

Primary Care Networks (PCNs) are a key part of the [NHS Long Term Plan](#), with all general practices being required to be in a network, and [Clinical Commissioning Groups \(CCGs\)](#) being required to commit recurrent funding to develop and maintain them.

Community Pharmacy West Yorkshire supports the development of PCNs. We see PCNs as an exciting opportunity for community pharmacy. PCNs are challenged to take an innovative approach to strengthening and redesigning primary care. As an essential component of primary care this provides community pharmacy the opportunity to work with the local health and social care system to recognise the asset, better integrate and use of community pharmacy.

Across many areas of West Yorkshire, Community Partnerships and Local Care Partnerships (LCP) have been operating for some time and currently fulfil much of the role envisaged nationally for PCNs. As a result, some PCN Leads may be required to attend Community Partnership or LCP meetings during the early stages of PCN development. PCN CP Lead are able to claim payment for attending these meetings, in the same way as for attending formal PCN meetings.

Our ambition at Community Pharmacy West Yorkshire is to have a PCN CP Lead to ensure that we have a clear and vibrant community pharmacy voice at every PCN in West Yorkshire. This will mean that Community Pharmacy West Yorkshire will have 52 PCN Leads.

In recognition of the importance of the community pharmacy representation at PCNs, Community Pharmacy West Yorkshire has taken the decision to provide remuneration for those carrying out the community pharmacy PCN Lead role. In return for this remuneration each community pharmacy PCN Lead will have additional responsibilities which are outlined in this document. This remuneration offer will be reviewed at 6 monthly intervals following an assessment on return on investment.

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Principles for Community Pharmacy Primary Care Network Lead (PCN Lead)

Each PCN Lead must sign up to and follow the PCN Lead principles. A copy of the signed Principles Agreement Form must be submitted to Community Pharmacy West Yorkshire.

- **Representation** – your role at the PCN meetings will be to represent community pharmacy for the whole area covered by the PCN.
- **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 PCNs are 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 PCN and what it hopes to achieve.
- **Communication** – is essential and this includes a responsibility to feedback to the other pharmacies in the PCN locality.
- **Attendance** – you will be expected to attend the PCN meetings.
- **Feedback** – you will be expected to provide written feedback after every PCN meeting to Community Pharmacy West Yorkshire. This will be via completion of a template on PharmOutcomes.
- **Responsibility** – if you become unable to continue in the role as a community pharmacy PCN Lead, you must promptly inform Community Pharmacy West Yorkshire so that a replacement community pharmacy Lead can be found.

See appendix 2 for the Principles Agreement Form.

The Role of Community Pharmacy Primary Care Network Lead

The role of community pharmacy Lead at the PCN is to be the voice for community pharmacy. This is a responsibility – as those acting as PCN Leads will form the PCN opinion of community pharmacy. It is right that the rest of the community pharmacy network have expectations of how the community pharmacy PCN Lead will act and behave.

Expectations of those undertaking the Primary Care Network Lead Role

The list below is not exhaustive but outlines the main expectations of those undertaking the role of community pharmacy PCN Lead.

- Prepare for each PCN meeting. This includes reading the agenda and minutes of previous meeting, preparing any information with regards how community pharmacy can support the priorities identified by the PCN and information to present to the PCN about better use of the community pharmacy asset.

- Regularly attend the PCN meetings. Regular attendance at the PCN meetings is essential in order to build effective relationships based on trust between you as the PCN community pharmacy Lead and the other PCN members. If you are unable to attend a PCN meeting this should be recorded in the Community Pharmacy West Yorkshire feedback. If you are no longer able to act as a PCN Lead, or are unable to routinely attend the meetings, then Community Pharmacy West Yorkshire must be informed to allow a new PCN Lead to be found.
- Actively engage in the PCN meetings. Actively engaging means that you take an active part in the meetings by contributing to the conversations and promoting community pharmacy as a positive part of the system. Some conversations may not directly relate, or feel connected to community pharmacy, but it is likely that you can still make a positive contribution to conversations. Attending a meeting without making any contribution is not acceptable.
- Provide feedback to Community Pharmacy West Yorkshire for every PCN meeting. See section on feedback.
- Keep abreast of current developments and issues. This includes both developments in community pharmacy and the NHS and social care. A good start to keeping abreast can be gained by routinely reading Community Pharmacy West Yorkshire's weekly News Digest and CPE bulletins and briefings. The CPE website www.CPE.org.uk has a wealth of information on the health and social care landscape, service opportunities and PCNs.
- Read and respond to PCN Gaggle Group emails.
- Actively participate in PCN Gaggle Group conversations to help build a strong network of PCN Leads.
- Engage with the other community pharmacies within the PCN to keep them updated of the activity of your PCN. This can be done by various routes including phone updates and emails (via Community Pharmacy West Yorkshire or direct via Gaggle Groups where these have been set up). Further detail is outlined in the meeting feedback section below.

Meeting Feedback

Feedback from PCN meetings is really important. Without feedback Community Pharmacy West Yorkshire is not able to support you in the role of PCN Lead and is not able to demonstrate or give assurance back to all contractors regarding your role as PCN Lead.

Feedback to Community Pharmacy West Yorkshire

Feedback must be sent to Community Pharmacy West Yorkshire following every PCN meeting using PharmOutcomes.

To enter data log onto PharmOutcomes, access services and find the service called Primary Care Network – Meeting Feedback.

Feedback must be sent after every meeting, ideally within a week of the meeting and definitely within 4 weeks of the meeting. Where feedback is not within these timescales payment for attending the meetings will not be paid.

If you are not able to attend a PCN meeting, feedback should still be submitted via PharmOutcomes with the meeting feedback stating that you were not able to attend the meeting.

If you have any problems accessing this on PharmOutcomes please let Community Pharmacy West Yorkshire know by emailing info@cpwy.org.

Feedback to Contractors

Community Pharmacy West Yorkshire has created Gaggle Groups for each PCN area, which includes all the pharmacies located within the PCN. PCN Leads should ensure that all relevant information is passed onto the other pharmacy contractors within the PCN. Please see further information below regarding Gaggle Groups.

The feedback may be:

- Update of decision / information from the PCN meeting relevant to community pharmacy.
- A note that you have attended the PCN meeting on behalf of all community pharmacies within the PCN and a summary of the PCN priorities (the priorities may not feel relevant for community pharmacy, but it is helpful to keep pharmacies updated so that they feel connected to the PCN).
- Useful information for community pharmacy. An example would be information on local services which would be helpful for signposting patients.

The half-day payment factors in time for the community pharmacy PCN Lead to contact pharmacies within their PCN to introduce themselves and feedback from the PCN meetings. It is accepted that you cannot feedback individually after every meeting, but it could be that you contact 2 or 3 pharmacies within your PCN within each half-day.

Gaggle Group

Community Pharmacy West Yorkshire has set up a "Gaggle Group" to help all our PCN Leads to share information between each other (pch-leads@gaggle.email) and has also set up individual Gaggle Groups for pharmacies within each PCN area. Please see the Community Pharmacy West Yorkshire website to find the address for your PCN Gaggle Group address (<https://www.cpwy.org/pharmacy-contracts-services/primary-care-network/>). Gaggle allows you as a group to share a joint conversation, share ideas, ask for support and send attachments safely.

As a PCN Lead it is expected that you keep updated with the information shared via Gaggle and that you actively contribute to the conversations.

Starting (or continuing) a conversation is easy – just reply to the email or start a new thread by emailing your message to pch-leads@gaggle.email from your personal NHSmail address or to your PCN area Gaggle Group address using your pharmacy shared NHSmail address.

As with any other group chat, Community Pharmacy West Yorkshire request that people are considerate, polite and follow usual email and group etiquette. This includes:

- Limit the conversations to those relevant to PCNs and being a community pharmacy Lead for a PCN.
- Please do not post anything with patient identifiable information or of a confidential nature.
- Community Pharmacy West Yorkshire is 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 Community Pharmacy West Yorkshire office by email (info@cpwy.org) or by 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.

Declaration of Interest

A Declaration of Interest Form must be completed, signed and submitted annually to Community Pharmacy West Yorkshire. The Declaration of Interest Forms will be reviewed by the Community Pharmacy West Yorkshire Finance and Performance Subcommittee as occurs for the Community Pharmacy West Yorkshire committee members. See our website for [members](#) of the committee.

See appendix 1 for the Declaration of Interest Form.

Payments

Funding must always be sought directly from the PCN before a claim is made to Community Pharmacy West Yorkshire.

Funded directly from the Primary Care Network or Community Partnership / Local Care Partnership

Some PCNs (or partnerships) will fund backfill costs for attendance at PCN meetings. Community pharmacy PCN Leads are asked to discuss with their PCN if they will provide backfill for attendance at the meetings. It should be outlined that under the NHS Terms of Service, a pharmacist must be on duty in the pharmacy premises for all opening hours. As a pharmacist you are therefore not able to leave the pharmacy premises during opening hours and therefore, attendance at the PCN meeting incurs direct costs to fund backfill. 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 Community Pharmacy West Yorkshire.

Meeting Fee

Where funding directly from the PCN is not available, a meeting fee of £120 can be claimed from Community Pharmacy West Yorkshire per meeting. This is limited to one meeting per month. This fee is to cover at least 4 hours backfill and provide time to carry out all the requirements of the PCN Lead role as outlined in this document. This includes, but is not limited to, meeting preparation, attendance, feedback to Community Pharmacy West Yorkshire, engaging with pharmacies within the PCN, travel time¹, expenses and active involvement with the PCN Gaggle Group.

¹ Travel time is expected to be very low as the PCN meeting will be in the same locality as the pharmacy.

This meeting attendance can be claimed for the main PCN meetings (or partnership meetings) but can also be claimed for relevant task and finish groups and additional meetings.

If the PCN meeting is cancelled and it is not practical or possible to cancel the locum, the meeting attendance fee can still be claimed. The time should be used to carry out the other expectations of the PCN Lead, such as engagement with other local pharmacies. The PCN chair (and PCN support officer if one is in post) must be informed that although the meeting has been cancelled the impact for community pharmacy is that the meeting attendance cost remains. Frequent cancellations of PCN must be raised and discussed with Community Pharmacy West Yorkshire so that the matter can be raised with the relevant oversight group / Clinical Commissioning Group (CCG).

Payment will only be made where fully completed meeting feedback (on PharmOutcomes) and Community Pharmacy West Yorkshire Expenses Claim Form has been submitted. Feedback and claims must be submitted to Community Pharmacy West Yorkshire within 4 weeks of the meeting date otherwise the claim will not be paid.

Payments cannot be paid to individuals i.e. the claim must be from the pharmacy contractor company.

Additional Primary Care Network Work

Payments can also be claimed for additional work undertaken as part of the PCN role where the work can be shown to be a benefit to community pharmacy.

Additional work will be paid at £30 per hour but must be authorised in advance. Where additional PCN work is needed a proposal to fund this work must be submitted to Community Pharmacy West Yorkshire. The proposal must outline:

- Aims of the work (including benefit to community pharmacy)
- Detail of planned work
- Expected hours to complete work
- Expected outputs
- Expected outcomes

The proposal will be approved in writing by Community Pharmacy West Yorkshire. Following completion of work the output of the work will be shared with Community Pharmacy West Yorkshire.

Payment will only be made where the output of the work is shared with Community Pharmacy West Yorkshire and expenses claim 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.

Non- Community Pharmacy West Yorkshire approved additional work, or hours claimed over the proposal will not be paid.

Community Pharmacy West Yorkshire Support

Community Pharmacy West Yorkshire will support those pharmacists representing community pharmacy at PCN meetings. The support provided will evolve as the PCN 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.
- Provide updates and share relevant information about service opportunities, relevant national and ICS-wide priorities and policies and key sources of information.
- Communicate feedback (from meeting feedback forms) to all pharmacies within the PCN network.
- Share information between each PCN Lead so that we can learn from each other.
- Support you in helping your community in shaping its ideas for inclusion within your PCN plans.

Your main point of contact is our Primary Care Network Project Manager, Phil Wiles, who can be contacted by email at phil@cpwy.org or by telephone on 07793 218 060.

Appendix 1 – Declaration of Interest Form



Declaration of Interests (PCN)

Name: _____

1.	Remunerated Directorship of company(s) (public or private) and businesses owned personally or in partnership	
2.	Remunerated employment or offices	
3.	Remunerated Consultancy(s)	
4.	Remunerated work performed under contract	
5.	Names of companies or other bodies in which I have an interest, either on my own account, my spouse or infant children, for a beneficial interest in share holdings greater than the 10% of the share capital	
6.	Remunerated contributions to professional and scientific publications	
7.	Names of charities, not for profit and/or voluntary sector organisations in the field of health and social care or that contract for NHS services that I or my spouse have involvement with.	
8.	Other sources of income or pecuniary support relevant to my membership of LPC	
9.	Membership of other pharmaceutical bodies	

Signed: _____ Date: _____

Please complete and return by email to info@cpwy.org.

Appendix 2 – Principles for community pharmacy Primary Care Network (PCN) Lead

- **Representation** – your role at the PCN meetings will be to represent community pharmacy for the whole area covered by the PCN.
- **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 PCNs are 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 PCN and what it hopes to achieve.
- **Communication** – is essential and this includes a responsibility to feedback to the other pharmacies in the PCN locality.
- **Attendance** – you will be expected to attend the PCN meetings².
- **Feedback** – you will be expected to provide written feedback after every PCN meeting to Community Pharmacy West Yorkshire. This will be via completion of a template on PharmOutcomes.
- **Responsibility** – if you become unable to continue in the role as a community pharmacy PCN Lead, you must promptly inform Community Pharmacy West Yorkshire so that a replacement community pharmacy Lead can be found.

I understand that as a community pharmacy Lead for a Primary Care Network that my role is to represent the whole of community pharmacy rather than my personal or own business interests. I will act in accordance with the principles outlined above.

Name:	
Job Title:	
Employing Pharmacy:	
Signature:	
Date:	

Please complete and return by email to info@cpwy.org.

² Please note that CPE advice regarding NHS Contractual Hours and Responsible Pharmacist breaks: <https://cpe.org.uk/quality-and-regulations/pharmacy-regulation/responsible-pharmacist/>