



Framework for LPC Self Evaluation V3

To help LPCs judge the Committee's performance and the quality of service offered to its contractors, the PSNC has drawn up performance criteria which are set out below – this provides a framework for LPC self evaluation. This document revises the second edition. Adopting a performance management framework strengthens the credibility of the LPC and supports sound management. The framework provides levels of achievement and a traffic light feature to see status at a glance. The traffic light also has a score for the criteria ranging from zero for red/level 0 to three for level 3/green+. The maximum score an LPC can achieve is 102. Criteria that the LPC needs to improve can then be identified and prioritised to form a work plan for the LPC. We suggest that the document is completed by an LPC member rather than an LPC officer and that member leads on reporting progress at LPC meetings. All LPC members should be involved with identifying areas for improvement and monitoring progress. This document can also be posted on the LPC website for contractors to see the LPC performance.

A group of LPC Secretaries and LPC members was consulted on Framework.

1. Business and Strategic Planning

	Level 0/Red	Level 1/Amber	Level 2: Green	Level 3: Green+
Strategic Plan/ Work Programme	Does not have a strategic plan	Has a written strategic plan for the Committee's work identifying priorities for the LPC in the year ahead	Has a work programme to develop the local market for pharmacy services	The strategy and work plan provide a vision for community pharmacy which is shared by the local commissioners.
Strategic Plan / Governance	Strategic plan is more than 12 months old, and has not been reviewed in that time	Strategic plan reviewed and updated annually; version in place is less than 12 months old	Regularly reviews progress against the strategic plan and work programme throughout the year	Regularly reviews progress and amends/updates plan and work programme accordingly after each review

2. Governance



	Level 0 Red	Level 1 Amber	Level 2 Green	Level 3 Green +
Written Governance Arrangements	Has no arrangements in place	LPC considers administration needs annually.	Has written governance in place in accordance with the PSNC Governance Guide for LPCs (2 nd Edition)	As level 2, but also has either a lead member for governance, regularly agendas governance issues as an LPC item, or has a governance subcommittee
Declarations of interest	No declarations of interest in place	The LPC has declarations of interest; completion rate is less than 100%	All members have signed declarations of interest	All members have signed declarations of interest; these are updated at least annually
CEO/Chief Officer	No job description in place. LPC works on custom and practice. The work gets done.	Job description written and agreed; if an employee there is a contact of employment	Job Description written and agreed; annual reviews/ appraisals are linked to LPC priorities and personal development plan in place	As level 2; plus monthly meetings with line manager
Reports to contractors	Has no formal feedback mechanism to all contractors	Provides all contractors with an annual report	Provides all contractors with an annual report and accounts certified by a practising financial professional	As Level 2, but also have arrangements where interested contractors can attend the public section of LPC meetings as observers
LPC reporting	Has no formal feedback mechanism to the committee on all aspects of LPC business	Chairman and Secretary/Chief Officer provides verbal reports on LPC activities to the Committee	Chairman and Secretary/Chief Officer provide written reports on LPC activities to the Committee	Chairman and Secretary/Chief Officer provide written reports on LPC activities to the Committee, which are discussed as an agenda item at each LPC meeting.
LPC Minutes	Committee minutes are confidential to the Committee.	Contractors can see committee minutes if they ask to.	- Contractors can view committee minutes via the LPC website within 3 working days of them being accepted.	As level 2 plus minutes are used to discuss LPC activities with contractors and to identify future areas of work.
Secretary/ Treasurer	Has a combined secretary/treasurer role	Is working to separate the roles of secretary and treasurer	Has separated the roles of secretary and treasurer	As level 2, and LPC has agreed maximum number of terms for treasurer role

3. LPC Structure and Management

	Level 0 Red	Level 1 Amber	Level 2 Green	Level 3 Green +
Committee Administration	Continue as they always have done	LPC considers administration needs annually.	Committee regularly reviews the work which needs to be completed to deliver the action/ strategic plan and has resource in place to deliver it	As level 2 but this is reviewed every six months to ensure that resource and capacity is still appropriate



Committee size and structure	No action taken	LPC has discussed both within the committee and at regional LPC level the future area to be covered by the LPC for recognition by NHS NCB	LPC has agreed proposal for future committee area and structure and consulting contractors	LPC received contractor approval at an EGM and has received recognition from the NHS NC
Secretary/ Administrator	No job description in place. LPC works on custom and practice. The work gets done.	Job description written and agreed; if an employee there is a contact of employment. If self employed there is a written specification of the service level to be provided by the self employed person and the competencies required	Job Description written and agreed; annual reviews/ appraisals are linked to LPC priorities and personal development plan take place. If self employed there is an annual review of the arrangement to ensure the service and competencies continue to meet the needs of the LPC.	As level 2, plus monthly meetings with line manager; training needs assessed and being addressed. The self employed provide records of CPD relevant to the service provided to the LPC
CEO/Chief Officer	No job description in place. LPC works on custom and practice. The work gets done.	Job description written and agreed; if an employee there is a contact of employment. If self employed there is a written specification of the service level to be provided by the self employed person and the competencies required	Job Description written and agreed; annual reviews/ appraisals are linked to LPC priorities and personal development plan take place. If self employed there is an annual review of the arrangement to ensure the service and competencies continue to meet the needs of the LPC.	As level 2; plus monthly meetings with line manager; training needs assessed and being addressed. The self employed provide records of CPD relevant to the service provided to the LPC
LPC Members competence	No formal processes exist	LPC considers member training needs annually	Members attend appropriate training events to ensure the Committee has the skills to carry out its work	A skills gap analysis of the LPC is carried out on a yearly basis and a programme of relevant activity drafted to meet skills need
PSNC Regional Representative	No contact in the last year	Contact in the last year	LPC meets with RR regularly e.g. quarterly at regional LPC meetings	RR has an open invitation to attend all our meetings and does so reasonably frequently.
Regional LPC meetings	Not available in this region	Meetings take place; we do not usually attend, but we receive the minutes.	Meetings take place; we attend when the agenda is relevant to us	We attend all regional LPC meetings to share information and learn from colleagues
Resources and expertise	No action taken	LPC has identified the additional resources and expertise needed in the new commissioning environment	LPC is involved in a structure to enable it to access the identified skills and expertise in a cost effective manner	As Level 2 with the addition that the LPC is involved with the finance and management of the resource structure, reviewing progress at each meeting and taking action as appropriate



LPC Finance				
Budget	We do not have a formal budgeting process	We review our expenditure annually, but we spend what we need to	We have a budget in place for key areas of expenditure	We have a budget in place for key areas of expenditure and review it regularly during the year.
Expenditure	Accounts kept internally	Accounts published in the annual report and sent to PSNC	As level 1 but expenditure monitored regularly throughout the year by an LPC sub group	Provides an annual value for money report to its funding contractors outlining the support, resources and business development opportunities it has delivered in the previous year
Reserves	We hold what we see fit	We hold more than the six months reserve advised by PSNC	We hold more than the six months reserve advised by PSNC, and are working to reduce our excess.	We hold six months reserves as advised by PSNC, and set our levy annually (including holidays) to maintain this position.
Expenses	No expenses policy	There is an informal policy. Where LPC Secretary/CE works for more than one LPC, policy on expenses agreed with all LPCs involved for where costs to be shared- e.g. attending a regional meeting representing 2 or more LPCs	There is a written expenses policy agreed and understood by LPC and officers .Expense claims forms provided and expenses signed off by treasurer	As Level 2 with expenses for Secretary/CEO approved by line manager(e.g. Chair); receipts required for all expenses; 6 monthly, or more frequently, expenses management report prepared for the LPC by treasurer

4. Communication

	Level 0/Red	Level 1/Amber	Level 2: Green	Level 3: Green+
Informing contractors about NHS matters and the work the LPC is doing on behalf of contractors in particular work with local authorities and P consortia	Has no formal programme for informing contractors about LPC activities or provides an annual report	Has a regular (quarterly or more frequent) newsletter for contractors	As Level 1 but can also contact all contractors by e-mail where possible and set up a fax cascade and/or postal alternative	Has a website that is well maintained, publicised and kept up to date with information for contractors on LPC business and other local issues and news



Informing contractors about local commissioning matters	Has no formal programme for informing contractors	Includes items in regular newsletter for contractors	Ensures that all information on local commissioning plans, targets and opportunities has been communicated to contractors	Ensures that all available information on local commissioning plans and opportunities has been communicated to contractors
Press relations	Has no formal press relations activities	Officers with basic training respond to queries from the local press when asked	Issues press releases to promote local pharmacy and represent views through the media	Has an LPC member/officer appointed as responsible for media relations, and suitably trained
Contractor passive engagement	Has no formal mechanisms for obtaining contractors views	Holds at least one contractor meeting a year	Has a system in place to ensure that the Committee can gain the views of contractors to ensure it is reflecting the views of contractors as a whole	Uses the system described at Level 2 regularly (at least three times a year) to gain the views of contractors to ensure the LPC is reflecting the views of contractors as a whole
Contractor proactive engagement	Has no mechanism for supporting proactive engagement	Notifies contractors of LPC meeting agendas	Notifies contractors of LPC meeting agendas at a preset time in advance of meeting date and invites feedback	Identifies key LPC member to call selected contractors to seek views in advance of the meetings

5. Contract Development

	Level 0/Red	Level 1/Amber	Level 2: Green	Level 3: Green+
Essential level	Has no knowledge of level of contractor compliance with contract requirements	Is identifying and supporting contractors with difficulties complying with the contract requirements to support implementation	Is promoting community pharmacy and community pharmacy services to the public Agrees health promotion campaigns with the PCT Agrees multi-disciplinary audit with the PCT	Is involved as appropriate with monitoring visits with the PCT and monitoring the visits to ensure they are reasonable and in accordance with the PCT powers
Advanced level	Has no knowledge of how many contractors deliver the advanced level of the contract	Regularly reviews how many contractors are providing advanced services in each PCT	Is actively encouraging contractors to undertake MURs and promoting to contractors the benefits of providing MURs	Is advising contractors to inform GPs when starting MURs and provide a briefing on the service and arrangements
Enhanced level	Has no knowledge of how many contractors deliver enhanced services in the PCT area	Regularly reviews how many contractors are providing enhanced services	Is working with the PCT to maintain current / negotiate new enhanced service provision	Subject to the financial and other constraints of the PCT, the LPC has ongoing negotiations with the PCT to



			Including Drug user services Smoking cessation services EHC Chlamydia screen/treat Minor Ailments Service Vascular risk (NHS Health Check)	secure funding and set up enhanced and other local services in line with the PNA and Joint Strategic Needs Assessment
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6. Stakeholder Relationships

	Level 0/Red	Level 1/Amber	Level 2: Green	Level 3: Green+
Proactive pharmacy	Has no knowledge of local health needs	Is familiar with the local needs assessment(JSNA), public health report, LDP, commissioning strategic plan, and SSDP	Actively promotes the local pharmacy network with PCOs and local opinion formers	Has identified and liaises with the persons in the PCT responsible for commissioning, PBC, and administration of pharmacy applications, Public Health, Fitness to Practise and monitoring
Working relationships: other professions	Has no working relationship with other professional groups	Communicates with other professional groups on an ad hoc basis	Has a positive working relationship with the LMC and meets on a regular basis e.g. quarterly	As Level 2, plus meets with other local representative bodies such as the LOC and LDC
Working relationships: High level relationships	Has no high level relationships in place	Has good links with patient groups that can support pharmacy	Networks with local authorities, especially in relation to pharmacies public health role, social care and local economic and community development issues	Has met with local MPs and keeps MPs apprised of developments in the sector especially pharmacy service provision
Local Authorities	No action taken	Has researched the LA and who to contact	Has met with key LA personnel to raise awareness of pharmacy and promote commissioning public health services through pharmacy	Has held discussions on pharmacy representation on HWB boards and has influencing strategy in the event that there is no direct representation on the HWB
GP commissioning consortia	No action taken	Has met with GPs involved with consortia to promote pharmacy services	On- going discussions with GP consortia	Direct pharmacy involvement with GP consortia and services commissioned