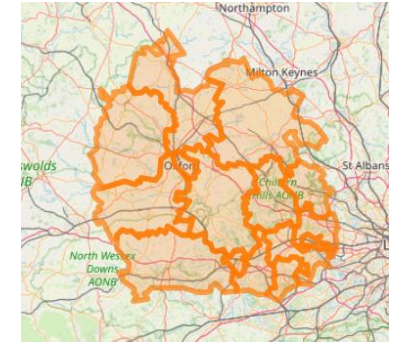




**332 Contractors**  
**2.8 million patients**  
**18,000 Pharmacy Hours per Week**  
**2.5 million items per month**  
**7,000 NMS per month**  
**5,000 CPCS per month**  
**3,900 BP Checks per month**



### DRAFT BUSINESS PLAN 2023-24

Topic	Actions	KPI where applicable	Timescales
<b>LPC Development and Governance</b>			
Governance	Regular review of policy and procedures by Governance Lead and Treasurer	Copy on Website	Updated and Reviewed based on Financial Guidance June 23 based on CPE Guidelines
	Biannual review of LPC Self-Evaluation		Awaiting CPE Update
LPC Training and Development	Ensure new members are supported in their development	New members to attend CPE Induction sessions	Dates shared for 2023
	Match Member training needs to CPE training calendar		Circulate training dates when available
Budget Setting	Agree budget to suit the plan for 2023-24	Budget sent to CPE	By September 23
Provider Company	Investigate existing Provider Companies and Align CPTV	Signed MOU	Dec 23
LPC Database	Continue to develop the LPC database <ul style="list-style-type: none"> <li>• Pharmacy list</li> <li>• PCNs</li> <li>• Services (who, what and where)</li> </ul>		

Topic	Actions	KPI where applicable	Timescales
	<ul style="list-style-type: none"> <li>Stakeholder details</li> <li>Record of visits</li> <li>Market Entry</li> </ul>		
Development of Community Pharmacy South East	<p>Regular Attendance of SE Forum</p> <p>Work with SE LPCs to produce a strategy document</p> <p>Weekly Meetings with SE LPC COs – sharing best practice, alignment of SE LES</p>	Signed off SE Business Plan	Dec 23
<b>Contractor Support and Engagement</b>			
Contractor Engagement	CSO to continue face to face Contractor Engagement - initial focus on new contractors	Visits recorded on Database	Ongoing
	Continue to run webinars (monthly). Clinical topics where possible	5 webinars	March 24
	Face to face contractor events to cover launch of major new services	At least 1 f2f event	March 24
Communication Support	Expand use of Signal group (encourage Bucks contractors to join)	Grow usage to over 300 users	Ongoing
	Support with any contractual or patient issues through network contacts		
	Ensure timely and relevant communication through LPC web site, weekly digest and newsletter	52 Digests, 4 Newsletters	Ongoing
Regulatory Burden	Provide Quality Framework, GPhC Inspection, CPAF, LA contractual frameworks and IG support	Ongoing	
PR Opportunities	Continue to release news items to press as appropriate, topics to be reviewed at LPC Meetings		
	Radio and TV Appearances by Committee Members and CEO		

Topic	Actions	KPI where applicable	Timescales
<b>Stakeholder Development</b>			
ICS	Continue to work on POD strategy and alignment with Primary Care in each ICS	Quarterly POD representation	Review March 24
	Work with NHS SE team to align contractual obligations	Ongoing	
	Develop Heat Maps demonstrating Pharmacy Access evenings and weekends		
	Be part of Primary Care Strategy – insist on representation at ICP, Provider and Place Boards		
	Key Member of Meds Opt Group <ul style="list-style-type: none"> <li>• Workforce</li> <li>• Value</li> <li>• Safety</li> <li>• Digital</li> </ul>	Attend and present at Monthly Meetings	
PCNs	Project roll out pending – LPC to assist in selection and recruitment of PCN leads	61 PCNs – target is 100% representation	Review March 24
	Ensure any PCN changes are reflected in LPC plans		
	HEE funded training and development budget ringfenced	Awaiting PCN lead roll out	
	Clear business priorities for Leads (CPCS/DMS/HTCFS etc)		
PH Leads	Continue to develop relationship across the 8 LAs <ul style="list-style-type: none"> <li>• Align with H&amp;W boards re PNAs</li> <li>• Continue to develop confidence in CP to attract new services</li> </ul>		By March 24
Healthwatch	Work with local Healthwatch leads to promote pharmacy	Regular meetings with HW CEOs	By March 24
MPs	Engagement Meetings (Face to Face or Virtual)		CPE events for 2023/24
	Emails to be sent asking for support - sent by committee and contractors		
	MPs to be invited to visit pharmacies where possible		

Topic	Actions	KPI where applicable	Timescales
<b>Service Development</b>			
Support for Existing Services	Work with PH, LAs and ICS colleagues to support and develop existing services		
	Review SLAs and PGDs as required		
	Develop RAG measurement of any potential services		
	Provide advice to contractors		
	Monitor service delivery and resolve issues <ul style="list-style-type: none"> <li>• Monthly Meetings with all Substance Misuse Commissioners to address operational and contractual issues</li> </ul>		
Development of New Proposals	Identify new service opportunities from ICS/PH plans		
	Craft proposals for LPC agreement involving contractors in design		
	Take proposals to relevant commissioners		
	Support the launch of any new service		
	Co-create any service specifications and gain LPC approval to proceed		
	Support implementation and review		
Training Support	Develop training events to support clinical topics	See above (Contractor Engagement)	Identify topics for 23/24
	Purchase Virtual Outcomes for all Contractors across CPTV		Review March 24
	Continue to identify any support opportunities for training <ul style="list-style-type: none"> <li>• Focus on Independent Prescribing</li> <li>• Technician development</li> <li>• Foundation Student Recruitment and Development</li> </ul>		Review March 24