



LPC Contractor Survey 2021- What Did You Say, What Will We Do?

A massive thank you to all of you who completed our recent LPC Contractor Survey. Almost half of pharmacies responded, with the proportion of those doing so fairly reflecting the independent/multiple mix we have in Norfolk.

The table below shows what you said and how that will shape the way the LPC works in 2021-22.

What did you say	How will that shape way the LPC works in 2021-22?
The vast majority currently access updates and information via LPC News and regular emails- you want this to continue.	So we will, but as some now also look to social media (Facebook/Twitter etc.), we will also be developing our communications strategy to reflect that.
Most of you understand how you can contact the LPC, but some were unsure.	We will be re-sending our LPC contact details to every pharmacy in a variety of ways, including providing a hard copy for your notice board.
Confidence in the representation/relationships of Norfolk LPC is high, but a few of you are unsure	We will do more to explain this work and give you more opportunities to engage with us and ask questions. We will trial "LPC Drop-In Evenings" for you to just turn up and get brief updates and ask questions. The first of these will be on Tuesday 29 th June at 7.30pm. Details have been sent via NHS net to pharmacies and will be in the weekly news.
You said that going forward, while you like online webinars there should	We will continue to review how we hold engagement events, dependent

be an appropriate mix of these and face-to-face events.	on the topics and, of course, any ongoing pandemic restrictions.
A large majority were interested in the LPC organising a local awards process to recognise outstanding work by individuals and teams, and to highlight the fantastic support our pharmacies provide.	We will launch the “Norfolk Community Pharmacy Awards 2021” very soon- keep an eye out in our News!

The survey results also gave us a clear indication of **Your key priorities** for us to work on, these are listed below:

<u>Representation</u>	As above, this will continue, but we’ll keep you better informed on key changes, such as the move to ICS commissioning and the work of the Review Steering Group around national and local representation.
<u>Supporting New Service Implementation, such as DMS and GP-CPCS.</u>	We will continue to support service implementation, but also increasingly are working to ensure pharmacy services are integrated into ICS plans and pathways with resources agreed.
<u>Promoting Pharmacy Services.</u>	We are developing a new communications strategy, working in federation with Suffolk LPC to increase awareness of pharmacy services, including increasing public and external partner engagement via social media etc.
<u>New Service Development.</u>	We are working with local commissioners on helping pharmacies return to local service delivery where that has been affected by the pandemic. Existing local services due for renewal will be negotiated. Direct ICS commissioning

	may provide new opportunities for local services, but we know they must be deliverable and appropriately remunerated.
<u>Pharmacy Quality Scheme Support.</u>	At this time we just don't know what the national negotiations will bring, but the LPC stands ready to cope with whatever comes and to support you appropriately to understand and adapt to the challenges and opportunities of PQS.

Overall, you star-rated the Norfolk LPC 4.43/5. We really appreciate this feedback, especially given the challenges for pharmacies and the LPC alike during the last year. Our Annual Report (to be published prior to our September AGM) will provide further details of the work of the LPC and how this affects our pharmacies.

To view all of the survey results, [Click here.](#)

THANK YOU,

Your LPC Team.