**Contractors’ Survey**

* 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 the box below to say that you agree to us using your data for the purposes of analysis.**

**PART 1: LPCs and PSNC in general**

**Section 1: Contractor data**

|  |  |
| --- | --- |
| 1. What type of contractor are you? | Independent CCA AIMP |
| 1. How many pharmacies do you own or manage? |  |

**Section 2: Representation structure**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 4. | Strongly disagree | disagree | Neither agree nor disagree | agree | Strongly agree |
| The current structure of representation of community pharmacy contractors is fit for purpose |  |  |  |  |  |

Please explain your answer

**Section 3: National Leadership**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 5. | Strongly disagree | disagree | Neither agree nor disagree | agree | Strongly agree |
| I understand what the PSNC does for me |  |  |  |  |  |
| The PSNC represents my voice effectively |  |  |  |  |  |
| The PSNC understands my needs as a contractor |  |  |  |  |  |
| The PSNC has a clear vision for community pharmacy |  |  |  |  |  |

Please explain your answer

**Section 4: National governance, transparency and accountability**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 6. | Strongly disagree | disagree | Neither agree nor disagree | agree | Strongly agree |
| At 30% of the levy the PSNC provides value for money |  |  |  |  |  |
| I am able to hold the PSNC to account |  |  |  |  |  |
| I understand how the PSNC(s) makes decisions |  |  |  |  |  |
| The governance of the PSNC is clear and appropriate |  |  |  |  |  |

Please explain your answer

**Section 5: National communication**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 7. | Strongly disagree | disagree | Neither agree nor disagree | agree | Strongly agree |
| I am very satisfied with communication from the PSNC |  |  |  |  |  |

Please explain your answer

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

**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?

**Section 7: Local governance, transparency and accountability**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 12. | Strongly disagree | disagree | Neither agree nor disagree | agree | Strongly agree |
| Overall I am very satisfied with LPCs in general |  |  |  |  |  |

Please explain your answer

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 13. | Strongly disagree | disagree | Neither disagree or agree | agree | Strongly agree |
| I understand how LPC(s) makes decisions |  |  |  |  |  |
| I feel able to hold LPC(s) to account |  |  |  |  |  |
| The governance of the PSNC is clear and appropriate |  |  |  |  |  |

Please explain your answer

14. Should there be a maximum number of terms of office for committee members YES NO

If YES, what should inform the decision as to whether the term of office be renewed? 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? YES NO

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

17. What are your thoughts on current LPC sizes?

18. How do you see the size of LPCs changing in the future?

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 20. | Strongly disagree | disagree | Neither agree nor disagree | agree | Strongly agree |
| My levy to the LPC(s) represents good value for money |  |  |  |  |  |

Please explain your answer

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

**Section 8: Local Leadership**

We are interested in your thoughts on leadership within LPCs. Please use the open text boxes to add further comments.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 22. | Strongly disagree | disagree | Neither disagree or agree | agree | Strongly agree |
| I understand what my LPC does for me |  |  |  |  |  |
| The LPC(s) represents my voice locally |  |  |  |  |  |
| The LPC(s) understands my needs as a contractor |  |  |  |  |  |

Please explain your answer

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 23. | Strongly disagree | disagree | Neither disagree or agree | agree | Strongly agree |
| The current LPC structure and size enables effective engagement with NHS |  |  |  |  |  |
| Links between LPCs and local organisations have translated into tangible outcomes for contractors in my area |  |  |  |  |  |

Please explain your answer

**Section 9: Communication**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 24. | Strongly disagree | disagree | Neither disagree or agree | agree | Strongly agree |
| I am very satisfied with communication from my LPC |  |  |  |  |  |

Please explain your answer

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

**Section 10: Roles and responsibilities of LPCs**

26. Which of the following training roles do you believe LPCs should be providing from contractor levy funds? (Tick all that apply)

**YES/NO**

* Implementation and delivery of locally commissioned services
* Implementation and delivery of nationally contracted services
* Changes to contract
* Clinical skills
* Management skills
* Leadership skills

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

Please explain your answer to question 26 & 27.

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

**Options: Not at all important, Slightly important, important, fairly important, very important**

* Negotiating and setting up contracts for local services
* Supporting innovation and initiatives within the delivery of community pharmacy services
* Supporting evidence collection to inform PSNC negotiations
* Representing community pharmacy in the local media
* Community pharmacy representation in PCNs
* Ensuring that the Community Pharmacy voice is heard in all relevant local health bodies and initiatives
* Presenting the voice of the contractor to the PSNC
* Resolving and supporting contract breaches and remedial notices
* Working with other local committees to ensure that contractors are appropriately represented
* Providing timely information to optimise contract delivery and remuneration
* Supporting contractors to implement new national guidance
* Sharing good practice with other LPCs
* Ensuring that contractors are maximising their contract claims
* Regulation and monitoring of contract implementation

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

Please explain your answer to question 28 & 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?

**Section 11: Financing LPCs and PSNC**

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

**PART 2: Your local LPC (Contractors will fill this in multiple times depending on their location)**

**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**](https://uea.onlinesurveys.ac.uk/pharmacy-representation-review-contractor-survey-final-extra) **which is identical to the following questions.**

**Section 1: Contractor data**

|  |  |
| --- | --- |
| 35 (2). Which LPC are you commenting on with this reply | Provide full drop down list for them to check one |
| 36 (3). What type of contractor are you? | Independent CCA AIMP |
| 37 (4). How many pharmacies do you own or manage in this LPC? |  |

**Section 2: Governance, transparency and accountability**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 38 (5) | Strongly disagree | disagree | Neither agree nor disagree | agree | Strongly agree |
| Overall I am very satisfied with my LPC |  |  |  |  |  |

Please explain your answer

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 40 (7) | Strongly disagree | disagree | Neither agree nor disagree | agree | Strongly agree |
| My levy to the LPC represents good value for money |  |  |  |  |  |

Please explain your answer

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 41 (8) | Strongly disagree | disagree | Neither disagree or agree | agree | Strongly agree |
| I understand how my LPC makes decisions |  |  |  |  |  |
| I feel able to hold my LPC to account |  |  |  |  |  |

Please explain your answer

**Section 3: Local Leadership**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 42 (9) | Strongly disagree | disagree | Neither disagree or agree | agree | Strongly agree |
| The LPC represents my voice locally |  |  |  |  |  |
| The LPC understands my needs as a contractor |  |  |  |  |  |

Please explain your answer

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 43 (10) | Strongly disagree | disagree | Neither disagree or agree | agree | Strongly agree |
| The current LPC structure and size enables effective engagement with NHS in my area. |  |  |  |  |  |
| Links between LPCs and local organisations have translated into tangible outcomes for contractors in my area |  |  |  |  |  |

Please explain your answer

**Section 4 Communication**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 44 (11) | Strongly disagree | disagree | Neither disagree or agree | agree | Strongly agree |
| I am very satisfied with communication from my LPC |  |  |  |  |  |

Please explain your answer

45 (12). 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**](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.**