

Strategic Plan 2017-18

Service Development							
Goal	Maintain database of current service provision within the CPNY area						
Objective	Task/Activity	Lead Role	Resources Required	Barriers to Progression	Update (Date)	Update (Date)	Update (Date)
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			
	Produce a dataset of all services	Staff	Staff Time	None			
	Use dataset to encourage contractors to sign up to more services	Staff	Staff Time	None			

Service Development							
Goal	Build a portfolio of potential future services						
Objective	Task/Activity	Lead Role	Resources Required	Barriers to Progression	Update (Date)	Update (Date)	Update (Date)
For each major Commissioner have a development plan	Keep development plans up to date and revise where necessary	Staff	Staff Time	None			
	Keeping up to date with regards to the tender landscape	Staff	Staff Time	None			
	Work with CCGs to develop a 3/4 year development plan of future collaboration on meds optimisation, new procedures and services, with an emphasis on "Pharmacy First"	Staff & C'ttee	Staff & C'ttee Time	None			
	Identify new commissioners within the health landscape that could potentially commission services	Staff	Staff Time	None			

Stakeholder Engagement							
Goal	CPNY to be the first choice provider to all commissioners						
Objective	Task/Activity	Lead Role	Resources Required	Barriers to Progression	Update (Date)	Update (Date)	Update (Date)
Build strong relationships with Key People within Commissioning Environment	Continue to 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	Develop a dataset of all services and their impact	Staff	Staff Time	Distractions with urgent matters arising			
Break the perception of commissioners' and stakeholders' 'shop keeper' view	Use dataset to breakdown commissioner perception of Community Pharmacy and demonstrate the benefits of commissioning local enhanced services	Staff & C'ttee	Staff & C'ttee Time	Distractions with urgent matters arising			
	Proactively promote community pharmacy and take advantage of media opportunities	Staff & C'ttee	Staff & C'ttee Time	Distractions with urgent matters arising			
Ensure that our stakeholders are aware of the impact that current and future enhanced services are having and could have	Develop a regular communication instrument using dataset to ensure stakeholders are fully aware of the impact Community Pharmacies are having and could have	Staff	Staff Time	Distractions with urgent matters arising			
	Use dataset to break down commissioner perception of Community Pharmacy and demonstrate the benefits of commissioning local enhanced services	Staff & C'ttee	Staff & C'ttee Time	Distractions with urgent matters arising			
	Invite commissioners to visit pharmacies	Staff	Staff Time	Distractions with urgent matters arising			
Ensure CPNY has appropriate involvement in STPs	Map contractors' skills against clinical pathway groups	Staff	Staff Time	Distractions with urgent matters arising			
	Lobby for involvement in clinical pathway groups through identifying opportunities to add value and demonstrate what pharmacy can do	Staff	Staff Time	Distractions with urgent matters arising			

Communication							
Goal	To increase two way communication between contractors and CPNY						
Objective	Task/Activity	Lead Role	Resources Required	Barriers to Progression	Update (Date)	Update (Date)	Update (Date)
Pro-active contractor communication	Review and update current communication instruments	Staff	Staff Time	None			
	Develop an electronic HLP best practice forum with links to relevant public health campaigns and materials	Staff	Staff Time	HLP Champion Engagement			
80% of contractors achieve the maximum quality payments points	Ensure regular, relevant and target communication to aid/prompt and direct contractors on how to achieve each of the criteria	Staff & C'ttee	Staff & C'ttee Time	Contractors' Time			
	Buddies to feedback issues from buddy visits and support contractors when necessary	C'ttee	C'ttee Time	C'ttee Time			
	Apply to funding pots to fund training and support	Staff	Staff Time	None			
	Review and evaluate contractors' performance	Staff	Staff Time	Data availability			
Increase attendance at AGM	Move AGM to 18 th May 2017	Staff	Staff Time	None			
	Ensure venue is located in an area with high concentration of contractors (not geographical centre)	Staff	Staff Time	None			
	Ensure speaker/event is aligned to quality payments and action orientated	Staff	Staff Time	None			
	Invite other pharmacy staff	Staff	Staff Time	None			
	Explore streaming event online	Staff	Staff Time	None			
Localise Communication	Ensure that certain communications 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			
	Organise 1 HLP in a box training event in the following locations: Skipton, Harrogate, Northallerton, York and Scarborough	Staff	Staff Time	Finances			

Governance							
Goal	To operate CPNY effectively and efficiently						
Objective	Task/Activity	Lead Role	Resources Required	Barriers to Progression	Update (Date)	Update (Date)	Update (Date)
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			
	Develop Committee communication methods for the sub-group between meetings	Staff	Staff Time	None			
	Achieve a rating of 'good' or 'exemplary' in Self-Assessment	Staff & C'ttee	Staff & C'ttee Time	Financial position			
	Measure CPNY performance against defined PSNC standards every six months	Staff & C'ttee	Staff & C'ttee Time	None			
Develop a communication platform for committee members to discuss issues	Explore the most appropriate instruments available	Staff	Staff Time	None			