

Eight key areas of focus for the 2015/16 operational plan

1. Improve communications to pharmacy contractors and their teams on NHS changes, nationally and locally
2. Strengthen working relationships with NHS organisations, professional groups, hospitals and universities
3. Promote and ensure high quality services are delivered from community pharmacy
4. Tackle and protect commissioning of pharmacy services, nationally and locally for future financial sustainability
5. Ensure continued redesigning of data collection and payment of pharmacy services via PharmaOutcomes to ensure future positive outcomes
6. Strengthen future educational workshops for pharmacists and their teams for future clinical sustainability
7. Promote direct involvement from patients regarding decisions about pharmacy services
8. Strengthen and ensure smooth transition of the redesigning of IT solutions of community pharmacy

**PROMOTE**

*Work with all relevant stakeholders, including patient groups, commissioning bodies and other healthcare providers to promote pharmacy.*

- Establish links with the Health and Wellbeing board
- Promote pharmacy services directly to patients and patient groups
- Work with other LPCs across the new NHSE geography
- Promote pharmacy via local media and social media
- Establish links with local council and MPs

**IMPROVE**

*Achieve a vision where patients think 'pharmacy first'. Optimise the use of medicines to support people to live healthier lives, use self care and to live independently.*

- Ensure pharmacy services are effective and simple to deliver
- Promote the HLP concept by raising the awareness of health campaigns
- Ensure primary and secondary care integration particularly on patient discharge
- Promote and increase the uptake of MUR and NMS services

**PROTECT**

*Work with all NHS bodies and pharmacy contractors to help future financial sustainability by protecting pharmacy services, locally and nationally.*

- Ensure the LPC is well represented on relevant committees
- Communicate, via LPC website and other forms of social media, to pharmacists' the availability of services and remuneration details.
- Adequately educate pharmacists on new services including EPS to ensure financial sustainability

**EDUCATE**

*Work with contractors and their teams to equip them with up to date knowledge of local and national NHS changes. Work with stakeholders to educate them on pharmacy matters*

- Ensure LPC website and social media is fully up to date for both pharmacy contractors and pharmacy stakeholders
- Equip contractors with tools and information to allow them to maintain good working relations with other health professionals
- Support contractors and their teams, via training events, to enhance clinical knowledge and delivery NHS services.

**GOVERNANCE**

*Ensure robust governance procedures are in place to safeguard contractor's levy and committee personnel.*

- Ensure PSNC self assessment is regularly completed and up dated
- Support new members with induction and robust documentation
- Ensure declarations of interest are regularly reviewed
- Ensure effective appraisal systems are in place for employees

**MISSION STATEMENT** – To provide leadership to community pharmacies in both North Staffordshire and Stoke-on-Trent, promoting and developing local pharmaceutical services in partnership with commissioners while representing the best interests of local pharmacy contractors and patients