

# Strategic Plan 2016-17

Service Development							
Goal	To create a database of current service provision within the CPNY area						
Objective	Task/Activity	Lead Role	Resources Required	Barriers to Progression	Update 1	Update 2	Update 3
Update Portfolio Of Services	Continue developing parallel work streams - for future services/commissioning - informed by CCG/Public Health priorities	Staff	Staff Time	None			
	Keep services database up to date	Staff	Staff Time	None			
Ensure Pharmacies Are Providing The Maximum Number Of National Services and Are Engaged with Local Services	Buddies and staff to encourage pharmacies to provide the maximum number of services	Staff & C'ttee	Staff & C'ttee Time	None			
	Explore other methods of support for contractors not engaged in delivering	Staff & C'ttee	Staff & C'ttee Time	None			
	Newsletter articles from other contractors on how to provide successful services	Staff	Staff Time	Contractors not providing articles			

Service Development							
Goal	Build a portfolio of potential future services						
Objective	Task/Activity	Lead Role	Resources Required	Barriers to Progression	Update 1	Update 2	Update 3
For each Commissioner have a development plan of a minimum of 2 services	Keep development plans up to date and revise where necessary	Staff	Staff Time	None			
	Keeping up to date with regards the tender landscape	Staff	Staff Time	None			
	Be aware and alert to current commissioner trends of service	Staff	Staff Time	None			
	Proactively engage with commissioners to develop services	Staff	Staff Time	Harrogate CCG non - engagement			

Stakeholder Engagement							
Goal	CPNY to be the first choice provider to all commissioners and develop a high profile with our stakeholders						
Objective	Task/Activity	Lead Role	Resources Required	Barriers to Progression	Update 1	Update 2	Update 3
Build strong relationships with Key People within Commissioning Environment	Build relationships with key individuals and departments to include the Health and Wellbeing Board, elected members and officer leads for commissioning Public Health Services	Staff & C'ttee	Staff & C'ttee Time	Distractions with urgent matters arising			
Joint working with Commissioners to find mutual benefit	Sell CPNY's ability to deliver services in relation to primary care agenda and why pharmacy first	Staff & C'ttee	Staff & C'ttee Time	Distractions with urgent matters arising			
Increase commissioner and contractor understanding that pharmacy is the closest point of primary care to the public	Build relationships with key individuals and departments - to include the Health and Wellbeing Board, elected members and officer leads for commissioning Public Health Services	Staff & C'ttee	Staff & C'ttee Time	Distractions with urgent matters arising			
Ensure that our stakeholders are aware of CPNY developments that are of interest to them	Ensure stakeholders are fully engaged and understand the key role that pharmacy can play in delivering the primary care agenda	Staff & C'ttee	Staff & C'ttee Time	Distractions with urgent matters arising			
	Use every presented opportunity to update stakeholders regarding CPNY community pharmacy issues	Staff & C'ttee	Staff & C'ttee Time	Distractions with urgent matters arising			
	Ensure elected members are fully engaged and understand the key role that pharmacy can play in delivering the primary care agenda	Staff & C'ttee	Staff & C'ttee Time	Distractions with urgent matters arising			
	Map Councillors/Chairs of Committees whose work interacts with pharmacy	Staff	Staff Time	None			
	Map CCA and AIMP area Managers and ensure they are receiving CPNY communications	Staff	Staff Time	None			
	Map GPs on CCG Council of Reps	Staff	Staff Time	None			

Communication							
Goal	To increase two way communication between contractors and CPNY						
Objective	Task/Activity	Lead Role	Resources Required	Barriers to Progression	Update 1	Update 2	Update 3
Pro-active contractor communication	Ensure the website is relevant and up to date	Staff	Staff Time	None			
	Ensure the newsletter is relevant and action orientated	Staff	Staff Time	None			
	Evaluate purpose and benefit of developing a social media strategy	Staff	Staff Time	None			
Contractors to shape future agendas	Encourage two way interaction in order to build representation culture	Staff & C'ttee	Staff & C'ttee Time	Contractors' Time			
	Buddies to feedback future agenda items from buddy visits	C'ttee	C'ttee Time	None			
Localise Communication	Ensure that certain communication are localised when relevant to specific localities or commissioning areas	Staff	Staff Time	None			
When Possible Ensure that all training is delivered locally	All training to comply with CPNY's training policy	Staff	Staff Time	None			

Governance							
Goal	To operate CPNY effectively and efficiently						
Objective	Task/Activity	Lead Role	Resources Required	Barriers to Progression	Update 1	Update 2	Update 3
Measure CPNY performance against defined standards	Ensure CPNY reviews and develops a strategic plan each year	Staff & C'ttee	Staff & C'ttee Time	None			
	Ensure robust budgeting and sustainable financial support for CPNY activity	Staff & C'ttee	Staff & C'ttee Time	None			
	Ensure there are robust governance procedures in place and develop new policies/MoU where necessary	Staff & C'ttee	Staff & C'ttee Time	None			
	Develop effective working methods for the sub-group between meetings	Staff	Staff Time	None			
	Ensure that a CPNY activities written report is tabled at every Committee meeting	Staff	Staff Time	None			
	Achieve a rating of 'good' or 'exemplary' in Self-Assessment	Staff & C'ttee	Staff & C'ttee Time	None			
	Measure CPNY performance against defined PSNC standards every six months	Staff & C'ttee	Staff & C'ttee Time	None			