Primary Care Network - Introduction

Thank you for putting yourself forward to represent community pharmacy within your locality as part of the Primary Care Network initiative. Your support is appreciated as a strong community pharmacy voice within each Primary Care Network network is essential.

Principles for pharmacy representative

Please note the principles that we ask you to observe

- **Representation** – your role at the Primary Care Network meetings will be to represent community pharmacy for the whole area covered by the Primary Care Network.
- **Professionalism** – you will be the community pharmacy representative and must ensure your behaviours and actions uphold the high standards of our profession.
- **Positivity** – you need to be positive, but realistic, in your approach. This is not always easy but Primary Care Network is about moving forward and looking together at how the local system can improve the health and wellbeing of patients.
- **Vision** – you need to be aware of the current vision and direction for community pharmacy and be aware of the PCH and what it hopes to achieve.
- **Communication** – with CPWY will be essential so that we are able to feedback to the other pharmacies in the PCH locality.
- **Attendance** – you will be expected to attend the Primary Care Network meetings\(^1\). These will be in the day time and there is no funding available for backfill. However, a meeting attendance allowance can currently be claimed (see funding available section). The frequency of meetings is yet to be agreed but ongoing attendance and representation will be needed. If you are unable to attend a meeting please inform CPWY.
- **Feedback** – you will be expected to provide written feedback after every PCH meeting to CPWY. This will initially be via a form but will from autumn 18 be via completion of a template on PharmOutcomes.

Essential information

Primary Care Network is called different things in different areas

- Leeds – Local Care Partnerships
- Bradford – Community Partnerships
- AWC – Community Transformation Teams
- Calderdale – Localities

**Background for Primary Care Network**

Primary Care Networks (PCN) are an approach to strengthening and redesigning health and social care by bringing together a range of health and social care professionals to work

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\(^1\) Please note that PSNC advice regarding NHS Contractual Hours and Responsible Pharmacist breaks
[https://psnc.org.uk/contract-it/pharmacy-regulation/responsible-pharmacist/]
together to provide enhanced personalised and preventative care for their local community. All sectors come together as a complete care community – drawn from GP surgeries, community, mental health and acute trusts, social care and the voluntary sector – to focus on local population needs and provide care closer to patients’ homes. The vision is that Primary Care Networks will have aligned clinical and financial aims and a unified, capitated budget. The PCN will make joint decisions on how the funding is spent towards a combined focus on personalisation of care with improvements in population health outcomes.

The NAPC describes four core characteristics of a Primary Care Home

Four key characteristics make up the primary care network:

- an integrated workforce, with a strong focus on partnerships spanning primary, secondary and social care;
- a combined focus on personalisation of care with improvements in population health outcomes;
- aligned clinical and financial drivers through a unified, capitated budget with appropriate shared risks and rewards;
- provision of care to a defined, registered population of between 30,000 and 50,000.

Further information:
https://napc.co.uk/pharmacyandpchguide/ *Essential reading
NHS England outline the model (includes a video clip)

The move to an integrated health and care system is outlined in this NHS clip:
https://www.youtube.com/watch?v=3YdlV1DsK54&feature=youtu.be

The vision for community pharmacy

- Primary care Network: community pharmacy integration and innovation
  https://napc.co.uk/pharmacyandpchguide/
- CPWy Community Pharmacy Proposition paper (attached)

NB It is essential that you are aware of this vision as it will help you in describing to the Primary Care Network where community pharmacy wants to be in the future.

Funding available
There is no ongoing funding to support your attendance at Primary Care Network.

Some PCN will fund backfill costs for attendance at PCN meetings. Community pharmacy PCN reps are asked to discuss with their PCH can provide backfill for attendance at the meetings. This would probably be best raised with the chair of the PCN. If backfill costs are available from the PCN this route of funding should be used rather than claiming from CPWy. If you are asked for the costs to you for attending you may wish to reference the CPWy meeting attendance policy here: http://www.cpwy.org/about-us/cpwy-policies.shtml

Where funding directly from the PCH is not available, a meeting attendance allowance of £35 per hour (2 hour cap per meeting ie £70) can be claimed per month. This funding has been supported by CPWy and NHS England and is not recurrent. The ongoing support of the meeting attendance allowance will be reviewed on a 6-monthly basis.

Payment will only be made where a fully completed meeting feedback (on PharmOutcomes) and CPWy expenses claim have been submitted. Expenses cannot be paid to individuals i.e. the claim must be from the pharmacy contractor company. No additional funding is available beyond this offer.
Meeting Feedback
Feedback should be sent to CPWY following every PCN meeting using PharmOutcomes (this has replaced the written PCN feedback forms). Using PharmOutcomes will hopefully this will make the submission of reports a quick and efficient process for you.

To enter data log onto PharmOutcomes, access services and you should find a service called Primary Care Network - Meeting Feedback.

If you have any problems accessing this on PharmOutcomes please let CPWY know.

Feedback from your meetings is really important. Please ensure that you provide feedback following every PCN meeting.

CPWY role in Primary Care Network
Community Pharmacy West Yorkshire will support those pharmacists representing community pharmacy at Primary Care Network meetings. The support provided will evolve as the Primary Care Network model grows but our aim is to:

- Act as a key point of contact for advice/support
- Help with trouble shooting/problem solving
- Act as a critical friend
- Help with data interpretation/analysis
- Communicate feedback (from meeting feedback forms) to all pharmacies within the PCG network
- Share information between each PCH pharmacist so that we can learn from each other
- Support you in helping your community in shaping its ideas for inclusion within your PCH community plans

Your main point of contact is Ruth who can be emailed at ruth@cpwy.org or tel 07718 192 287.

CPWY are on the CCG-wide Primary Care Network group to ensure that a community pharmacy voice is heard at the strategic as well as local level.

Gaggle Group
We have set up a "Gaggle Group" to help all our PCN Leads to share information between each other. This is currently a trial, and if successful we will look to set up a group for each of the PCH areas to enable the leads to share information directly with the contractors in their areas.

Gaggle allows you as a group to share a joint conversation, share ideas, ask for support and send attachments safely. Members can join with any email address without the need to create a specific account and members can change their own settings.
As with any other group chat we ask that people are considerate, polite and follow usual email and group etiquette. This includes:

- Limit the conversations to those relevant to Primary Care Home and being a community pharmacy representative for community pharmacy home.

- Please do not post anything with patient identifiable information or of a confidential nature.

- CPWy are hosting this group but will not be monitoring it at all times so if you have any urgent matters that need our attention please contact the CPWy office by email (info@cpwy.org) or telephone 0113 2727560.

- The gaggle group is not the place for promotion of products, training or events by commercial organisations so please do not share any such details them without prior permission.

Leadership

All pharmacy professionals currently have the opportunity to access the Mary Seacole Leadership Programme. As a community pharmacy representative for Primary Care Network you may wish to consider how such a programme can help you in developing your role.

Mary Seacole Leadership Programme

The Centre for Pharmacy Postgraduate Education (CPPE) is working in collaboration with the NHS Leadership Academy to offer the Mary Seacole Leadership Programme to pharmacists and pharmacy technicians working in community pharmacy. The programme is designed to develop clinical leadership and management skills to enable pharmacy professionals to drive quality services in community pharmacy and really make a difference to the health of the patients they see. Funded via the Pharmacy Integration Fund (PhIF), the programme offers learners a great opportunity to take the next step in building on previous Leadership training they may have done through the Healthy Living Pharmacy initiative. It is suitable for all; those in the early years of their careers through to those who qualified many years ago who may be skilled in clinical and managerial skills and want to develop clinical leadership skills.

Why should community pharmacy professionals apply for the Mary Seacole Leadership Programme?

The profession of pharmacy is going through change, with a vision for community pharmacy to become more integrated into the wider healthcare team with a key role in medicines optimisation. The idea of ‘something has changed; and what does this mean?’ runs throughout, and the programme will actively encourage pharmacy professionals to consider what that change means for them and how they can navigate through the change to emerge as key leaders in the workplace.
Further details are available on the CPPE website:
https://www.cppe.ac.uk/services/leadership-community#navTop