

CPA and CPHW Outline Plans and Objectives Autumn 2023- 24

What is scope of the LPC?



Overarching Plan (BAU)

New for this year in RED

Exec = Chair, Vice Chair, Treasurer and CEO supported by ZA
AHW LPCs STRATEGY – Key Objectives for workplan 23-24

Work Strand	Subsection	Objective/ Desired Outcome	Lead	Milestones
Governance	Market Entry	Respond to all contract applications on time	ZA / FL / Regs Group	Respond within required timelines and update database
	Finance	Payroll set up and managed - cost effective back-office function - economies of scale AHW - review option to use accountants	Move towards Federated model and set up AHW bank account. Use Clyde & Co contracts and pay banding	Target Jan - April 2024
		Set Xero up with App for scanning invoices	FL / Treasurers with Accountants	
		Budget agreed and circulated Feb for each next financial year - split into Joint and individual with contingency	Exec & Finance Group	
		Treasurer reports and financial governance - reviewed alternate meetings as minimum	Treasurer & Exec & finance group	

		Accounts & Annual Report prepared for each AGM in September	FL/ EC / Treasurers / ZA	Docs to Accountant mid May, 6 week completion - queries within 2 weeks and first draft within 4 weeks, final within 6 weeks - end June. AR ready for Sept. Accounts shared LPC July meeting. Sent out for sign off by mid September for min 30 days ahead Oct AGMs.
		Meet with Accountants April 23 and Feb 24	Treasurers & FL	April 23 and Feb 24
		Full governance review of banking processes to ensure governance robust	Exec & Finance Group	Target July 2023
		NHS / non levy monies monitored and utilised against MOU requirements	FL / Treasurers	
Internal Governance		Federation oversight group - both Execs	Execs & ZA	
		Work with CPM for cost effective Midlands voice	FL / Chairs / EC	
		PSNC - LPC RAG status complete and follow actions annually	ZA / Exec	Complete in September annually
		Members capability & capacity & ways of working. Training & Conference attendance as needed -	ZA / FL	Update skills and capacity July 23 PSNC Conferences - Activity Courses
Subgroups	Services / Exec and subgroups to operate at LPC Meetings - see plan with meeting dates	All		
Internal Communications	Ensure clear communications within Team and handovers for leave / cover – set up and review action logs. Ensure minutes of meetings are completed, checked and added to website as agreed in timely fashion	Team		
Record keeping	Maintain version control of all documents in use and file in agreed location accessible to the team	Team		
Risks & Issues	Maintain a log and follow up weekly, escalate as necessary.	ZA / Team		
	Maintain record of stakeholder and contractor queries – use to inform best practice and FAQ support			
SLAs - Services	Review all old & new SLAs & RAG plus hold quarterly meetings with local service commissioners	EC / LNH	Review annually and when come up for renewal	
Work Strand	Subsection	Objective/ Desired Outcome	Lead	
Contractor Support	Communications	Website maintenance and continuous improvement - changeover to new PSNC version	SKS	HW new website by end April 23. Then move to new for both and archive old by June 23
		Social media - twitter / facebook	SKS	
		Communication Plan - all channels: General, PQS, PCNs, CPCF etc	Team	
		Newsletters - for AHW	Team	Biweekly general comms and bimonthly Service Comms

		Visits & Individual support & leadership training - set up visit and call cycle at some LPC meetings. Some targetting and agree key messaging	Team	May - Sept LPC Meetings trial call all the networks after main LPC Meeting - analyse the benefit. Some targetted calls.
	Training and development	Resources - PCN pack update to one pagers	EC / LNH	
		Events -2 a year min - 'don't leave money on table' and make things simple - claiming guide etc	Team	
		Recorded training bite size and Activity PDP		Melatonin / CPCS / PGDs - support recovery - access
		Implementation & increased activity	EC / LNH	
		Peer support - CPD revalidation	Team	
		New Contract / PQS / New Services- resources	Team	
Work Strand	Subsection	Objective/ Desired Outcome	Lead	
	Local Service Commissioners meetings	arrange quarterly local commissioners and review SLA - to increase value	EC	
Stakeholder Management	Mapping & priorities (Healthcare, Social Care, Academia, Negotiating Bodies, Commissioners, Regulatory, Pharma, MP, Councillors, Third Sector, LMC, Federation, PCNs, patient bodies, charities, social prescribing)	National - relationships - utilise CPM and AHW teams	FL	
		Regional - relationships - utilise CPM and AHW teams	FL	
		Stakeholder mapping Local - ICS, PLACE, PCN - meeting attendance and briefing documents / bids etc Local - CC, ICB NHSEi - meeting attendance and briefing documents / bids etc PCN Leads – CP and within PCN – support and link working	EC / LNH/ FL / ZA	Complete database by September
	Communication Plan	Newsletters and packs for stakeholders	Team	
		Press & Media - to be proactive and utilise PSNC resources	Team	
		Develop Marketing Plan	Team	
	Engagement	Representation on appropriate groups	EC / FL	
		Influencing & Negotiating at all levels (training as needed)	Team	
	Structure	AHW - continue to explore cost- effective structures and move towards federated model. See finance re setting bank account	FL / Exec	
		CPM - using optimal level to deliver effective support for Contractors. Three working groups (Work Force, Service Development, IT)	FL	
		National - PSNC Review Follow Up – national working group	FL	utilise some NHS funds
		Appoint new E&S Leads	FL - complete	
	Digital	IT, databases, websites etc	SKS + Team	
	Reviewing plans/ strategies / journals	Collate summarise and disseminate information	LNH / EC / FL	
Patients	Healthwatch & Patient Communications	EC / LNH		

Work Strand	Subsection	Objective/ Desired Outcome	Lead	
Service & Pathway Opportunities Development	Essential Services	Support meeting core and resolution issues	Team	
		DMS - support	Team	
		PQS - support and communications	Team	
	Advanced Services	NMS, CPCS, Flu, Covid, GPCPCS, EDCPCS, SS, BP, other pilots	EC / LNH	
	Locally Commissioned Services	Retention	EC / LNH	
		Development add ons	EC / LNH	
	Data sets for meetings	Agree useful data to review quarterly	LNH / EC	
	Opportunities	Understand priorities	EC / LNH	
		Develop services and business cases - DES	EC / LNH	
		Local - PCN - generic	EC / LNH	
	Implementation	Pilots	EC / LNH	
		New Services	EC / LNH	
		National - local application	EC / LNH	
Working with CHS	Subcontracting, opportunity appraisals	EC / LNH		
Council	PH other services - generic	EC / LNH		
Project Management	Service work and data crunching and dissemination	LNH / EC		
Work Strand	LPC Plan Strategy	CPA and CPHW		
	Workforce	Career, training, retention, cross sector	FL	
Local LPC Activities	GPCPCS, DMS, BP, SS, OC, NMS	Support at local level	EC / LNH	
	PCNs & Leads	Support at local level	Team	
	Local Services	Local - CC, ICB, PCN, PLACE, STP - implementation / development	EC / LNH	
	Local Relationships	Local - ICB, PLACE, PCN - meeting attendance and briefing documents / bids etc Local - CC, ICB, NHSEi - meeting attendance and briefing documents / bids etc Issue resolution Contractor – Stakeholder relationship support, intervention, Develop network of Regional / Area Managers within Contractor base Link to other Workforce / HCPs – Dentist / Optometrists for example New Leads – links into 8c role and digital transformation Network of patient groups and Pharma and third sector Specialist Groups – eg Vaccinations / AMR etc	FL / EC / LNH ZA	

LPC Set Up

Elected Members: (in proportion to Contractor base CCA, AIMp, Indep)

- CPA has 10 and 4 years left to run to 2027 – Chair is Faye Owen, Vice-Chair is Sam Griffiths and Treasurer – Theresa Fryer
- CPHW forms new Committee in July 2023 for 4 years – Chair is Anurag Hegde; Vice Chair is Jeet Patel and Treasurer is Wayne Ryan
- LPC provides strategic direction

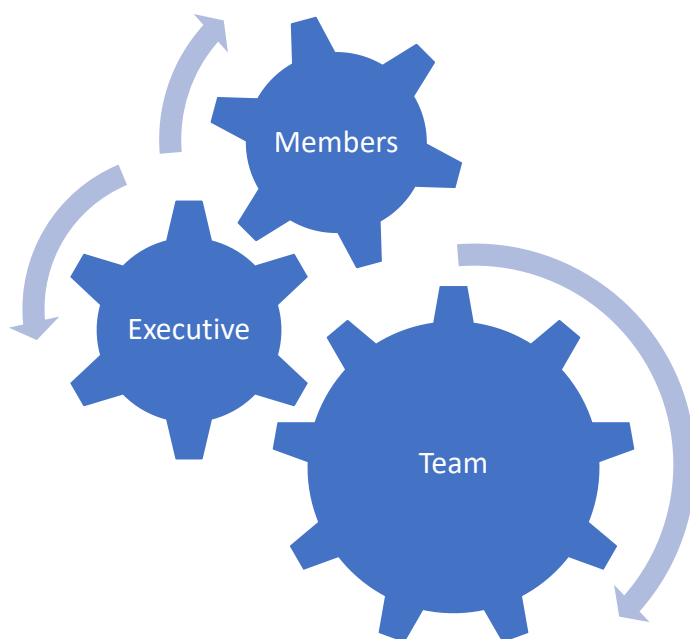
Team:

- Fiona Lowe – Chief Executive Officer for both LPCs (Pharmacist – experience all sectors – clinical and leadership + lecturer)
- Susan Karoly-Smith – Digital Administrative Assistant
- Zoe Ascott – Administrator & Governance Lead
- Eva Cardall – Engagement & Services Officer
- Layla Novinpoor Hawkes - Services Project Support from June 2023

Executive Leadership Team:

- Chair, Vice Chair, Treasurer, Chief Executive Officer supported by Zoe

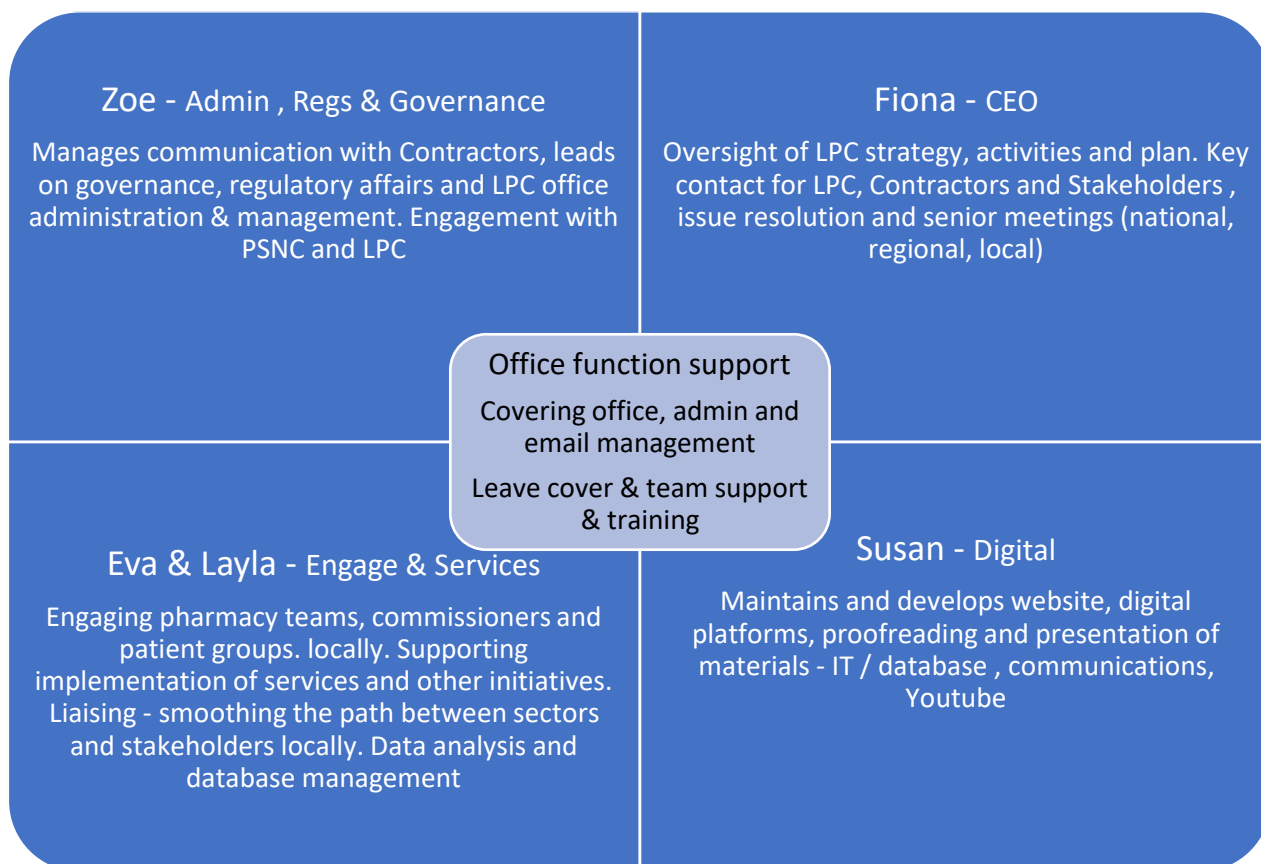
How we work together:



Governance

- Each LPC has subgroups including Governance and Finance
- Zoe is the LPC Support Team Governance Lead
- Subgroups are on the websites.

Team Roles



Team Identity & Purpose

Support each other and our local community pharmacy teams in achieving national and local NHS objectives.

Engage with local stakeholders and commissioners to represent the interests of our community pharmacies.

Support the maintenance of a sustainable effective local pharmacy network.

Common Objectives 23-24:

- Contribute to strategy and operationalisation of the plan for 23-24 and beyond
 - Maintain clear records and version control of documents in accessible place as agreed

LPC Office: Unit 24 Basepoint Business Centre; Crab Apple Way, Vale Park, Evesham, WR11 1GP

- Cover the office as needed, contribute to newsletters, training and undertaking a share of the LPC admin
- Ensure LPC is well governed and financially viable
- Support the delivery of the Work Plan 23-24 – BAU activities and wellbeing of the team
- Support the Contractors with timely and accurate advice, training and development; both reactively and proactively
- Support the stakeholder mapping process and the development of the new databases
 - Support the checking of information on our websites, collating updated information and developing new materials
- Support building relationships with LPC Members, Stakeholders and Contractors
- Contribute to suggestions for development: training, conference attendance, promotional materials

Individual Objectives will relate to Job descriptions and as agreed in October and April.