

CPWY

Community Pharmacy West Yorkshire

Working to represent, support and promote community pharmacy

Press Release

Pharmacies in West Yorkshire offered free peer support service.

Pharmacies in West Yorkshire are being offered free advice on topics such as improving their performance and identifying learning needs as part of initiative that has been launched by local LPC Community Pharmacy West Yorkshire.

Community Pharmacy West Yorkshire has, in partnership with the Centre for Pharmacy Postgraduate Education, trained a group of pharmacists to support other pharmacists and their teams to work better and more effectively. The pharmacists offering peer support work in community pharmacy so understand the challenges that crop up each and every day.

They have been trained to help:

- Improve performance and reinforce good practice
- Maintain skills and competence
- Identify learning needs
- Spot what you didn't know you didn't know

They will do this as a supportive and non-judgemental peer.

The initial Peer Support session is likely to last two to three hours and feedback will be given after the session. All feedback will be confidential between reviewer and reviewee. No information will be passed back to Community Pharmacy West Yorkshire or the PCT. The only exception to this will be in the case of a serious issue that the pharmacist feels a professional need to report.

The service was launched as part of Community Pharmacy West Yorkshire's work in supporting community pharmacy teams to deliver a high quality service and in response to the increasing pressures on pharmacy teams, particularly as the NHS undergoes major changes.

The peer support service has been funded through money released due to the merger of the previous three LPCs and the efficiencies this has brought. It will be free for community pharmacies to access.

Robbie Turner, Chief Executive Officer, Community Pharmacy West Yorkshire says: "Supporting contractors has always been something that our local LPCs have felt passionate about. The recent merger to form Community Pharmacy West Yorkshire has given us a real

opportunity to improve the way we do this. Our new free Peer Support Service will really help to support our pharmacy teams who perhaps do not have an existing professional support structure.

"I was encouraged to see the enthusiasm and the quality of the team of pharmacists we have brought together and trained in partnership with CPPE. I hope that any pharmacists who feel that they may be working in isolation or are perhaps struggling with the ever increasing demands placed on pharmacy teams will get in touch with us so we can match them with a colleague to offer peer support

"We know that pharmacists and their teams constantly want to improve and do things better and more effectively. Sometimes it can be hard to take a step back and work out what can be done differently and also what is being done well."

Anne Cawdron, community pharmacist and Community Pharmacy West Yorkshire peer support member says: "I have always worked as a community pharmacist; originally for one of the large multiples, then as a locum and more recently as an independent contractor. Over the years I have built up my own peer support network of experienced pharmacists that I have worked both with and for, and my own practice has greatly benefited from their knowledge.

"I feel that independent contractors in particular can sometimes feel quite isolated and it is hard to know who to turn to for best practice advice. When I saw that Community Pharmacy West Yorkshire were looking for pharmacists to become part of a Peer Support Network it seemed a good way to provide other pharmacists with the kind of support that I have received during my career.

"The training session, run by CPPE, was very useful and I'm looking forward to getting more involved with this project."

-ENDS-

Notes to editors

Community Pharmacy West Yorkshire is the Local Pharmaceutical Committee for pharmacies in West Yorkshire.

For enquiries and further details please contact Robbie Turner, Chief Executive, Community Pharmacy West Yorkshire on 0113 27 27 560 or 07912 58 1117. Alternatively email – robbie@cpwy.org.