

## Strategic Plan 2021-22

1. Training and Development
  - a. Support the development of pharmacists and their team across NEL
  - b. Supplementary training as required during the year
  - c. Link training to all commissioned services where appropriate
2. NHS Community Pharmacist Consultation Service
  - a. Half of surgeries across NEL to be live during 2021/22
  - b. Support pharmacies to take ownership of the project by year end
  - c. Support contractors to ensure completion of CPCS referrals
3. Discharge Medicines Service
  - a. All Acute Trusts live with the service
  - b. All Acute Trusts transferring patients using a Nationally recognised DMS IT template
  - c. Work with other key stakeholders to develop DMS referrals from other organisations
  - d. Support all contractors to ensure they do not breach their Essential Service specification
4. Pharmacy Support
  - a. Delivery of services across all pharmacies
    - i. For example, SMI, PGDs, NMS, DMS, CPCS, CPAF, Immunisations
  - b. Support with the delivery of PQS
5. Primary Care working relationships
  - a. GP / Pharmacy relationships
    - i. Create locality groups across the LPC where GP practices and pharmacies are working closely together
  - b. Primary Care Networks
    - i. Engagement with PCN Boards as they form
    - ii. Link CPCS, DMS and NMS with PCNs
  - c. Integrated Care Systems
    - i. Ensure participation in the newly forming ICSs
    - ii. ICS Board and Operating team
    - iii. Work locally with ICPs as they begin to form
6. Communications
  - a. Area Manager meetings
    - i. Quarterly via Zoom
  - b. Increase working links with secondary care establishments
    - i. To enhance DMS
  - c. Stakeholder engagement – MPs / Councillors / GPs / Practice Managers / PSNC
    - i. Including social media
  - d. Communications directly with contractors
    - i. Conference
    - ii. Social media
    - iii. Emails
  - e. Website
    - i. Review and enhance website to create a one stop shop for all pharmacy enquiries
7. NHS Service development and retention
  - a. Develop new service opportunities
  - b. Implementation of new services
  - c. Review of existing contracts with commissioners
    - i. Engagement with existing contract delivery
    - ii. NMS
  - d. Roll out of any new Nationally Commissioned services
8. LPC Finances
  - a. High quality LPC financial governance
  - b. Yearly summary to contractors
  - c. Work to obtain project grants