structure for Community Pharmacy England (CPE) and its supporting bodies

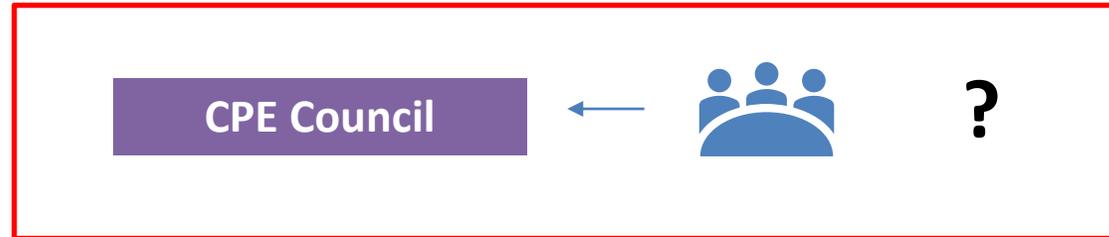
# Options for Future Structure – Wright Review



## In the new organisation a ‘CPE Council’ could:

- Act as a link between contractors and the national organisation
- Provide input from the ground up
- Input into and check the overall strategy and vision
- Discuss key issues and provide feedback to the board
- Validate the board’s decisions, e.g. negotiation

# Options for Representation – For Discussion



- 1. In this council – who would you like to represent you?**
- 2. Which groups would you like to see contributing to this organisation? E.g.**
  - Members who reflect the different organisation types e.g. independents, multiples
  - Contractor mix, e.g. newly established contractors; contractors from diverse backgrounds; DSP
  - Geography: regional; local; rural
  - Other stakeholder groups, e.g. patient representatives
  - Recognised trade bodies: AIM, CCA, NPA
- 3. What should the balance between these groups be?**
- 4. How should members be chosen? For instance: appointed/ selected; terms of service?**

# Contractor voting process

## Desired outcomes of the voting process

- Clear decision from the contractors on the proposed path for the future
- Strong mandate from contractors to prepare the path for change
- Reassure stakeholders, ease divisions

## Voting Process - A Working Plan from the RSG

### Logistics & Format

- There will be a single vote
- All contractors will be eligible to vote (one vote per ODS code)
- The vote will be held in early 2022
- Contractors will have a two-week period to vote online
- The vote will take the form of a yes / no question
- The vote will be conducted through a secure electronic platform

# Local Options & NHS Alignment

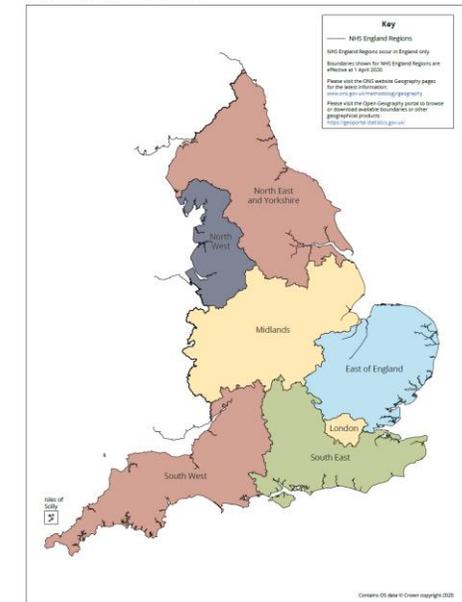
## RSG Considerations

- Future of the CPCF
- Balance of national vs local commissioning
- Approach to boundaries by the NHS and Local Government, including any reviews
- Taking stock of what we are hearing from the NHS so far
- Understanding what is yet still to be determined by the NHS about ICS ways of working
- Mapping of proposed ICS to current LPCs

England: Sustainability and Transformation Partnerships, 2020



England: NHS England Regions, 2020



## Next Steps

- We will use your feedback and input from today to further define proposals for the future models of representation and support for community pharmacy
- You can continue to reflect and provide additional feedback to [review@pharmacy-review.org](mailto:review@pharmacy-review.org)

# How to stay involved

**Visit our website:** The RSG website [www.pharmacy-review.org](http://www.pharmacy-review.org) has a wealth of information about the work of the RSG including [minutes of our meetings](#), [FAQs](#) and [updates](#).

**Join our Contractor Forum:** The RSG has set up a forum of contractors with whom it will more regularly engage. We want to hear your views on the future of LPC and PSNC support and get feedback on our draft proposals. To join, email [review@pharmacy-review.org](mailto:review@pharmacy-review.org)

**Share your feedback:** This is an open consultative process, so please continue to send further feedback to [review@pharmacy-review.org](mailto:review@pharmacy-review.org)