

PRIMARY CARE CLUSTER **COMMUNITY PHARMACY** **LEAD - FREQUENTLY ASKED** **QUESTIONS**



Community
Pharmacy Wales
Fferylliaeth
Gymunedol Cymru

CONTRACTOR EVENTS

- **How do I receive payment for attending the contractor event in November?**

CPW is compiling a list of those who attended the events, using the registration list and cross matching it with the attendance list. Anyone who attended using an email address on Zoom, which was not the one they registered with, is asked to email info@cpwales.org.uk to ensure payment is processed correctly. The list of those contractors who attended will be provided to NHS Wales Shared Services to make the payments

- **I attended an event in a different LHB – can I still receive payment?**

No, as was stated in the FAQ in the newsletter, attendance for payment purposes needed to be at the event in your LHB area as the events were Health Board specific.

- **Can I get a copy of the slides?**

Yes, all the slides have been added to the contractor area of the website [here](#)

- **Were the meetings recorded?**

No they were not but a copy of the slides is available (as above), either CPW or LHB community pharmacy leads are also happy to pick up any queries not answered by the presentations (or FAQ).

FAQ

TIME FOR THE ROLE

- **The proposed break down for the role is 4 half days, it is difficult to get a locum for half a day, can these be merged?**
The CPW guidance proposed breakdown of the role is purely just as a guide, it will be down to each community pharmacy lead to decide how best to utilise their time in conjunction with discussions with the cluster lead. Two full days may work for some people – although the community pharmacy cluster meetings will need to be in the evening to maximise attendance.
- **Is 2 days/ quarter enough for the role?**
Every primary care cluster is in a different stage of development so a one-size fits all approach may not work. CPW will be keeping in close contact with the PCCCPL's across Wales to get their feedback during the year to discuss any potential changes going forward nationally. All primary care clusters do have funding from WG and it may be that if there are particular projects that require community pharmacy input that the primary care cluster may decide to fund some additional days for the PCCCPL to support.
- **How long is the role for?**
The role is for a set period of 12 months, after which there will then be an annual review with all pharmacies being able to decide whether they want the current post-holder to remain in place (if they wish to), otherwise the nomination process will start again.

PAYMENT FOR THE ROLE

- **Can the Contractor where the PCCCPL works also claim the £1500 collaborative working payment?**
Yes, as long as all other conditions are met in relation to collaborative working including communicating to their team.
- **£250 only covers costs; there is no "fair return", why should a contractor engage?**
The role of PCCCPL will help drive engagement with other primary care contractors (and others) within the cluster, which should increase service delivery and therefore funding. Also the potential for additional services to be developed and funded through cluster funding, giving an additional source of income for community pharmacies.

- **How will the payment be made?**
The pharmacy in which the lead is employed will receive £500 at the start of each quarter

NOMINATION PROCESS

- **How do I get an application (nomination) form?**
The LHBs will be sending the nomination forms direct to pharmacies specifying the person who the completed forms should be returned to. The closing date for applications for 21/22 is 31 January 2021 (except in SBUHB who have obtained additional funding and have brought their closing date forward to 10 January 2021)
- **How do I know which cluster I am in (and local pharmacies) for the nomination process?**
LHBs will be confirming the community pharmacy cluster lists at the same time as circulating the nomination forms. This information will also be added to the specific LHB area here
- **Can I nominate more than one person for the role?**
Yes, but you will only have one vote and if you nominate more than one person there will be a vote in your cluster to decide who will be the PCCCPL (and you can only vote for one of them).
- **Who can nominate?**
All applications should be supported by two nominations. Nominations should be from pharmacists or pharmacy technicians who work regularly in one of the other pharmacies within the cluster you are applying for.
- **How will the leads be selected?**
If there is only one candidate in a cluster area then (subject to them meeting the criteria) they will be appointed to the role. If there is more than one candidate in a cluster area, it will go to a vote with all pharmacies in the cluster receiving one vote each. If no-one in a cluster puts themselves forward then the LHB in discussions with CPW would look to appoint.
- **If it goes to a vote, how will that work?**
The actual voting process is still to be finalised. Every pharmacy within a cluster will get one vote each and will

receive a copy of the nomination forms to use to base their decision on who is the best candidate for the role.

REQUIREMENTS OF THE ROLE

- **Do I need to speak Welsh to take on this role?**

No, there is no requirement to speak Welsh for the role. Translation facilities are available as required at primary care cluster meetings (and could be made available for community pharmacy cluster meetings if required)

- **How much experience do I need to take on the role?**

There is no set level of experience required; all that is required is enthusiasm to champion community pharmacy within the cluster and good communication skills.

CLUSTERS

- **Do all the clusters know about this role?**

Yes, an overview of the new role has been shared with LHBs and to all primary care cluster leads.

- **Are all primary care contractors represented on the cluster?**

This is variable across the 64 clusters in Wales, optometry and dentistry are keen to replicate the new role that has been developed for community pharmacy.

- **Where can I view my clusters IMTP? (integrated medium term plan)**

Further information on clusters including their IMTPs can be found on the Primary Care One Website <https://primarycareone.nhs.wales/>

A list of the GP practices included in each primary care cluster can also be viewed on this website.

- **Are the number of pharmacies the same within each cluster?**

No, this is variable the numbers of pharmacies in a cluster can vary between 6 - 25

- **What is an NCN?**

In ABUHB the primary care clusters are called neighbourhood care networks, the role is the same.

- **How often does the cluster meet? Is it a particular day of the week?**

The 64 clusters across Wales meet with varying frequencies from once/ month to quarterly meetings. Pharmacists/ Technicians with specific queries in relation to their cluster are advised to either contact their cluster lead directly (or cluster support team) or their community pharmacy lead.

- **What is the intended outcome of this new role?**

The desired outcome of the role is for community pharmacy to become embedded in primary care in all 64 clusters across Wales with community pharmacy and community pharmacy services reflected in all of the IMTPs.

COMMUNITY PHARMACY CLUSTER MEETINGS

- **If we are appointed in February, can we hold a meeting before April?**

Once in the post the PCCCPL can start to make contact with the other community pharmacies within the cluster as soon as they would like to. However, the funding for the collaborative working scheme is suspended for 2020/21 so any attendance at meetings until 1 April 2021 will not be funded.

- **Can all meetings be held/ attended virtually?**

Yes, meetings can be either physical face-to-face meetings or virtual meetings. (Collaborative working meetings can also be held physically or virtually)

- **Is there any funding for arranging physical face-to-face meetings? E.g. venue hire**

Any proposals for face-to-face meetings that require a venue hiring should be discussed with the cluster lead/ cluster

development team/ community pharmacy LHB lead on a case-by-case basis to see whether any funding is available. Contractors can also look at whether there are other venues that may be available free of charge (some community pharmacies/ GP practices have training rooms etc.).

- **Will there be a need for minutes to be captured at the community pharmacy cluster meetings?**
As per the previous collaborative working scheme, there will be a requirement for an action plan to be created and kept updated.
The PCCCPL can discuss with the pharmacies in the cluster what notes are required from the meeting and the cluster team may be able to support meetings from an admin respect (if required).

COMMUNICATION

- **How do I contact the other pharmacies in my cluster?**
With the rollout of Office 365, it will become easier for communication electronically between contractors. The PCCCPL can set up email distribution lists/ WhatsApp groups or whatever is agreed as the best communication option going forward. CPW and/ or the LHB will be able to support in initial communication if required.
- **Should I contact the pharmacies or a multiple lead in respect of larger pharmacy chains?**
Communication should be directly with the pharmacies in the cluster; however, there is no reason why an area manager (or equivalent) could not be also invited to the community pharmacy cluster meetings if they wanted to attend.

LHB/ CPW ROLE

- **How will the LHB support consistency in the role?**
All 64 primary care clusters across Wales are different, so it is unlikely that the role will be identical in every cluster. If community pharmacies have any particular issues or challenges in any specific cluster then the LHB and CPW will be there to support contractors. The PCCCPL is asked to escalate issues to the CPW/ LHB forum meetings for further discussion and support as required.

TRAINING

- **What training will be available for the role?**

HEIW will look to make leadership resource available to all 64 PCCCPL's to assist them in the new roles. HEIW also intend to make contact with the new leads to offer support and to discuss what training and support is required (specific training needs can be discussed with your HEIW Regional co-ordinator)

IT training requirements (using Teams etc.) can also potentially be arranged if required.