

Strategic Plan 2024-25

Support the behavioural change management of the community pharmacies across Avon to ensure they are fit for the future of the pharmacy contract

- Empower pharmacies to take ownership of their business and healthcare environment
- Support pharmacies to review the provision of non-commissioned services to provide sustainability of the sector
- Support pharmacies to incorporate new technology including remote consultations
- Creating capacity in pharmacy to deliver additional services

Training and Development

- Six clinical training courses with supplementary training as required during the year
 - Including the new pharmacy contract if required
- Online training platform for training across network
- Link training to all commissioned services where appropriate
- Engagement with the wider pharmacy team with face to face and online training
- IP Qualification
 - Aim for 60 IPs either qualified or in training during 2024/25
 - ICB Funding and support including help recruiting DMP / DPP
 - Positive recruitment driver to increase the number of pharmacists in community
 - Go live with IP Pathfinder Project across both ICBs and provide mentoring support for IPs

NHS Commissioned Services

- NHS Pharmacy First
 - Continue growth of PF through GP, NHS111, UTC, A&E and 111Online referrals
 - Aspiration to achieve 10,000 referral per month via PF
 - Aim to achieve >90% of pharmacies achieving the gateway threshold payments
 - Link with Pharmacy Support and Liaison Manager role to strengthen surgery / pharmacy links
 - 100% of surgeries formally referring patients to pharmacies
 - Ongoing support regarding service enhancements
- New Medicines Service
 - Raise awareness with pharmacies about the change in the service specification
 - Grow awareness across the wider primary care about NMS
- Hypertension Case-Finding
 - Double the pharmacy activity on HCF during 2024/25 with associated increase in ABPMs
- Pharmacy Contraception Service
 - Support pharmacies to implement the service
- Develop additional PGDs commissioned by the ICB
 - Ensure ICB savings experienced from Nationally commissioned PGDs are retained in pharmacy
 - For example, otitis externa and media commissioned for all ages in all pharmacies

Pharmacy Support

- Delivery of services across all pharmacies
 - For example, Pharmacy First, PGDs, NMS, DMS, Flu vaccinations, Covid clinics
- Analysis of BSA / PharmOutcomes data to identify trends in performance and support where needed

Primary / Secondary Care working relationships

- Integrated Care Board
 - Development of new financially sustainable services and PGDs
 - Representation at senior levels across the ICBs to support pharmacy contract delegation
 - CPE Relationship
- GP / Pharmacy relationships
 - Create locality groups across the LPC with GP practices and pharmacies working closely together
- Primary Care Networks
 - Provide support for PCN Leads where in post
 - Link PF, DMS, Hypertension Case-Finding, Contraception Supply and NMS with PCNs

Communications

- Quarterly Area Manager meetings via Zoom
- Increase working links with secondary care establishments
- Stakeholder engagement
 - Pharmacies / MPs / Councillors / GPs / Practice Managers / HEE / Universities
 - Raise awareness of the successes in pharmacy
- Communications directly with contractors
 - Conference
- Local media representation

LPC Finances

- LPC financial governance
- Yearly summary to contractors
- Work to obtain project grants