**Re: Primary Care Network Community Pharmacy Lead**

Dear All

This is to introduce myself as your new **Community Pharmacy Primary Care Network Lead**. I would like to start by providing an overview of the role and establish how, with your support, we can easily communicate. I would also like to provide you with some initial information on what pharmacies who wish to be able to complete one or both of the Primary Care Network (PCN) Pharmacy Quality Scheme (PQS) Domains need to do.

As your Pharmacy PCN Lead, my responsibilities include:

* providing leadership for the community pharmacies in the PCN to help them collaborate and engage with the PCN;
* developing relationships and working closely with the PCN Clinical Director, other PCN Pharmacy Leads in nearby PCNs, other clinical leadership stakeholders working with the PCN, local commissioners and the Local Pharmaceutical Committee (LPC);
* working closely with all of you and your teams to discuss, understand and be able to describe how community pharmacies within the PCN can support the PCN to achieve local targets, aligned to national NHS priorities; and
* managing any conflicts of interest and maintaining the confidentiality of any PCN information shared with me on a confidential basis.

As part of the role, I will share feedback on any meetings I have with the PCN and will work with [LPC name] to develop and progress any service opportunities identified by the PCN that the majority of pharmacies in the PCN jointly agree they want pursued.

I understand that as a Pharmacy PCN Lead, my role is to represent the views of all the community pharmacies in the PCN and not those of my business or my personal interest. I will therefore act in accordance with both my responsibilities and the above principles.

To ensure we are able to communicate effectively with each other, I proposed that we use [*choice of the Lead to decide what works best, examples included. Delete this and amend the following sentence to chosen communication formats*] a combination of email and WhatsApp to communicate. I propose that WhatApp is used for quick messaging and email is used for all main communications regarding PCN activity. To that end, I am setting up a group email, which will automatically copy in all pharmacies in our PCN whenever a message is sent.

To enable these, could I request the following information:

1. **A reply to this email, that confirms the email address you wish me to use; and**
2. **A mobile phone number that you are happy to be included in the PCN Community Pharmacy WhatsApp group.**

PSNC has produced information about PCNs and there are a number of resources available on their website via the [**PQS Hub page**](https://psnc.org.uk/services-commissioning/pharmacy-quality-scheme/).

On the topic of this year’s PQS, for all the pharmacies that wish to complete one or both PCN PQS domains, you will be aware that **to meet the requirements of the PCN Flu Domain**, pharmacies must be able to:

* *Declare that they have engaged with the Pharmacy PCN Lead and agreed to be involved in increasing the uptake of flu vaccinations to patients aged 65 and over by the provision of flu vaccinations; and*
* *Provide at least one NHS flu vaccination to a patient aged 65 and over, including those becoming age 65 by 31st March 2021, vaccinated by the contractor between 1st September 2020 and 31st January 2021.*

While the Pharmacy PCN Lead must in addition:

* *Declare that they have engaged with the PCN Clinical Director to agree how community pharmacies in the PCN will collaborate with general practices to increase the uptake of flu vaccinations to patients aged 65 and over;*
* *Confirm the ODS codes of the pharmacies who have engaged in the process for increasing the uptake of flu vaccination to patients aged 65 and over; and*
* *Declared that they are the appointed Pharmacy Lead for that PCN.*

If you want to participate in this PQS Domain, as the Pharmacy PCN Lead, I will need to work closely with you and the broader local system to discuss and agree how our community pharmacies will support the aim of increasing the number of flu vaccines administered to people 65 years and over.

**To meet the requirements of the PCN Business Continuity Domain**, pharmacies must be able to:

* *Declare that they have participated in a group business continuity discussion with the Pharmacy PCN Lead and other contractors in the PCN and that any actions identified have been demonstrably completed by the day of the declaration.*

While the Pharmacy PCN Lead must in addition:

* *Declare that they have facilitated the organisation of the group business continuity discussion, for all contractors in the PCN who wish to take part in the business continuity discussions;*
* *Confirm the ODS codes of the pharmacies who have taken part in your business continuity discussion; and*
* *Declare that they are the appointed Pharmacy Lead for that PCN.*

On this topic, all participating contractors will need to be able to understand the high-level business continuity plans each pharmacy has in place should they need to temporarily close the pharmacy, to allow a collaborative approach to support those plans, where appropriate and necessary. As part of the discussion I will seek to confirm, where available, information on the plans of general practices within the PCN, should they need to temporarily close.

All these discussions and the resultant improved understanding of all participating contractors regarding local business continuity planning, should help the smooth enactment of individual business continuity plans across the PCN, should the need arise. At the end of these conversations I need to collate information from each participating contractor and share this with all the contractors within the PCN, the PCN Clinical Director, the LPC and the NHSE&I regional team. This will allow each contractor to demonstrate evidence that the activity occurred and then confirm if it resulted in any updates or amendments to their business continuity plans.

To achieve all of this, for contractors that wish to participate in completing either of the domains, I will need them to complete the relevant parts of the attached data collection survey that will enable me to start to build both sets of plans to then aid our discussions.

Additionally, I will be sending all of you a separate message to identify a suitable date and time for us to meet virtually to hold these discussions. **Please could you complete and return the survey** to me as quickly as possible. It is the responsibility of contractors that want to be able to claim for these domains to both provide the requested information and attend the contractor discussion that I will organise.

If you have any questions regarding this letter or would like to discuss any of the matters further, please feel free to contact me directly.

Yours sincerely

[Your Name]

**Pharmacy PCN Lead**

Phone: [Phone number]

Email: [email address]