

## 3 Simple Steps to Support your Primary Care Network (PCN) Lead

Having a Primary Care Network Community Pharmacy Lead (PCN CP Lead) in place is essential so that pharmacies within your PCN can claim for their quality payments as part of the Pharmacy Quality Scheme (PQS).

It is also vital to have a PCN CP Lead at local PCN meetings to ensure that community pharmacy is included as part of the PCN discussions with other health and wellbeing providers in the area. Providing this input into PCNs is vital to avoid community pharmacy being side-lined.

*If you are lucky enough to have someone step forward to fulfil the role of PCN CP Lead in your area, please support them so they can continue to do a good job.*

### How to Keep your PCN CP Lead

#### 1. Answer PCN Lead emails

You don't need to spend ages crafting a beautifully worded response. We appreciate you are busy because your PCN CP Lead is busy too, but when an email is sent to you asking for information it will be because they need to receive an answer.

*For example, if your PCN has asked the PCN CP Lead to find out if pharmacies in the area are providing a particular service, but not all the contractors reply, it places your PCN CP Lead in a very difficult position. It is important that your PCN CP Lead is able to present community pharmacy in a good light and ensure that the PCN ensure that you are not excluded from initiatives in the future due to a lack of engagement.*

#### 2. Get involved early with PQS

Please, check your shared pharmacy NHSmail regularly for emails about PQS sent to the Gaggle Group, particularly at the start of the PQS activity period?

The PCN PQS Domains are generally about increasing collaboration between pharmacies in the area and the PCN GPs. For example, collaboration to improve targets, work together, share info; whatever it is, you need to be engaging early and not waiting until the deadline approaches.

If you want to claim PQS payment, then you have a professional responsibility to fulfil the requirements. Your PCN CP Lead cannot do the work for you and will not have time to make sure you have completed the necessary actions required to claim your payments when they have already provided opportunity for you to complete the work. There are deadlines which must be met by your PCN CP Lead and so they will not have time to revisit work they believe has been completed to accommodate late submissions.

#### 3. Support your PCN CP Lead

If you want to keep your PCN lead in place, then you need to support them.

Your PCN CP Lead is expending a considerable amount of time and effort to attend meetings each month, finding a locum, completing meeting feedback, emailing the PCN Clinical Director, making time for training days, preparing for evening PCN Zoom meetings, sending Gaggle emails and setting aside a lot more time to read the PSNC guidance on PQS.

**Don't forget – if your PCN CP Lead steps down from the role, YOU will not be able to claim for the PQS PCN Domain (Flu Vaccination).**