

**Happy New Year all. May 2020 be your year of success and happiness.**

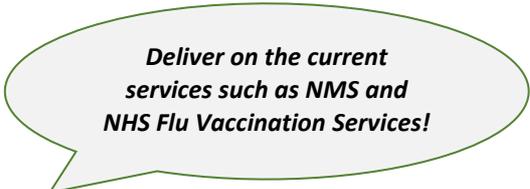
We are now four months into the new Community Pharmacy Contractual Framework (CPCF). When the announcement was first made back in late July 2019, like most people, my first reaction was to think we will have no income rise for the next 5 years. In fact, it will be a real terms cut in funding because our cost base will still keep rising over these 5 years. Once I had time to reflect on the news two main thoughts occurred to me. First that we, community pharmacy, need to make a success of the new services to prove our clinical worth; which I outlined in my last blog which can be found [here](#). Second that I, as a pharmacy contractor, needed to think about how I can make the funding work for me.

The 5-year funding settlement is the baseline that secures a fixed income for the sector. In my opinion we can top that up through:

- Delivering on the current services such as NMS and NHS Flu Vaccination Services. As a profession we're still not maximising the potential of NMS. We let so many patients go without offering them an NMS consultation. This means we miss out on extra income and patients miss out on potential health benefits. NMS is a well-funded service which has demonstrated benefits for patients, and we should be looking to provide these to all patients meeting the criteria. If we don't deliver NMS will it be under threat like MURs?
- Local service innovation. It's very important that we engage with Primary Care Networks (PCNs) so that they include community pharmacies in local patient care pathways. Ruth and the Community Pharmacy West Yorkshire team work very hard to promote community pharmacy, engage local commissioners and tease out or follow up on potential leads. A current example of a local service rolled out through their hard work is an Inhaler Technique Service in Bradford City 5 PCN. This is a big opportunity to help improve the quality of life for many patients. It's also a welcome opportunity for contractors to top up their national funding income.
  - *So, has your pharmacy signed up to and, very importantly, is it proactively engaged to deliver all available locally commissioned services?*
  - *Do you know who your PCN Community Pharmacy Representative is?*
  - *Have you used the Gaggle Email set up for your PCN to communicate with the other pharmacies within your PCN?*
- Private services such as travel clinics, skincare, sexual health, winter health, diagnostic testing or CVD screening, independent prescribing, PGDs etc. All of these fit in very well with a more clinical role for us and to reinforce a change in patients' view that pharmacies are a convenient destination for many of their everyday healthcare needs; not just prescriptions.

My advice on the implementation of maximising the opportunities is:

- Use the power of the team. This isn't about everything going through a pharmacist. We will succeed if we use the whole pharmacy team.

A light grey speech bubble with a green outline and a tail pointing towards the bottom left.

***Deliver on the current services such as NMS and NHS Flu Vaccination Services!***

- There are many things that non-pharmacists can do directly (such as engaging patients, checking for referrals and supporting with admin tasks) and then there are other things they can do in the dispensary to free up the pharmacist. Hold a briefing session, understand the needs and discuss how you can support each other to make services a success.

*Use the power of the team. This isn't about everything going through a pharmacist!*

- Engage your regular locums. They are part of the team; don't leave them out. Are they aware of the changes? Are they accredited for each service? Have they read service specs and SOPs? Do they have SCR permission on their smartcard?
- Personal development. CPPE have a great offer on CPD related to the new contractual framework, Community Pharmacist Consultation Service (CPCS) and Pharmacy Quality Scheme (PQS). You can also find great modules for all the pharmacy team on Community Pharmacy West Yorkshire's e-Learning platform that includes Virtual Outcomes.
- Connect with Community Pharmacy West Yorkshire. Read the support emails, attend information or training evenings, and pick the phone up if you're unsure. Share your successes. We'd love to highlight them to other contractors. We can all learn from each other.
- Go big on local relationships. It's really important that we connect with primary care networks, local surgeries, and other pharmacies. Everyone feels at ease when we know each other well.

**Mohammed Ikhlq**  
**Chair of Community Pharmacy West Yorkshire**

**Useful Links**

**Providing Advanced Services** - See the PSNC website [here](#).

**Primary Care Networks (PCNs)** - Details of each PCN Community Pharmacy Rep are available on the our website [here](#) under Primary Care Network Community Pharmacy Representatives list, which also includes the Gaggle email address for each PCN.

**Locums and Smartcard / SCR Access** - See our News Digest from 12<sup>th</sup> December 2019 [here](#), which includes information around Smartcards.

**Virtual Outcomes** - CPWY are working with Virtual Outcomes to deliver a series of online training events throughout the year. The training is free to access and is open to all members of the pharmacy team. An introduction for Virtual Outcomes can be found [here](#). Further information can be accessed [here](#).

**Connect with CPWY** - Contact details for the CPWY team are available on the our website [here](#). Join our mailing list to receive updates, newsletters and invitations to events in your area by [clicking here](#). Details of training events can be found in the training section of our website [here](#). Our next events are **Anticoagulant Therapy Events**. More details about this training can be found [here](#).

**Relationships** - PSNC have several resources to help working with GPs which can be accessed [here](#).

*Sign up to the PSNC mailing list to ensure you receive the weekly newsletters, alerts and updates [here](#).*

*Sign up to our mailing list [here](#).*

*Join **CPWY Connect** on the social media site Telegram and connect with pharmacy teams across West Yorkshire. Join by [clicking here](#).*