



January 2019



LPCs in the spotlight– Tees LPC

Tees LPC represents 124 community pharmacy contractors throughout Teesside which includes Middleborough, Hartlepool, Redcar, East Cleveland and Stockton-on-Tees.

To represent those contractors the LPC has 12 members: 6 CCA nominees, 5 elected independent members and one AIMp nominee; the LPC is chaired by Jay Badenhorst, an independent contractor representative. The LPC, which used to meet bi-monthly, has reduced the frequency to quarterly, with a monthly touch point to keep the LPC members updated.

The committee is supported by three members of staff: a full time Chief Officer Sandie Hall; Training and Quality Manager Lindsay Clode working 30 hours a week; and Service Implementation and Peer Support Manager Jane Harvey, who also works 30 hours a week.

Contractor engagement

Tees LPC has a strong focus on contractor engagement, offering support visits to all pharmacies across the area once per quarter.

The LPC also runs several contractor events per year which includes their award-winning Best Practice events for contractors and their teams which run 4-6 times a year. Each event is on a weekday afternoon to which local commissioners and third sector representatives are also invited.

Chief Officer Sandie Hall explained that the Best Practice events have a strong training element which links to the following two months public health and local campaigns and resources packs and service updates are provided at the meetings. The events also invite patients to speak about a condition from their point of view: a past event involved a patient with type one diabetes, another event heard from a patient who had undergone a kidney transplant – both sharing their stories, giving contractors a personal insight into the impact of the condition on their lives.

Sandie added that to showcase success there is a celebration event each year where awards are given based on self or peer nomination, as well as commissioner nominations- a great way to highlight the great work of contractors in the Tees LPC area.

A contractor questionnaire issued by the LPC helps the LPC team monitor the uptake of services and outcomes and identify any problems which can be discussed in their contractor visits.

LPC strategy

Sandie says that the LPC AGM, which typically attracts between 60 and 100 people, also includes a workshop for Tees contractors, providing an opportunity for them to contribute to the LPC strategy. The LPC then begins its work on the LPC strategy considering the views of its contractors and the commissioning priorities across the area, including those of the CCG and Health and Wellbeing Boards.

All LPC members are involved in developing the LPC strategy, and once agreed, each member has a responsibility for an element of the plan and projects within it, which currently include self-care, mental health and care homes amongst others. LPC members are asked to provide regular reports on their areas of responsibility so the whole team has an overview and can manage the implementation of the strategy.

Communications

Sandie said that Tees LPC publishes a quarterly newsletter which is sent out electronically via PharmOutcomes, adding that within PharmOutcomes the LPC has an area that their locums can also access the LPC communications too; the newsletter is also distributed by NHS mail and is also available on the LPC Facebook page. Sandie adds that the LPC communications also include twitter feeds and the LPC website has been revamped over the last year to make it much more user friendly; it now includes job advertisements and locum company details too.

Provider company

Sandie explained that the LPC facilitated the setting up of a local provider company for contractors. It's early days as many services were already established in the area, but the provider company board has plans to develop company's activity. This includes services commissioned by the CCG and subcontracts from other providers via the provider company.

All contractors are automatic members, as Sandie points out, it is a contractor provider company as opposed to a paid membership company.

Royal Society of Public Health training and leadership training as well as many other training courses are commissioned via the provider company, which then allows it to fund local training options for contractors which are free at the point of delivery.

Local engagement

The LPC is a keen advocate of partnership working and ensures that there is representation at many engagement or stakeholder events. This, says Sandie, allows any interested provider to consider a partnership agreement or other links with the LPC.

The result is that the LPC are involved with the local mental health strategy, stop smoking strategy, learning disabilities forum, has a regular presence at Health and Well Being board meetings, attends CCG meetings and has developed a good working relationship with the Local Medical Committee.

The LPC was also an integral part of the roll out of DMIRS in the area with contractor support and NHS 111 staff training.

Networking

Closely linked to their success with partnership working is the LPCs ability to network. It's a key strength that, Sandie says, has resulted in many third sector organisations working with the committee to deliver training for contractors.

The LPC has partnered with the local university to identify opportunities for information about community pharmacy as part of nurse and midwifery training; there are also discussions with other healthcare workers on how community pharmacy could support their education.

PSNC Leadership Academy

Sandie has been involved with the PSNC Leadership Academy since its beginnings in 2016. Commenting on the Academy Sandie said: "On attendance at the first Leadership Academy the expectation of being 'taught' how to lead was what I presented with. I couldn't have been more wrong. The training enabled me to identify my style of leadership and the positive aspects for development. Engaging both the LPC and contractors has always been a major issue. The opportunity not only to develop my own style but that of my team from a directive to a coaching and supportive style has given us much greater opportunity to build relationships with our teams which, in turn, encourages their involvement in the training and support that is on offer."

"Being a very visible LPC is very important and this was enhanced by sharing not only what we do but also receiving some excellent support from Leadership Academy facilitator Rachel Harrison during the training, and from other LPC areas who are doing some fantastic work. Attendance at each of the Leadership Academy update best practice days has further supported our relationships with other areas and positive impacts on our working practices has been realised. A very worthwhile course."

Tees LPC

The success of Tees LPC is founded in a strong leadership base. A well-managed LPC with a clear plan which includes succession planning and development opportunities for the LPC team. An LPC that has an inclusive approach to the development and delivery of its strategy, and through its networking and engagement strengths has ensured that community pharmacy in the Tees area is integrated into the local healthcare network.

To find out more about Tees LPC visit their website at: <https://psnc.org.uk/tees-lpc/>

For more information about the LPCs in the Spotlight series contact mike.king@psnc.org.uk