**Avon LPC Strategic Plan 2021-22**

1. Support the behavioural change management of the community pharmacies across Avon to ensure they are fit for the future of the pharmacy contract
   1. Empower pharmacies to take ownership of their business and healthcare environment
   2. Support pharmacies to deliver commissioned services as an equal priority to dispensing
   3. Support pharmacies to review the provision of non-commissioned services to provide commercial sustainability of the sector
   4. Support pharmacies to incorporate new technology including remote consultations
2. Training and Development
   1. Six clinical training courses
   2. Supplementary training as required during the year
   3. Online training platform for training across network
   4. Link training to all commissioned services where appropriate
3. NHS Community Pharmacist Consultation Service
   1. All surgeries across Avon to be live during 2021/22
   2. Support pharmacies to take ownership of the project by year end
   3. Link with Primary Care Support Manager role to strengthen surgery / pharmacy links
4. Discharge Medicines Service
   1. All Acute Trusts live with the service
   2. All Acute Trusts transferring patients using the National DMS PharmOutcomes template
   3. Provide outcome data to support the delivery of the project
   4. Over 1,000 referrals per month to community pharmacies across Avon
   5. Work with other key stakeholders to develop DMS referrals from other organisations
   6. Support all contractors to ensure they do not breach their Essential Service specification
5. Pharmacy Support
   1. Delivery of services across all pharmacies
      1. For example, PGDs, NMS, DMS, CPCS
   2. Support with the delivery of PQS
6. Primary Care working relationships
   1. GP / Pharmacy relationships
      1. Create locality groups across the LPC where GP practices and pharmacies are working closely together
   2. Primary Care Networks
      1. Engagement with PCN Boards as they form
      2. Link CPCS, DMS and NMS with PCNs
   3. Integrated Care Systems
      1. Ensure participation in the newly forming ICSs
      2. ICS Board and Operating team
7. Communications
   1. Area Manager meetings
      1. Quarterly via Zoom
   2. Increase working links with secondary care establishments (including Avon and Wilts MHP)
      1. To enhance DMS
   3. Stakeholder engagement – MPs / Councillors / GPs / Practice Managers
      1. Including social media
   4. Communications directly with contractors
      1. Conference
      2. Social media
   5. Social media
      1. Regular contact with our contractors via digital channels
      2. Grow the influence of Avon LPC with key stakeholders
8. NHS Service development and retention
   1. Develop new service opportunities
   2. Implementation of new services
   3. Review of existing contracts with commissioners
      1. Engagement with existing contract delivery
      2. NMS
   4. Roll out of any new Nationally Commissioned services
9. LPC Finances
   1. LPC financial governance
   2. Yearly summary to contractors
   3. Work to obtain project grants