# Community Pharmacy Service – Community Pharmacy PCN Leads

**Service Specification**

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| **Service Specification No.** |  |
| **Service** | Community Pharmacy PCN Lead |
| **Commissioner Lead** | Helen Wilkinson [hwilkinson1@nhs.net](mailto:hwilkinson1@nhs.net) |
| **Provider Lead** | Community Pharmacy |
| **Period** | 1 April 24 – 31 March 25 |
| **Date of Review** |  |

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| **1. Population Needs** |
| * 1. **National/local context and evidence base**   The national and local ambition is for community pharmacy to be more fully integrated in the NHS, providing a range of clinical services, be the first port of call for healthy living advice and for managing minor illness, and to support managing demand in general practice and urgent care settings.  As the NHS enters a period of recovery following the Covid pandemic, community pharmacy is well placed to support the system in opening up access to a range of clinical and preventative services and supporting actions to mitigate against health inequalities.  Community pharmacy is a key clinical provider in our primary care team. The GP Recovery Access Plan highlights the opportunity to maximise benefits of community pharmacy clinical services to support system capacity and patient outcomes.  Community Pharmacy PCN Lead roles started in 2019 in Pharmacy Quality Scheme (PQS) and there are several examples across England and the South West where these roles have been successful in developing key relationships and activity to meet population health needs and tackle health inequalities given Community Pharmacies have a strong presence in areas of deprivation. In BSW we are pleased to be able to continue this important PCN Lead role to embed trusted relationships between community pharmacies and PCNs, supporting PCNs and Pharmacies to achieve local and national targets aligned to ICS priorities and the community pharmacy contract. Increasing community pharmacy services activity will secure associated funding from the national contract, thereby enhancing resilience and financial viability.  In BSW our focus will be on integrating community pharmacy services which form part of the Community Pharmacy Contractual Framework, Pharmacy Integration Fund or the GP Access Recovery Plan. Each Community Pharmacy PCN area is at a different stage of maturity and facing different challenges and therefore one of the key goals of this work is to recognise the individuality, whilst also retaining consistency of delivery and outcomes.  This includes:   * Referrals from NHS111, GP practices and Urgent & Emergency Care Settings to Pharmacy First Service to facilitate patients having a same day appointment with their community pharmacist for minor illness or an urgent supply of a regular medicine, improving access to services and providing more convenient treatment closer to patients’ homes. The service is helping to alleviate pressure on other parts of the system, in addition to harnessing the skills and medicines knowledge of pharmacists. * Community pharmacy’s role in prevention and reducing health inequalities, through the Hypertension Case Finding Service. * Smoking Cessation and Contraception Services. * Supporting safe transfers of care, and reduced hospital admissions / readmissions relating to medicines, through increased use of the Discharge Medicines Service (DMS). * Integrated pathways and synergistic working e.g. Flu and Covid vaccination. |
| **2. Outcomes** |
| **2.1 NHS Outcomes Framework Domains & Indicators**   | **Domain 1** | **Preventing people from dying prematurely** |  | | --- | --- | --- | | **Domain 2** | **Enhancing quality of life for people with long-term conditions** | **X** | | **Domain 3** | **Helping people to recover from episodes of ill-health or following injury** | **X** | | **Domain 4** | **Ensuring people have a positive experience of care** | **X** | | **Domain 5** | **Treating and caring for people in safe environment and protecting them from avoidable harm** | **X** |   **2.2 Local Outcome Measures**  Leads will be required to complete a PharmOutcomes template (in a regular and timely manner) to document activity in the role, which will be used to evidence the value and outcomes. Leads will be required to feedback on the type of activities undertaken and how this will support the system and local priorities (and scope, below) for pharmacies and PCNs. The feedback forms will ask leads to subjectively rate on local engagement level, what is working well, what the challenges are, key learnings and also to flag whether support is needed.  PCN Leads will be expected to support PCN pharmacies to increase use of Pharmacy First and our local PGD services.  PCN Leads will be expected to support the increased use of the Hypertension Case Finding Service through joint-working and relationship building between patients, practices, and pharmacies.  We will be able to use local service data to review and measure progress and data will be shared with leads by the ICB to support leads to develop an action plan.  PCN Leads will demonstrate leadership within the PCN and work collaboratively with Local Pharmaceutical Committees and the BSW Community Pharmacy Clinical Lead to deliver our local priorities. |
| **3. Scope** |
| **3.1 What are the responsibilities of the CP PCN Lead:**   * Build strong relationships & networks with community pharmacies and local practices / PCNs. * Create regular communication channels between PCNs, GP practices, and community pharmacies. * Improve communication and collaboration between PCNs, GP practices, and community pharmacies. * Align priorities and agree on improved patient pathways, reaching decisions by consensus. * Communicate with system partners to support implementation of changes and service development. * Networking with other CP PCN leads to spread best practice and help identify and overcoming barriers.   The Community Pharmacy PCN Lead Representative is a valuable member of the PCN team, with a specific role to play. Their responsibilities are focused on building relationships, fostering communication and collaboration, identifying and advocating for the needs of community pharmacies within the PCN, and supporting the development and implementation of services and initiatives locally. Leads will help raise awareness in PCNs of services community pharmacy provides.  The lead will need to provide key information, feedback on progress, and reflections through the PharmOutcomes template, to be completed each month.  **3.2 What are outside and NOT the responsibilities of the CP PCN Lead:**   * Managing the performance of individual community pharmacies. * Distributing pharmaceutical messages from other providers and bodies. * Acting as the representative body for all community pharmacies within the local area. * Making decisions on behalf of other community pharmacies or coercing community pharmacies to act in a certain way. * Providing clinical advice or services. * Providing financial or administrative support to community pharmacies.   Leads are ambassadors, facilitators and advocates for community pharmacies but cannot be responsible for managing their performance, distributing pharmaceutical messages, acting as their representative body, making decisions on their behalf or providing clinical advice or services.  **3.3 BSW specific priorities**   1. Build trusted relationships, supporting PCNs and Pharmacies to achieve local and national targets aligned to ICS priorities and the community pharmacy contract. 2. Continue to embed Pharmacy First and our local PGD services. 3. Have a specific focus on the Hypertension Case Finding Service and Contraception Service, for the benefit of patients, practices and pharmacies. 4. Provide leadership for community pharmacy in the PCN. 5. Develop and implement a collaborative approach to PCN engagement between pharmacies. 6. Contribute to the evidence base for collaborative engagement through monthly feedback on sessional activity (via PharmOutcomes). 7. Work collaboratively with Local Pharmaceutical Committees and the BSW Community Pharmacy Clinical Lead to deliver our local priorities. |
| **3.4 Leadership Training and Development for New Community Pharmacy PCN Leads**  This role offers opportunities for personal, professional and career development across the four pillars of advancing practice in community pharmacy (Clinical, Leadership & Management, Education and Research).  Captivating Training Solutions are providing a Personal Leadership Development programme, for leads that are new to the role, with various elements of support to help leads be as effective as possible. Leads are required to commit to the programme, and the learning activity will be reimbursable from the available funding.   1. Welcome onboarding event – an in person 1 day event 2. A Learning Needs Analysis to identify personal learning needs. 3. Digital Training Modules:  * Effective time management * Communicating with impact * Building relationships & engagement * Leading Self * Mastering difficult conversations * Influencing and motivating stakeholders * Competitive collaboration * Leading change * Situational leadership * Pitching and facilitating skills  1. Peer Group / Buddy Coaching Clusters available to support progress. 2. A review and next steps event – in person 1 day or virtual   For those leads who undertook the leadership programme last year, access to the online modules will still be available for refresher training. |
| **4. Funding and Time Commitment** |
| Leads will spend up to one day per month up working in the PCN role. The time can be used flexibly to best fit with the needs of the PCN and pharmacies.  A sessional fee will be paid to pharmacy contractors for backfill to release leads for this role. It in intended that this funding facilitates the lead to have time to make face to face visits for example.  This is funded at £300 for a full day (8 hours) or £150 for a ½ day (4 hours), paid upon completion of PharmOutcomes feedback / report.  Additionally, BSW are planning a system event in 2024, to bring together all Leads and their key stakeholders, focused on collaborative working.  Any claims beyond one day per month would require prior agreement between parties, and is dependent on availability of funding. Please contact [hwilkinson1@nhs.net](mailto:hwilkinson1@nhs.net) to discuss. |
| **5. Applicable quality requirements** |
| * 1. **Applicable Quality Requirements**   **Concerns -** Please raise any concerns relating to the role with the Community Pharmacy Clinical Lead for BSW – Helen Wilkinson [hwilkinson1@nhs.net](mailto:hwilkinson1@nhs.net)  **Clinical Incident Reporting**  **5.1.1** Contractors must feedback any adverse incidents that occur to the commissioner via [bswccg.prescribing@nhs.net](mailto:bswccg.prescribing@nhs.net) FAO Helen Wilkinson  **5.1.2** Any serious incidents will be dealt with in accordance with the relevant provider/commissioner policies  **5.1.3** In the event of a clinical incident/adverse event, the patient’s GP should be informed.   * 1. **Complaints Procedure**   **5.2.1** Any complaints should be dealt with via the provider’s own standard complaints procedure in the first instance. If the complaint is not resolved, the patient should direct their complaint to the BSW **Patient Advice and Liaison Service (PALS) and Complaints Service**  Tel: **0300 561 0250**  Email: [scwcsu.palscomplaints@nhs.net](mailto:scwcsu.palscomplaints@nhs.net) |