LPC Self Evaluation 2018-19 Assessment Status Nottinghamshire LPC (Self-Evaluation)

Business and Strategic Planning

Assessment Criteria	Status
Assessment Chiena	Status

Strategic Plan		Purple Level: Exemplary
Amber: Potential Concerns	Potential LPC has no strategic plan for community pharmacy or has a plan that hasn't been shared with all local commissioners or has a plan that hasn't been reviewed in the last 15 months	
Green Level: Good	Level: market for pharmacy services. The strategic plan has been reviewed and refreshed by the committee in the last 15 months. The strategic plan has been shared with the local commissioners and	
Purple Level: Exemplary As Green Level, plus the plan has been reviewed and refreshed by the committee in the last 9 months within a programme of planned review.		by the committee in the last 9

Evidence

Have strategic plan and business / work plan linked - reviewed at every meeting and linked to LPC meeting agenda

Work Programme		Green Level: Good	
Amber: Potential Concerns	ential LPC has no work programme identifying workstreams and actions for officers and members of the committee or has a work programme that hasn't been reviewed in the last 4 months.		
Green Level: Good	evel: plan. The work programme provides the basis for budget-setting and identifies workstreams and		
Purple As Green Level, plus the programme is typically reviewed formally at each committee meeting areas showing lack of progress highlighted and contingencies prepared together with budgets controls.			

Evidence

??? link to budget - discuss at LPC meeting

Action Plan

Develop a contingency plan Sub-groups to develop plan to deliver on under performing area

Governance

Assessment Criteria Status

Written	Governance Arrangements	Purple Level: Exemplary	
Amber: Potential Concerns	not fully meet the ctandards set out in the PNIC Covernance Guide for LPCs		
Green Level: Good	Level: LPC has written governance in place in accordance with the PSNC Governance Guide for LPCs together with written details of procedures to follow in the event of a failure of governance		
Purple Level: Exemplary	As Green Level, plus the LPC also has either: a lead LPC member overview and scrutiny subcommittee who have the confidence a effectively to sensitive governance issues. There are regular rep	and competencies to respond	

Evidence

Governance sub-committee chaired by JS

Declarations of Interest	Purple Level: Exemplary
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	LPC has declarations of interest but completion rate is less than 100% or has not been
Concerns	refreshed within the last 15 months.
Green Level:	All LPC members and the LPC Chief Officer have signed declarations of interest and these
Good	have all been updated within the last 15 months.
Purple Level: Exemplary	As Green Level, plus the declarations of interest are published on the website.

Chased by AE + JS

ChiefO	fficer	Purple Level: Exemplary
Amber: Potential Concerns	arrangements have not been reviewed for HMRC compliance regarding freelance/self-employed	
Green Level: Good	LPC has a job description written for the role and agreed. Employed Contract - There is a signed contract of employment in place. Annual reviews/appraisals are linked to LPC priorities and person development plan in place with measurable personal performance management targets setNon-employed Contract - A contract is in place that has been reviewed for HMRC compliance within the last 15 months. There is a regular review of service delivery against the contract for services and	
Purple Level: Exemplary As Green Level, plus there is a Chief Officer in post who has structured meetings at least two year with at least one nominated committee member that includes: Employed Contract - A review that the terms of the contrabeling fulfilled		s:Employed Contract - A review of

Evidence

Employment contract + annual appraisals and interim reviews reported to LPC twice a year Plus exec meetings

LPC Reporting		Purple Level: Exemplary
Amber: Potential Concerns	r	
Green Level: Good	Chair, Chief Officer and members provide written reports on LPC activities, including meetings attended on behalf of the LPC, to the Committee at each LPC meeting. These are discussed as an agenda item at each LPC meeting.	
Purple As Green Level, plus the meetings together with the names of the individuals attending on belacevel: of the LPC for the planned period up to the next LPC meeting are on the agenda as a matter of report.		

Evidence

On business plan and LPC agenda - some verbal reports as appropriate, but mainly written

LPC Agendas and Minutes		Purple Level: Exemplary	
Amber: Potential Concerns	Agendas and minutes of meetings of the LPC are not routinely made available to contractors.		
Green Level: Good	l: Contractors can view the LPC meeting agenda before each meeting and minutes via the LPC website within 3 working days of them being accepted, except parts of the meeting held in camera.		
Purple Level: Exemplary	Purple Level: As Green Level, plus parts of the meeting held in camera are described within the minutes sufficient for readers to understand that a matter was discussed.		

Chief Officer and Treasurer Roles

Amber: Potential Concerns	A single individual undertakes the role of both Chief Officer and Treasurer, although the LPC may be working to separate the roles; or the LPC has not reviewed the appointment of the Treasurer within the last 15 months.
Green Level: Good	LPC has clearly separated the roles of Chief Officer and Treasurer. LPC has reviewed the appointment of the Treasurer within the last 15 months.
Purple Level: Exemplary	As Green Level, plus the LPC has assured itself of the personal independence of the Treasurer within the last 15 months. The assurance is documented so that, if challenged, it can be called upon as evidence.

LPC Management and Structure

Assessment Criteria	Status
Assessment Chieffa	Status

Operati	onal Capacity	Purple Level: Exemplary
Amber: Potential Concerns	within the last 12 months	
Green Level: Good	LPC regularly reviews at least twice a year the annual Work Programme to deliver the Strategic Plan. On each occasion operational capacity is considered. Any adjustments made to increase or decrease capacity are implemented within 6 months of that decision.	
Purple Level: Exemplary	•	

Evidence

Work plan reviewed at each meeting - but ??? connection to budget and capacity

Action Plan

Capability and Expertise

Define link between budget, capacity and workplan

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Amber: Potential Concerns	LPC has not formally identified or reviewed the additional capal LPC to work successfully in the current commissioning environ		
	LPC has formally identified capability and expertise needed by a current commissioning environment within the last 15 months a access to those identified resources and expertise to draw on we have the commission of the commissio	ind, where ne	ecessary, has secured
Purple Level: Exemplary	As Green Level, plus the LPC reviews progress and cost at each appropriate.	h meeting, tal	king action as

Purple Level: Exemplary

Evidence

Work plan reviewed at each LPC meeting - but ??? link to changing capability?

Action Plan

Need to determine next steps and action required for meeting work plan

Size and Structure		Purple Level: Exemplary
Amber: Potential Concerns	committee and adjusted where appropriate to meet those needs at least once within the last four	
Green Level: Good	LPC has discussed both within the committee and at Regional level the fitness for purpose of the existing structures when evaluating the needs of representativeness and efficiency of the committee and adjusted, where appropriate, to meet those needs at least once within the last four years.	
Purple Level: Exemplary	As Green Level, but there are discussions at both committee and at Regional level and these were within the last 15 months.	

Evidence

Plus regular meetings with Derrbyshire LPC exec and exec attendance at each others LPC meetings

Working	g Together to Support Capacity	Purple Level: Exemplary
Amber: Potential Concerns	LPC has not discussed within either the committee or at Regional level to evaluate possible joint working, collaboration, sharing resources or potential mergers with other LPCs once within the last 15 months.	
Green Level: Good	LPC has discussed both within the committee or at Regional level to evaluate possible joint working, collaboration, sharing resources or potential mergers with other LPCs once within the last 15 months.	
Purple Level: Exemplary	As Green Level, plus this discussion has led to either maintenant collaboration or sharing of resources between LPCs or a merging decided then a clear plan and timeframe has been agreed.	

Membe	rs' Comp	etence	Green Level: Good	
Amber: Potential Concerns	LPC has not formally considered member training needs in the last 15 months.			
Green Level: Good	attended a	LPC has formally considered member training needs in the last 15 months and members have attended appropriate training events where necessary to ensure the Committee has the skills to carry out its work		
Purple Level: Exemplary	As Green Level, plus a formal Skills Gap Analysis of members of the LPC has been carried out and reviewed within the last 15 months. Formal consideration made for succession planning. A programme of relevant activity drafted to meet any skills needs identified has been agreed.			
Evidence ??? PSNO		ssessment - do we do, and if so when?		
Action Plan Do PSNC skills assessment				
PSNC I	Regional 1	Representative	Purple Level: Exemplary	
Amber: Potential Concerns	There is no regular invitation for the elected PSNC Regional Representative to attend LPC meetings and no representatives are sent to Regional LPC meetings.			
Green Level: Good	There are regular Regional meetings to which the elected PSNC Regional Representative is invited.			
Purple Level: Exemplary	As Green Level, plus the elected PSNC Regional Representative has a regular invitation together with agenda and papers to attend all LPC meetings and there is an agenda item available for them to speak to or provide a written report.			
Sharing	Innovatio	n	Purple Level: Exemplary	
Amber: Potential There is no sharing of innovation in areas such as ways of working, service development and relationship building			ays of working, service development	

Sharing Innovation		Purple Level: Exemplary
Amber: Potential Concerns	8,	
Green Level: Good	Innovation is shared locally with contractors or neigh	nbouring LPCs.
Purple Level: Exemplary Innovation is shared locally with contractors and shared at national or regional level.		ared at national or regional level.

Financial Management

Α	ssessment Criteria	Status

Budget	Purple Level: Exemplary
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Amber: Potential Concerns	LPC does not link the budget expenditure to the Work Programme or has no formal budgeting.
Green Level: Good	LPC has a budget in place, including key areas of expenditure linked to the Work Programme and which has been set within the last 15 months.
Purple Level: Exemplary	LPC has a budget in place, including key areas of expenditure explicitly linked in detail to the Work Programme and which has been set within the last 15 months.

Exemplary work ring familie and which has been set within the last 15 months.		
Expenditure		Purple Level: Exemplary
Amber: Potential Concerns	ial Accounts are not published in the annual report or a copy is not sent to PSNC.	
Green Level: Good	Expenditure is monitored regularly against budget throughout the year and accounts are published in the annual report and a copy sent to PSNC.	
Purple Level: Exemplary		

Reserves Purple Level: Exemplary		
Amber: Potential Concerns	LPC holds significantly more than the six months reserve advised by PSNC (unless there are minuted justifications for forward investment as part of the strategic plan) or there are insufficient reserves to meet the financial commitments of the committee	
Green Level: Good	There are appropriate reserves to meet the financial commitments of the committee, including the six months reserve advised by PSNC.	
Purple Level: Exemplary	As Green Level, plus the LPC proactively manages the reserves including formally reviewing and adjusting where necessary the levy within the last 15 months to either reduce the excess or maintain reserves as advised by PSNC or reasonable reserves as approved by the committee, and set the levy annually (including holidays) to maintain this position	
Expenses Purple Level: Exempla		Purple Level: Exemplary
Amber:		

Amber: Potential Concerns	There is an informal policy
Green Level: Good	There is a written expenses policy agreed and understood by LPC members and officers. Expense claims forms are provided and expenses are signed off by the Treasurer or other authorised person as set out in the LPC expenses policy with receipts required for all expenses. Where a person works for two or more LPCs, a policy on expenses has been agreed with all LPCs involved for where costs are to be shared.
Purple Level: Exemplary	As Green Level, plus all expenses for Chief Officer are approved by an unrelated third party. An expenses management report is presented to the LPC by the Treasurer at least 6 monthly

Communication

Assessment Criteria Status

Communications Plan		Green Level: Good
Amber: Potential Concerns	The LPC does not have any structured communications plan or ambitions for engagement with contractors and stakeholders	
Green Level: Good	The LPC has a communications plan which sets out how it will engage with contractors, e.g. through meetings, the LPC website and email newsletters. The plan also identifies key stakeholders.	
Purple Level: Exemplary	ple Level: As Green Level, plus the LPC has reviewed progress on the plan at least once in the past 12 months.	

Outline comms plan as part of strategy / work plan - needs more detail and linking to capacity and capability

Action Plan

Plan needs working up / refining by sub-group

Communication Mechanisms

Purple Level: Exemplary

Amber: Potential Concerns	There has been no direct communication to contractors within the last four months; any website presence has only contact details with essential news and information.
Green Level: Good	LPC has contacted all contractors, either by email, fax or post within the last four months; the LPC website provides further basic information beyond Amber Level. The website may contain out of date information, e.g. details of members that have resigned, historic training events or out of data SLAs or PGDs.
Level:	LPC has a website that is well maintained, publicised and kept up to date with information for contractors on LPC business, LPC resources together with other local issues and news. LPC has considered a case for the use of social media as a way of communicating with contractors.

Evidence

AE updates website frequently

Action Plan

More frequent update of website and support for AE identifying

Informin	g Contractors about Commissioning Matters	Green Level: Good
Amber: Potential Concerns	al LPC has not directly informed contractors of commissioning matters within the last four months.	
Green Level: Good	LPC has routinely informed contractors of commissioning matters including local commissioning plans, targets and opportunities together with reports of the LPC's work on behalf of contractors to promote community pharmacy to commissioners.	
Purple Level: Exemplary	As Green Level, plus there are clearly identified links to the LPC Strategic Plan and Work Programme within the communications.	

Evidence

Some detail in newsletters and in email circulars - but commissioning environment so fluid difficult to keep up ourselves let alone keep contractors informed - discuss how much details contractors want???

Action Plan

More frequent updates - who, when and how?

Press Relations		Green Level: Good
Amber: Potential Concerns	Appropriate LPC Officers have not had training to respond to queries from the press when asked.	
Green Level: Good	Appropriate LPC Officers have had training to respond to queries from the press when asked. There is an LPC member or Officer who is responsible for media relations and suitably trained to meet the requirements of the Work Programme.	
Purple Level: Exemplary	releases to promote local pharmacy when appropriate and has done so at least twice in the last 1:	

Evidence

Don't routinely issue PRs - link to national campaigns and MP visits Do have good media contacts and pick up on specific issues

Action Plan

Comms to develop plans

Contractor Passive Engagement

Purple Level: Exemplary

Amber: Potential Concerns	LPC holds at least one contractor meeting a year, which may be the Annual General Meeting.
Green Level: Good	LPC has a mechanism by which views expressed by contractors can be considered by the committee and a response made to the contractor. LPC holds at least one contractor meeting a year, which may be the Annual General Meeting.
Purple Level: Exemplary	As Green Level, plus LPC regularly reminds contractors of methods by which their views can be considered by the LPC.

LPC newsletter + LPC member network contacts ??? more member visists - discuss at LPC meeting

Action Plan

More detailed info to contractors about contacting LPC - via member contacts lists

Contractor Proactive Engagement		Green Level: Good
Amber: Potential Concerns	LPC cannot demonstrate proactively seeking views of non-LPC contractors in advance of at least one meeting (which is not the Annual General Meeting) within the last 15 months.	
Green Level: Good	LPC can demonstrate proactively seeking views of non-LPC contractors in advance of at least on meeting (which is not the Annual General Meeting) within the last 15 months.	
Purple Level: Exemplary	LPC can demonstrate proactively seeking views of non-LPC contractors in advance of at least th meetings (one of which can be the Annual General Meeting but is not the views on the Annual ray Report or Accounts) within the last 15 months.	

Evidence

LPC newsletter + LPC member network contacts ??? more member visits - discuss at LPC meeting

Action Plan

Plan more member visits

Local MPs		Purple Level: Exemplary
Amber: Potential Concerns	The LPC know who the local MPs are but have not had any months.	y contact with them in the past 15
Green Level: Good		
Purple Level: Exemplary	1	

Evidence

Written and Tweeted all MPs - at least 6 monthly - link to APPG work

Contract Development

Assessment Criteria Status

Essential Services		Purple Level: Exemplary	
Amber: Potential Concerns	LPC is supporting contractors where requested with difficulties complying with the contract requirements to support implementation.		
Green Level: Good	LPC is involved as appropriate with monitoring visits with the NHS England local team and monitoring the visits to ensure they are reasonable and in accordance with the NHS England powers. LPC is supporting contractors where requested with difficulties complying with the contract requirements to support implementation.		
Purple Level: Exemplary	el: As Green Level, plus the LPC is pro-actively identifying contractors with difficulties complying with the contract requirements and supporting implementation where appropriate		

NH works 1-1 with NHSE as necessary

Advanced Services	Green	Level:	Goo	d

Amber: Potential Concerns	LPC has no Work Programme to regularly review or encourage uptake of Advanced Services.
Green Level: Good	LPC has reviewed within the last 15 months how many contractors are providing Advanced services in the LPC area. LPC is proactively encouraging uptake of Advanced Services, advising contractors to inform GPs when starting Advanced Services and provide a briefing on the services and arrangements appropriate to local circumstances.
Purple Level: Exemplary	As Green Level, plus the LPC reviews at least every 4 months both the number of contractors providing Advanced Services together with the level of delivery and reviewing the Work Programme accordingly.

Evidence

Don't look at NMS and MURs now, but do Flu and starting work on DMIRS. Not done much on NUMSAS - discuss at LPC meeting

Action Plan

Support DMIRS launch

Continues to the continue of Local Scivices		Afficer. I oterital Concerns
Amber: Potential Concerns	Whilst LPC Members and Officers may be familiar with procinformation is only provided to contractors upon request	urement and commissioning rules,
Green Level: Good	LPC has provided guidance to all contractors explaining the local commissioning landscape arrangements to contractors.	
Purple Level: Exemplary	LPC has implemented an ongoing communications plan to a commissioning landscape and arrangements to contractors to	

nment for Local Ser

Evidence

Some detail in newsletters and in email circulars - but commissioning environment so fluid difficult to keep up ourselves let alone keep contractors informed - discuss how much details contractors want???

Action Plan

Need to engage with contractors around services - explain commissioning environment as part of the comms plan

Negotiation of Local services Green Level: Good

Amber: Potential Concerns	LPC has no Work Programme to regularly review or encourage the LPC's local service negotiation.
Green Level: Good	LPC can demonstrate that they are pro-actively working with local commissioners to negotiate new Local Services provision and maintain or develop current local services. A proactive programme of review of current arrangements has been undertaken within the last 15 months to ensure that continuation and development of Local Services takes place.
Purple Level: Exemplary	As Green Level, plus where LPC has successfully negotiated a new Local Service, this is for a period approved by the LPC to ensure successful implementation, sustainability and return on investment and LPC has highlighted to contractors any significant changes or key requirements of new contractual arrangements. If no new services have been negotiated within the last 15 months, then the Work Programme has these actions explicitly stated.

Evidence

Commissioning environment very difficult - no sustainable funding for new services, but a number of one-offs / pilots delivered - such as Mid-Notts EPS/eRD work + dMURs + ENT PGDs and keeping existing services - members to discuss

Action Plan

Identify ways of getting engagement with service funding time limited - sub-group to consider

Supporting Delivery of Local Services Purple Level: Exemplary		Purple Level: Exemplary
Amber: Potential Concerns LPC provides reactive support to all contractors, or individual contractors, to maintain and develop Local Service income.		al contractors, to maintain and
Green Level: LPC Strategic Plan and Work Programme both identify a workstream to maintain and develop		1

Purple Level: As Green Level, plus the LPC can demonstrate that they have proactively provided support to

Exemplary **Evidence**

Flu training MDS training Diabetes training for HLP event CVD training for PHE campaign

PSNC Services Database		Purple Level: Exemplary
Amber: Potential Concerns LPC does not use the services database.		
Green Level: Good LPC uses but does not contribute to the services database.		
Purple Level: Exemplary LPC uses and has contributed to the services database in the last 9 months.		

Evidence

NH regularly liaises with Zainab, Helen and Alastair + multiples services teams

Stakeholder Relationships

Assessment Criteria	Status
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contractors to engage and deliver Local Services.

Needs Assessments and Strategic Plans		Purple Level: Exemplary
Amber: Potential Concerns	LPC may be familiar with the local needs assessments (JSNA, Procommissioning strategic plan but does not yet have regular dialections).	
Green Level: Good	LPC has identified the key individuals who influence planning and strategic decisions at Local Authorities and Clinical Commissioning Groups and has discussed Community Pharmacy's role in implementation of the commissioner's Strategic Plans within three months of publication.	
Purple Level: Exemplary	As Green Level, plus the LPC discusses the role of Community before the publication of the commissioner's Strategic Plans with those plans.	

Evidence

Meet STP directors regularly + on STP advisory board, urgent and emergency care board, workforce and prevention workstreams Attend Mid-Notts prescribing meetings Attend GNMOC meetings Meet both City and County PH teams quarterly Meet PHE quarterly

Patients and Representatives		Purple Level: Exemplary
Amber: Potential Concerns	LPC may be aware of the key individuals who represent patients view locally but does not yet have regular dialogue.	
Green Level: Good	LPC has identified the key individuals within local patient representative organisations and elected representatives (local councillors and MPs) who influence planning and strategic decisions and has taken the opportunity to discuss the role that Community Pharmacy can and does play in local service delivery within the last 15 months, when the opportunity arose.	
Purple Level: Exemplary	As Green Level, plus the LPC has sought to proactive engage with those key individuals at least once within the last 15 months.	

Evidence

Regularly meet Healthwatch Regularly meet CVS Attendance at HWB stakeholder events

General Practitioners	Purple Level: Exemplary
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Amber: Potential Concerns	LPC has no formal plans for engaging with GPs.
Green Level: Good	LPC representatives meet at least twice a year with LMC colleagues to keep GPs informed and discuss any inter-professional issues.
Purple Level: Exemplary	As Green Level, plus the LPC has actively promoted using the PSNC 'Walk in my Shoes' toolkit to bring together community pharmacy teams and GP practice teams to help each other understand their roles and improve working relationships.

Meet the LMC and LOC every couple of months Sought funding for WiMS Joint flu letter with LMC being worked on

Other Professionals		Purple Level: Exemplary
Amber: Potential Concerns	Representative Committees and Locality Orollns bill does not yet have regular dialogue	
Green Level: Good	LPC has identified the key individuals who represent and influence other professionals and has taken the opportunity to discuss the role that Community Pharmacy does and can play in local service delivery within the last 15 months, when the opportunity arose.	
Purple Level: Exemplary	As Green Level, plus the LPC has sought to proactive engage wonce within the last 15 months.	rith those key individuals at least

Evidence

Worked with LOC on healthy living opticians link with pharmacies + PGDs

NHS E	NHS England Local Team Purple Level: Exemplary	
Amber: Potential Concerns	LPC may know the key individuals who influence commissioning decisions but does not yet have regular dialogue	
Green Level: Good	Administration of pharmacy applications, fitness to practise and monitoring are always reviewed. LPC has identified the key individuals who represent and influence commissioning decisions and has taken the opportunity to discuss the role that Community Pharmacy does and can play in local service delivery within the last 15 months, when the opportunity arose.	
Purple Level: Exemplary	As Green Level, plus the LPC has sought to proactive engage wonce within the last 15 months.	rith those key individuals at least

Evidence

1-1 meetings with ST + formal NHSE meetings including LPN

Local A	uthorities	Purple Level: Exemplary
Amber: Potential Concerns	LPC may know the key individuals who influence commissioning decisions but does not yet have regular dialogue.	
Green Level: Good	LPC has identified the key individuals who represent and influence commissioning decisions and has taken the opportunity to discuss the current and future role that Community Pharmacy does and can play in local service delivery together with local public health priorities within the last 15 months, when the opportunity arose.	
Purple Level: Exemplary	As Green Level, plus the LPC has sought to proactive engage with those key individuals at least once within the last 6 months.	

Evidence

Presentations to City and County PH teams about community pharmacy + presented to HWBs + health scrutiny

Clinical	Commissioning (Groups
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Amber: Potential Concerns	LPC may know the key individuals who influence commissioning decisions but does not yet have regular dialogue
Green Level: Good	LPC has identified the key individuals who influence commissioning decisions and has taken the opportunity to discuss current and future local services together with the medicines optimisation agenda within the last 15 months, when the opportunity arose.
Purple Level: Exemplary	As Green Level, plus the LPC has sought to proactive engage with those key individuals at least once within the last 15 months.

Attend Mid-Notts prescribing meeting Attend GN meds optimisation committee

Strategic Health Partnerships		Purple Level: Exemplary
Amber: Potential Concerns LPC has no work plan to engage with STPs and the emerging care systems.		emerging care systems.
Green Level: Good LPC has a work and communication plan to engage with STPs and the emerging car systems.		with STPs and the emerging care
Purple Level: Exemplary		

Evidence

Meet STP directors regularly + on STP advisory board, urgent and emergency care board, workforce and prevention workstreams