

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

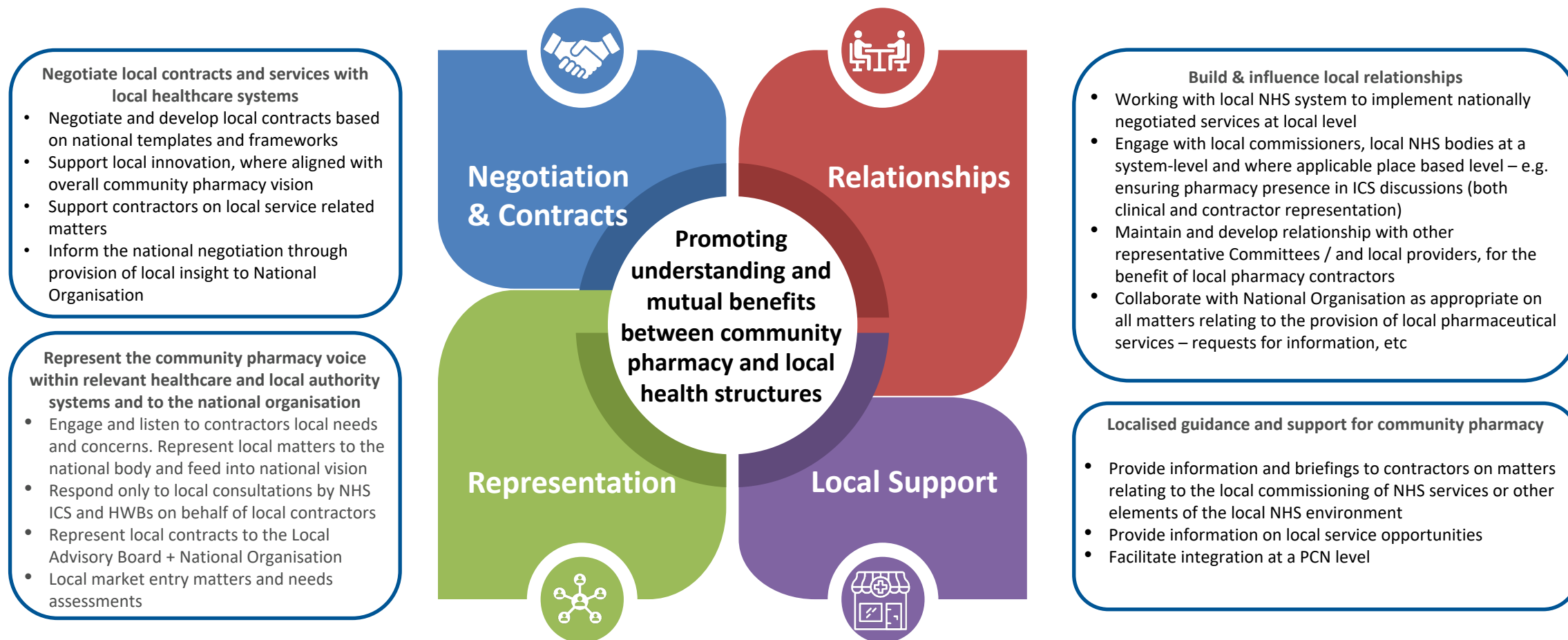
- Guidance and advice for local orgs and community pharmacy teams in dealing with local media requests and engaging with patients and the public
- Briefing MPs and peers on community pharmacy issues
- Creating resources that community pharmacy teams and local orgs can provide to patients and the public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



Communications & Engagement

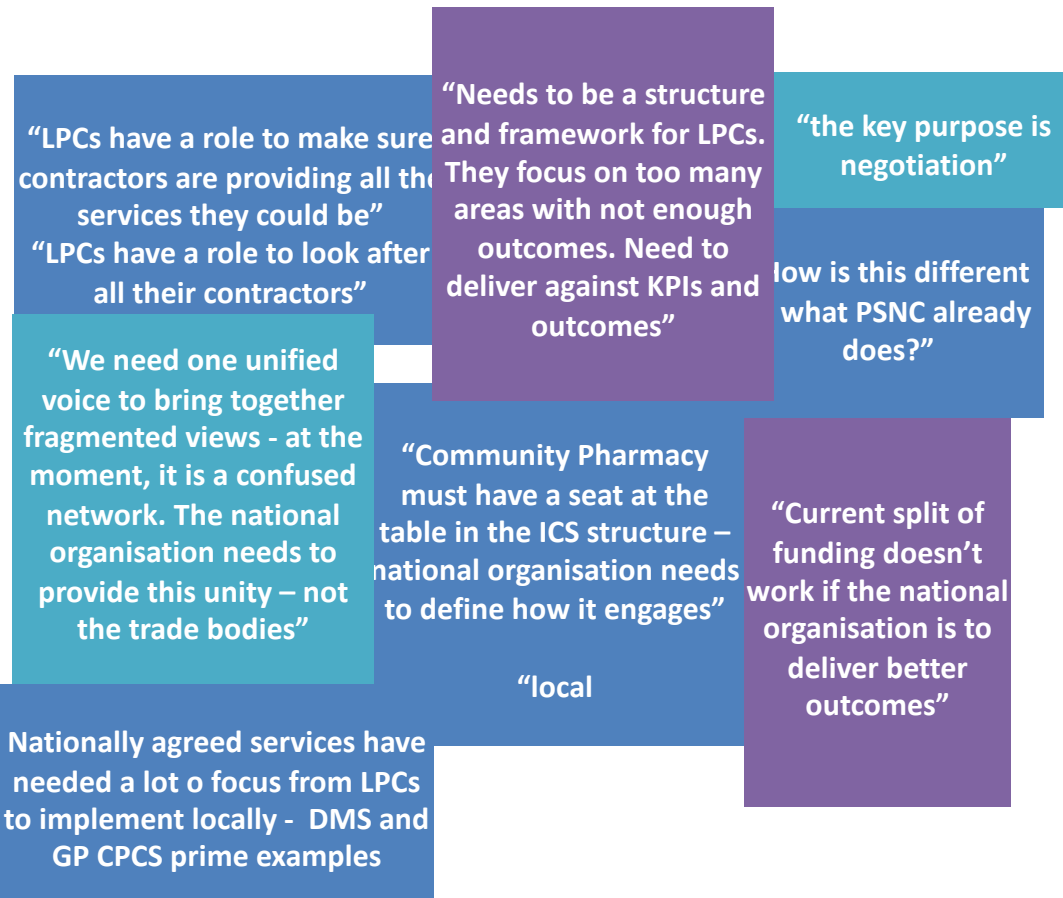
- Maintain communications between the committee and contractors by way of the website, newsletters, meetings and other appropriate methods
- Engage and influence local decision makers
- Engage with local media to support voice for local community pharmacy as needed
- Demonstrate value and impact

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



* Community Pharmacy England

Key takeaways

1. 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
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