

## Community Pharmacy Arden (Coventry & Warwickshire)

Community Pharmacy Arden is the LPC (Local Pharmacy Committee) recognised by the ICB, which represents community pharmacy contractors and their teams within the two health and wellbeing boards of Coventry and Warwickshire. There are currently 189 community pharmacies (86 in Coventry and 103 in Warwickshire).

We have a small support team working out of an office in Evesham which supports our LPC and our neighbouring partner LPC (Community Pharmacy Herefordshire and Worcestershire). We welcome calls (01386 897529), emails and social media connections on Monday-Friday (9am-5pm). We have a well-maintained website, where you will find a host of information: [arden.communitypharmacy.org](http://arden.communitypharmacy.org). We also use social media through X, Facebook, WhatsApp and soon, LinkedIn. We have started blogging via our website and send out regular newsletters. We hope that you will find this pack helpful. If you have any suggestions, please do get in contact.

Details of our support team are in this pack and on our website. Our Committee Members were appointed last year for the current term 1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2027, to align with CPE (Community Pharmacy England) and other LPCs.

Name	Role	PCN Supports	Subgroup / Areas of work in LPC
<b>Committee Members</b>			
<b>Faye Owen</b>	Chair (CCA)	Rugby	Executive & Finance Group, Governance, Signatory
<b>Sam Griffiths</b>	Vice Chair (CCA)	Stratford, Dene & Stour	Executive & Finance Group, Services
<b>Theresa Fryer</b>	Treasurer (Indep)	Leamington N&S	Executive & Finance Group, Regulatory, Governance and Signatory
<b>Jas Heer</b>	Member (Indep)	Coventry Central & Navigation 1	Executive & Finance Group, Regulatory, Signatory
<b>Sumeet Randhawa</b>	Member (Indep)	Sowe, Go West	Regulatory & Governance
<b>Satyan Kotecha</b>	Member (Indep)	Nuneaton & Bedworth	Contractor Support, Stakeholders, (Services reserve)
<b>Caroline Harvey</b>	Member (Indep)	Warwick & Kenilworth, East	Services, (Regulatory reserve)
<b>Baljit Chaggar</b>	Member (Indep)	GP Connect, Skyward	Contractor Support, Services
<b>Baljit Heer</b>	Member (CCA)	Coventry North, Unity	Services
<b>Mike O'Donnell</b>	Member (AIMp)	North Arden Rural North	Governance, Regulatory
<b>Support Team (CPHW &amp; CPA)</b>			
<b>Fiona Lowe (M-F)</b> <a href="mailto:fionalowe@nhs.net">fionalowe@nhs.net</a> 07792970382	Chief Executive Officer	North Arden Rural North	Executive & Finance Group, Contractor Support, Stakeholder, Regulatory & Governance, IPMO, Workforce, CDLn, Patient Safety, Services. Leads support team
<b>Zoe Ascott (M, W &amp; Th)</b> <a href="mailto:ahwlpc@gmail.com">ahwlpc@gmail.com</a>	Governance Lead & Administrator	Alcester North & West (Arden)	Executive & Finance Group, Contractor Support, Regulatory & Governance, Communications, CDLn
<b>Susan Karoly Smith (Tu, Th, Fr)</b> <a href="mailto:ahwlpc@gmail.com">ahwlpc@gmail.com</a>	Digital Lead & Admin assistant	n/a	Manages website, social media and communications. Database support and Contractor Support.
<b>Eva Cardall (M-F)</b> <a href="mailto:Eva.ahwlpc@gmail.com">Eva.ahwlpc@gmail.com</a>	Services & Engagement Lead	Support any gaps	Advanced and National Services implementation and delivery. Links to ICB Services Leads. Support with Local Services. Contractor Support.
<b>Layla Novinpoor Hawkes (Tu, W, Th)</b> <a href="mailto:Layla.ahwlpc@gmail.com">Layla.ahwlpc@gmail.com</a>	Services Project Support	n/a	Local Services, Advanced Stop Smoking Service, Contractor liaison on service delivery.



## Community Pharmacy Arden Support Team



### FIONA LOWE

Fiona is our Chief Officer. She's a pharmacist with clinical, operational and leadership experience in both secondary and primary care. Fiona is passionate about utilising the skills within pharmacy teams to develop integrated services and to build strong relationships across health and social care. The best way to contact Fiona is by phone (07792970382), WhatsApp or by emailing [fionalowe@nhs.net](mailto:fionalowe@nhs.net) or [ahwipc@gmail.com](mailto:ahwipc@gmail.com). Fiona has two grown-up daughters and a young grandson. She likes to spend time with her family whenever she gets a chance.



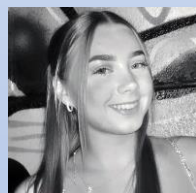
### ZOE ASCOTT

Zoe is our Administrator and Governance Lead. You can also email Zoe on our main admin email [ahwipc@gmail.com](mailto:ahwipc@gmail.com). Zoe joined us in November 2017. Zoe supports The Committee's bimonthly meetings, working groups and organises our contractor events. Zoe also maintains our comprehensive contractor database. Zoe has two young children and is an advocate of healthy living.



### EVA CARDALL

Eva joined the team as a Services Support Officer in September 2022. A pharmacist herself, she is passionate about supporting and representing community pharmacy's interests. Eva mainly focusses on the implementation and delivery of local and national service. Eva can be contacted via phone (07927181456), WhatsApp or emailing [eva.ahwipc@gmail.com](mailto:eva.ahwipc@gmail.com). Eva has two young children and likes to start each day with a run.



### LAYLA NOVINPOOR HAWKES

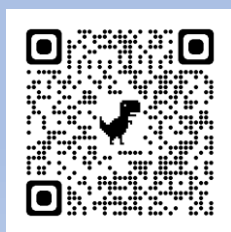
Layla joined us in June 2023 in the capacity of Services Project Support. Layla focusses mainly on contractor engagement with local services. You can contact Layla on the following email: [layla.ahwipc@gmail.com](mailto:layla.ahwipc@gmail.com). When not at work, you'll find Layla in the gym or spending time with her friends and family.



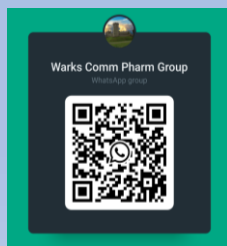
### SUSAN KAROLY-SMITH

Susan joined us in July 2018 as a Digital Administrative Assistant. Susan is responsible for developing and updating our websites and social media accounts, as well as general administrative tasks, such as compiling our bi-weekly newsletters. Any website issues or suggestions, please email: [skarolysmith.lpc@gmail.com](mailto:skarolysmith.lpc@gmail.com). Susan has a son who is at university. Susan's hobbies include reading, mixed media art and blogging. She also walks a lot – rain or shine!

## Community Pharmacy Arden Social



website



WhatsApp

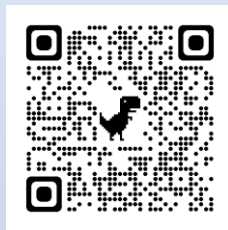
## Local Healthcare System – Coventry & Warwickshire

Across primary and secondary care, the ICS (Integrated Care System) is uses collective resources, skills and expertise to make care and support better for the people in Coventry and Warwickshire. This includes Community Pharmacy as part of primary care.

The local NHS organisations, councils and other organisations have been working together as a STP (Sustainability and Transformation Partnership) since 2016, prior to becoming an ICS in 2021.

Coventry & Warwickshire ICS shares knowledge and pools resources to deliver a plan for improving health and care. They are working to help everyone lead healthier and happier lives, be part of a strong community and benefit from effective and sustainable health and care services where and when they need them most.

GP surgeries generally work through groups called Primary Care Networks (PCNs). Pharmacies are aligned with their most relevant PCN. For up-to-date PCN list visit our website.



PCNs

### System: ICS – Happy Healthy Lives



This covers the entire system across Coventry and Warwickshire, setting the goals for the individual Places and PCNs and the strategy for success. The goals of the system are to improve population health and healthcare, to tackle unequal health outcomes and access, to enhance productivity and value for money and to help the NHS to support broader social and economic developments.



Adapted from: [Who's involved - Happy Healthy Lives](#)