Five key areas of focus for the 2019-20 operational plan

1. Improve communications to pharmacy contractors and their teams on NHS changes, nationally and locally for example STP workstreams and Primary care Networks (PCN).
2. Strengthen working relationships between the provider company and contractors.
3. Promote and ensure high quality services are delivered from community pharmacy seven days a week.
4. Strengthen patient engagement and understanding of pharmacy services through social media and patient groups
5. Strengthen working relationship with other healthcare professionals to ensure eRD and other digital initiatives are effectively used to benefit patients.

**1 YEAR**

**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

***SUPPORT & DEVELOP***

* Support pharmacy contractors by ensuring they are well represented by the LPC on relevant stakeholder boards
* Use and develop digital communications to support pharmacies to provide services
* Support contractors and their teams, via training events, to enhance clinical knowledge and delivery of services.
* Support the pharmacy team, including locums, on new initiatives such as eRD & services to ensure financial sustainability
* support contractors with their governance eg. GDPR, IG and CPAF,
* Equip contractors with tools and information to allow them to maintain good working relations with other health professionals

***LEAD***

* Work with other LPCs across the NHSE to share resources
* Use the LPC as an effective voice to represent pharmacy contractor interests
* Inspire and lead contractors to deliver new and existing initiatives to a high standard eg. Quality payment scheme & HLP
* Lead pharmacies to embrace the digital expansion of the NHS
* Work with pharmacy to ensure they are knowledgeable about the changing face of the NHS

***PROMOTE***

* Develop, implement and maintain a communications strategy for external stakeholders
* Make effective use of press, traditional & social media to promote community pharmacy to the public
* Use HLP as a vehicle to promote pharmacy as public health hubs
* Promote pharmacy services directly to patients and patient groups
* Engage with relevant opinion-formers & other public bodies eg. MPs, local council & Healthwatch.
* Work with CCG to reduce hospital admissions from care homes
* Work with CCG to support patients discharged from hospital with medication needs and to involve community pharmacy in every discharge

***GOVERNANCE***

* complete PSNC self-assessment on an annual basis and ensure this is reviewed regularly by committee members
* Support new members with induction and robust documentation
* Ensure declarations of interest are regularly reviewed and at least at b-monthly meeting
* Ensure effective appraisal systems are in place for all employees
* Ensure a budget for the LPC is set and reviewed by the finance sub-group
* Ensure the Nolan Principles are adhered to at all times by all committee members during their term of office

**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

**5 YEAR**