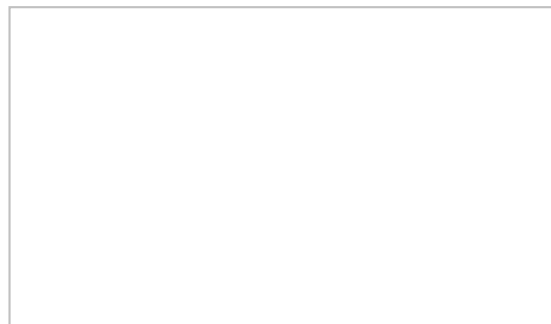


# Pharmacy Representation Review (Contractor Survey) (FINAL)

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## Page 1: Information

- This independent review of structures, processes and roles in LPCs and PSNC is being carried out by a team at University of East Anglia and University of Bristol
- The questions in this survey were compiled following a series of eight regional focus groups and interviews with LPC members and contractors.
- There are multiple sections to the survey covering all elements of LPCs and PSNC.
- You will need to complete all the questions in one session (which is why we have attached a Word/PDF version if you wish to use this to think about your opinions in advance of completing it online).
- **The first part of the survey focusses on questions about LPCs and PSNC in general. The second part will focus on specific LPCs and you will have the option of completing this section more than once if you have contracts in different areas.**
- We ask for demographic data to enable reporting of the breadth of responses; however you will not be personally identified in the survey and all results will be anonymised.
- **The survey will close on Saturday 29th February 2020 at 23:59.**
- **The survey contains a significant number of open-ended boxes for you to convey your opinion. Please ensure that these are answered in as succinct a way as possible as this will facilitate analysis and interpretation.**



1. Please tick 'yes' below to say that you agree to us using your data for the purposes of analysis. You will need to say you agree to our using the data in the analysis to take part.

Yes

No

## Page 2: PART 1: LPCs and PSNC in general

**The first part of the survey focusses on questions about LPCs and PSNC in general.**

There are eleven sections in this part.

## Page 3: Section 1: Contractor data

2. What type of contractor are you? \* *Required*

- AIMp
- CCA
- Independent

3. How many pharmacies do you own or manage? \* *Required*

Please enter a whole number (integer).

## Page 4: Section 2: Representation structure

4. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
The current structure of representation of community pharmacy contractors is fit for purpose.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.a. Please explain your response to the above question.

## Page 5: Section 3: National leadership

5. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
I understand what the PSNC does for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The PSNC represents my voice effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The PSNC understands my needs as a contractor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The PSNC has a clear vision for community pharmacy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5.a. Please explain your response to the above questions.

# Page 6: Section 4: National governance, transparency and accountability

6. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
At 30% of the levy the PSNC provides value for money.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am able to hold the PSNC to account.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understand how the PSNC(s) makes decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The governance of the PSNC is clear and appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6.a. Please explain your response to the above questions.

# Page 7: Section 5: National communication

7. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

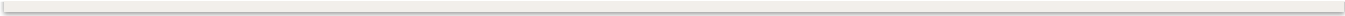
Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
I am very satisfied with communication from the PSNC.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7.a. Please explain your response to the above question.

8. How could the PSNC improve communication with yourself further?





## Page 8: Section 6: Roles and responsibilities of PSNC

9. What does the PSNC do well?



10. What does the PSNC do, which could be done better by another organisation or someone else? Please outline who you think could perform this role.



11. What should the PSNC do more of?



# Page 9: Section 7: Local governance, transparency and accountability

12. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
Overall I am very satisfied with LPCs in general.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12.a. Please explain your response to the above question.

13. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
--	-------------------	----------	----------------------------	-------	----------------

I understand how LPC(s) makes decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel able to hold LPC(s) to account.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The governance of the PSNC is clear and appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13.a. Please explain your response to the above questions.

14. Should there be a maximum number of terms of office for committee members? \*  
Required

Yes

No

14.a. If YES, what should inform the decision as to whether the term of office be renewed? If NO, please explain your answer.

15. What are your thoughts on the inclusion of non-contract holders on the LPC?

16. Is it important that the LPC reflects the diversity within its constituents with respect to gender and ethnicity? \* *Required*

- Yes
- No

16.a. If you answered NO please explain. If you answered YES please provide your thoughts on how this could be encouraged/achieved.

A large, empty rectangular box with a thin black border, intended for a written response.

17. What are your thoughts on current number of contractors represented by your LPC?

A large, empty rectangular box with a thin black border, intended for a written response.

18. How do you see the size (number of contractors) of LPCs changing in the future?

A large, empty rectangular box with a thin black border, intended for a written response.

19. What could your LPC do to improve your satisfaction with their service?

20. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
My levy to the LPC(s) represents good value for money.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20.a. Please explain your response to the above question.



21. How should the performance of your LPC be measured to enable you to make an effective judgement regarding value for money?



## Page 10: Section 8: Local Leadership

22. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
I understand what my LPC does for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The LPC(s) represents my voice locally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The LPC(s) understands my needs as a contractor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22.a. Please explain your response to the above questions.

23. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
The current LPC structure and size enables effective engagement with the NHS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Links between LPCs and local organisations have translated into tangible outcomes for contractors in my area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**23.a.** Please explain your response to the above questions.

# Page 11: Section 9: Communication

24. To what extent do you agree with the following statement.

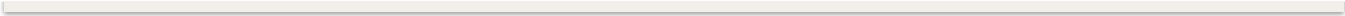
Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
I am very satisfied with communication from my LPC.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24.a. Please explain your response to the above question.

25. How could your LPC improve communication with yourself further?



## Page 12: Section 10: LPC Roles and responsibility

**26.** Which of the following training roles do you believe LPCs should be providing from contractor levy funds?

Please don't select more than 1 answer(s) per row.

Please select at least 6 answer(s).

	Yes	No
Implementation and delivery of locally commissioned services	<input type="checkbox"/>	<input type="checkbox"/>
Implementation and delivery of nationally contracted services	<input type="checkbox"/>	<input type="checkbox"/>
Changes to contract	<input type="checkbox"/>	<input type="checkbox"/>
Clinical skills	<input type="checkbox"/>	<input type="checkbox"/>
Management skills	<input type="checkbox"/>	<input type="checkbox"/>
Leadership skills	<input type="checkbox"/>	<input type="checkbox"/>

**27.** Is there any other training which LPCs could provide from levy funds?

**27.a.** Please explain your answer to questions 26 and 27.

**28. Which other roles do you think are important for LPCs to provide from the contractor levy funding?**

Please don't select more than 1 answer(s) per row.

Please select at least 14 answer(s).

	Not at all important	Slightly important	Important	Fairly important	Very important
Resolving and supporting contract breaches and remedial notices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Negotiating and setting up contracts for local services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting innovation and initiatives within the delivery of community pharmacy services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting evidence collection to inform PSNC negotiations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Representing community pharmacy in the local media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community pharmacy representation in PCNs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring that the Community Pharmacy voice is heard in all relevant local health bodies and initiatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Presenting the voice of the contractor to the PSNC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with other local committees to ensure that contractors are appropriately represented	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing timely information to optimise contract delivery and remuneration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting contractors to implement new national guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sharing good practice with other LPCs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Ensuring that contractors are maximising their contract claims	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regulation and monitoring of contract implementation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. Please list any other roles which LPCs could provide from levy funding.

29.a. Please explain your answer to questions 28 and 29.

30. Please outline the reasons for LPCs undertaking these roles.

31. Please give examples of good practice with respect to support provided by your LPC to contractors.

32. What does your LPC do that could be done better by another body or someone else? Please outline who you think could perform this role.

33. What things do you think that the LPC may have to do differently to support contractors in the future?



## Page 13: Section 11: Financing LPCs and PSNC

34. How should LPCs/PSNC be funded? Please explain your answer.

A large, empty rectangular box with a thin black border, intended for the user to write their answer to question 34. The box is positioned below the question text and occupies a significant portion of the page's width.

## Page 14: Part 2: Your specific LPC

The second part will focus on specific LPCs and you will have the option of completing this section more than once if you have contracts in different areas.

This part contains FOUR sections.

If you do not wish to comment on individual LPCs then please continue to the end of the survey and leave the responses blank.

If you would like someone else to comment on their LPC on your behalf then please direct them to the following survey: <https://uea.onlinesurveys.ac.uk/pharmacy-representation-review-contractor-survey-final-extra> which is identical to the following questions.

## Page 15: Section 1: Contractor data

35. Which LPC are you commenting upon? *Optional*

36. What type of contractor are you? *Optional*

- AIMp
- CCA
- Independent

37. How many pharmacies do you own or manage in this LPC? *Optional*

Please enter a whole number (integer).

## Page 16: Section 2: Governance, transparency and accountability

38. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
Overall I am very satisfied with my LPC.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

38.a. Please explain your response to the above question.

39. What could your LPC do to improve your satisfaction with their service?

40. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
My levy to the LPC represents good value for money.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

40.a. Please explain your response to the above question.

41. To what extent do you agree with the following statement.



Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
I understand how my LPC makes decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel able to hold my LPC to account.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**41.a.** Please explain your response to the above questions.

# Page 17: Section 3: Local Leadership

42. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
The LPC represents my voice locally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The LPC understands my needs as a contractor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

42.a. Please explain your response to the above questions.

43. To what extent do you agree with the following statement.

Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
The current LPC structure and size enables effective engagement with the NHS in my area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Links between LPCs and local organisations have translated into tangible outcomes for contractors in my area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**43.a.** Please explain your response to the above questions.

# Page 18: Section 4: Communication

44. To what extent do you agree with the following statement.

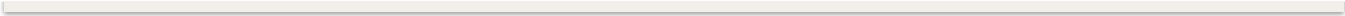
Please don't select more than 1 answer(s) per row.

Please select at least 1 answer(s).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
I am very satisfied with communication from my LPC.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

44.a. Please explain your response to the above question.

45. How could your LPC improve communication with yourself further?



**Thank you for taking the time to contribute to this review.**

**If you wish to comment on another LPC please copy this URL into your browser: <https://uea.onlinesurveys.ac.uk/pharmacy-representation-review-contractor-survey-final-extra>**

If you would like to save a copy of your responses please download these using the link above.

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## **Key for selection options**

### **35 - Which LPC are you commenting upon?**

Avon  
Barnet, Enfield and Haringey  
Barnsley  
Bedfordshire  
Bexley, Bromley and Greenwich  
Birmingham and Solihull  
Bolton  
Brent and Harrow  
Buckinghamshire  
Cambridgeshire and Peterborough  
Camden and Islington  
Cheshire and Wirral  
City and Hackney

Cornwall and Isles of Scilly  
County Durham and Darlington  
Coventry  
Croydon  
Cumbria  
Derbyshire  
Devon  
Doncaster  
Dorset  
Dudley  
Ealing, Hammersmith and Hounslow  
East Sussex  
Essex  
Gateshead and South Tyneside  
Gloucestershire  
Greater Manchester  
Halton, St Helens and Knowlsey  
Herefordshire and Worcestershire  
Hertfordshire  
Hillingdon  
Humber  
Kensington, Chelsea and Westminster  
Kent  
Kingston, Richmond and Twickenham  
Lambeth, Southwark and Lewisham  
Lancashire  
Leicestershire and Rutland  
Lincolnshire  
Liverpool  
Norfolk  
Northamptonshire and Milton Keynes  
North East London  
North of Tyne  
North Staffordshire  
North Yorkshire  
Nottinghamshire  
Rotherham  
Sandwell  
Sefton  
Sheffield

Shropshire  
Somerset  
South Central  
South Staffordshire  
Suffolk  
Sunderland  
Surrey  
Sutton, Merton and Wandsworth  
Swindon and Wiltshire  
Tees  
Thames Valley  
Walsall  
Wawickshire  
West Sussex  
West Yorkshire  
Wolverhampton City

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