



**Community
Pharmacy
North Yorkshire**

Work Plan for 2025/26



Support – In Year Plan							
Vision	CPNY will provide every contract with the necessary support to implement the ongoing changes to the pharmacy contract, through regular communication, training and engagement, whilst supporting and developing strategies to manage existing community pharmacy workload.						
Objective	Actions	Lead Role	Resources Required	Barriers to Progression	Update	Update	Update
1. Utilise resources to support the CPCF. Encourage everyone to deliver high quality services for patient and contractor benefit.	Encouragement via: • CPNY weekly/flash updates • PCN Lead meetings (quarterly or as required) • Responding to queries in a timely manner from contractors • Engage with and use resources provided by the ICB and Healthwatch • Survey contractors for training provision for new CPCF				Survey sent 2/5/25.	Issue raised in Scarborough regarding ordering of repeat prescription, blanket message to patients that could not order on line. CR addressed this with the practice concerned and escalated to ICB for comms to practices and guidance around this. Monitoring of PF data provided by ICB to target support for GP practices to encourage referrals	Worked with Health Watch NY to produce some Pharmacy Explainers, published Feb 26, put on Social Media
2. Feedback clear LPC view of viable locally commissioned services. Appropriate enhancing recommendations will support contractor decisions & profitability.	• Review of North Yorkshire services • Agenda item at committee meeting to feedback on current local service activity and any potential for new local services where funding is available				Chased contracts to ensure completion	Discussed with CoYC regarding Sharps Bins collections via Pharmacies	Update on New Varenicline / Cytisine service expected at April Meeting Discussion with Nimbyscare re Pharmacy involvement in Healthchecks

3. Embrace technology including the use of AI to develop our communication and delivery for contractors and other stakeholders.	Use AI when appropriate				AI now embedded in MS Edge, Office 365 and MS Teams		CR done Co-Pilot training
4. Increase the contact to support contractors through coaching, training and support.	- To take action on feedback from CPCF survey - Carry out a survey to find out what training, coaching, and support contractors would like to see the LPC facilitate in the coming year.				Survey sent 2/5/25	Held training evening at AGM in response to survey results (posted recording of session on website).	
5. Develop support & enable PCN leads. Maintain infrastructure in place. Encourage appropriate tools within PCNs (e.g. email lists, shared storage if necessary).	- Quarterly virtual meetings with PCN Leads - Sharing of good practice and resources via Whats App groups and goggle email and feeding into ICB Steering groups. - Handover documents				Carried out supportive GP Practice and Pharmacy visits with PELs, worked with ICB to deliver Lunch and Learn sessions for GP practices and shared across all practices CR to continue to cover Ham and Rich, Selby and Harrogate PCNs while funding	PEL meeting held in July. Increase to hourly rates agreed while funding lasts no further funding available at this time, review in September. ICB steering groups not currently running for PF but CR working directly with Fi Church at ICB and Tim Readman ICB comms	Regular contact with the two remaining PEL's and rest are done by CR Regular data from Fiona Church Transferring work towards Neighbourhoods

	completed by outgoing Leads for replacement. - HCNM answers questions around specification and escalates where necessary to ICB/ CPE. - HCNM to provide additional support to PCNs where there is no lead in place				last and no PEL in place from CP Several Service specification questions from GP practices dealt with and escalated to CPE/ICB where appropriate.		
6. Represent contractors at ICS /HCP level. Gain influence and support with other groups and disciplines to strengthen this.	- Staff attendance at ICB steering groups for Pharmacy First, IP pathfinder, HCFS. - CEO attendance at a range of stakeholder meetings (PEC, IPMOC, LMC etc.)				At CR's request, the ICB put out a Pharmacy First bulletin to go to all schools across HNY prior to the start of the school holidays, highlighting the five conditions parents can access for their children from CP.	ICB steering group not currently meeting. CR attending CVD prevention group. Continued engagement with Heathwatch, sharing of community pharmacy pressures report.	CEO still represents at HNY Primary Care Strategic Executive CEO and HCNM attending Local Care Partnership meetings and York Healthcare Collaborative
7. Ongoing review of existing communications to and from Community Pharmacies.	- Conduct a review of communications coming into and out of CPNY. - Ensure website is up to date.					Increased use of X to highlight Pharmacy Pressures	Healthwatch articles shared on X

Representative – 3 Year Plan

Representative – 3 Year Plan							
Vision	To support each contract to positively engage with and proactively lead change. Continue to embed Community Pharmacy as an integral member of local health service providers.						
Objective	Actions	Lead Role	Resources Required	Barriers to Progression	Update	Update	Update
1. Continue to support positive engagement with contractors with the aim of securing consistent contractual delivery across York and North Yorkshire. Influence CPE and other stakeholders to positively impact medium term contractual developments.	- Share good practice with PCN leads to be filtered down to pharmacies to encourage consistency with delivery of services. - Ensure CPNY's face is seen in multiple locations (eg. Health Melas). - Continue to provide feedback at ICB level which can then be fed back to the national NHS team.					Attend PCN event in Selby Sept 25. Invited local pharmacies to attend to do BP Helped ICB develop and circulate patient information leaflet for PF for use by GP Practices	Continued promotion of Neighbourhood Health explainers
2. Ensure the successful delivery of new clinical services as the framework progresses. Support	Continue with Pharmacy First support and other services. Support Bundling					Working with PCN's to encourage the referrals into PF	Attendance at IP pathfinder group

developmental opportunities such as Independent Prescribing and other role changes.							
3. Celebrate Community Pharmacy as a place for exciting careers by engaging effectively with all appropriate stakeholders. Support development of workforce capability to ensure consistent delivery of national and locally commissioned services. Work with external stakeholders to develop IP training pathways for heritage Pharmacists and for Trainee Pharmacists from 2026.	- ID attends the Workforce Development group. - How else can we achieve this?						Workforce Development Group stood down due to ICB re-structuring.
4. Communicate the benefits of pharmacy to the public, contractors, external stakeholders and potential workforce. Maximise the influence of CPNY through our CPE Regional Rep and through CLOT.	- Encourage contractors to let us know/feedback on any involvement with local events. - Questions and responses from CPE regional representative. - Submit questions to CLOT as and when required.				CLOT questioned on PQS aspiration uptake Stand at Scarborough Employee wellness event in conjunction with MIND.	At CR's request, the ICB put out a Pharmacy First bulletin to go to all schools across HNY prior to the start of the school holidays, highlighting the five conditions parents can access for their children from CP. CR met with ICB comms team to consider local PF campaign, Since linked ICB comms in with a GP practice delivering	Healthwatch Explainers published and sent to Social Media Feb 26 Video's produced with some GP's promoting Pharmacy First and their good experiences of it.

						well on PF to develop peer led comms for practices	
						CR and local pharmacies to attend Selby Aging Well event	

Development – 10 Year Plan							
Vision	To remain the single representative body supporting CPNY contracts across the local geographical footprint. The local voice for our national representative bodies to ensure our sector is best equipped to meet the challenges ahead.						
Objective	Actions	Lead Role	Resources Required	Barriers to Progression	Update	Update	Update
1. To continue to build effective partnerships with local commissioners and stakeholders to help	Continue developing relationships with all commissioners/stake holders.					OPIP bid??	Involved with the York Neighbourhoods monthly meetings

shape the future clinical direction of travel for our sector.							
2. An effective local voice for our future national contract negotiations and its implementation.	?						Questions asked at CPE / LPC conference
3. Continue to develop services that promote and utilise technology, making it easy for contractors to engage, promoting systems that are fully integrated, paper free and interoperable with other local systems within primary and secondary care.	Is this within our gift?					CR Engaged with ICB to nominate a local practice to support role out of system1 integration of PF referrals.	CEO sits on CPE ITGroup monthly
4. Support the development by training, engagement events and face to face support and guidance. Take full advantage of portfolio careers.	Continue to keep abreast of new services/changes to services and the resulting training requirements and organise appropriate support for contractors.					Information event for all contractors at AGM regarding changes to services PCS and BP service	
5. Collaborate across the country to share learning and build on the successful local collaboration between LPCs.	LPC CEO gaggle group is used to share ideas etc.					Regular input to CLOT Attendance at conference	Neighbourhood engagement at multiple area's
6. To raise awareness with CP contracts to maximise private and non-NHS income to help	Is supporting contractors to generate private income within our remit?						

protect their business income.							
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