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LPCs in the spotlight– Community Pharmacy West Yorkshire

We are talking to LPC Chief Officers discussing the way that their LPC works to share ideas, tips and good practice across the LPC network. We kick off with Community Pharmacy West Yorkshire, one of the largest LPCs in the country with Chief Executive Officer Robbie Turner.

Resulting from the merger of four LPCs, Community Pharmacy West Yorkshire represents over 550 contractors. Being a large area keeping contractors involved is important. Initially this was through evening locality meetings hosted an LPC member (with central office support) open to contractors, their staff and other stakeholders. However is soon became apparent that there could be a more focussed way to engage with contractors and the Development Academy was launched.

LPC Development Academy

The Development Academy is about up skilling the pharmacy workforce and is financed by external funding working with industry partners and other income streams such a Health Education England. This year the Academy has £45,000 funding, including provisions from Health Education England. Four Pharma partners provide £10K each but there is no promotional material or products featured.

The Academy is currently running 60 sessions a year across West Yorkshire, involving 300- 400 pharmacy staff per month with sessions on issues such as dementia and mental health. The training is targeted so counter staff have different sessions to pharmacists for example.

Urgent Care Working Groups

On local services, involvement with the Urgent Care Working Group has been a successful way into CCGs – a group that can be difficult reach. Involvement has raised the profile of pharmacy in the eyes of commissioners and other health care professionals. Being involved has also meant that the LPC is able to influence strategy which has led to the commissioning of services through pharmacy that would not have happened otherwise. For Robbie Turner, who sits on the Group, getting on was the result of existing relationships with CCG members so he was pushing an open door. The Group with Robbie's continued participation has evolved into 'System Resilience Groups', which go beyond urgent care to issues such as hospital waiting times.

Local Commissioning

The LPC seeks to secure new local services by submitting business cases to potential commissioners on services such as minor ailments and urgent repeat dispensing. All the services the LPC bids for have an element to fund the LPC involvement: the LPC deals with the administration (such as

invoicing a CCG or distributing a lump sum held by the LPC) on behalf of their contractors using PharmOutcomes and commissioners pay a fee to the LPC for this work. The LPC actively supports its contractors as part of its core role, so over and above the administration service, by for example calling each contractor in their alcohol service every week to make sure there are no problems and check on progress.

For each new service there is a steering group who get together every couple of months to review data outcomes and feedback on operations. The group involves CCGs, GPs, medicines management pharmacists and the LPC. The LPC then feedback to the contractors providing the service any information to keep them informed and to support service delivery.

LPC Organisation

Although covering over 530 contractors the LPC membership is 15 members meeting every 2 months. The LPC members feel their role must be kept strategic with a small focused team relying on and managing the Chief Executive Officer to deliver the LPC strategy. An LPC covering a large number of contractors with commensurate levy income means the committee can employ a team with the expertise to provide an enviable service and support to its contractors. The office team is Chief Officer Robbie Turner supported by Business Support Manager Kathryn Kelly; Public Health Specialist Nigel Hughes; Service Development Manager Ruth Buchan; Event Organiser Helen Lambert; and Research and Evaluation Manager Rachel Urban.

For more information on the work of Community Pharmacy West Yorkshire LPC check out their website at:

<http://www.cpwpy.org/>

If your LPC would like to contribute to this feature contact mike.king@psnc.org.uk