

# Contractor Survey Kent LPC 2020-2021



## Contractor Survey

In February Kent LPC ran a contractor survey and we had approximately 70 pharmacies respond, thank you to those that took the time to do so. We have summarised the results below and shared some of the comments from contractors and actions of what we will be doing to improve.

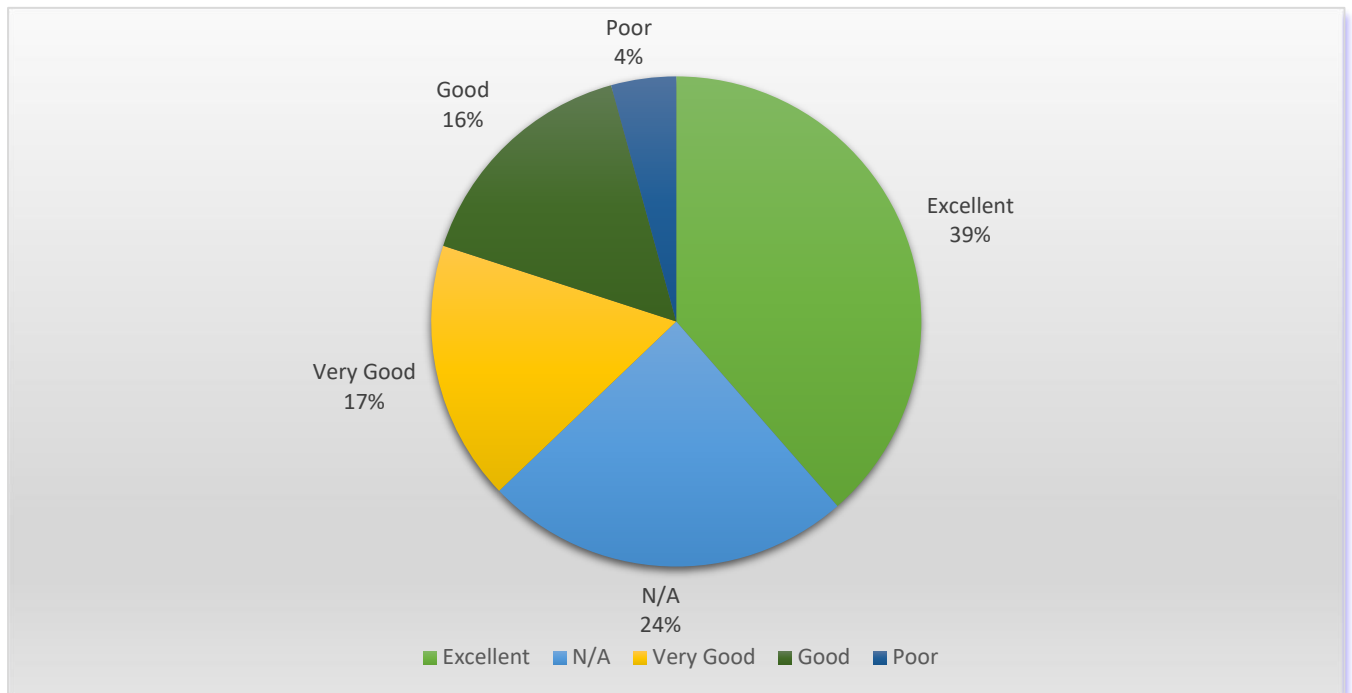
### Over the past year how have you found engagement with the LPC?



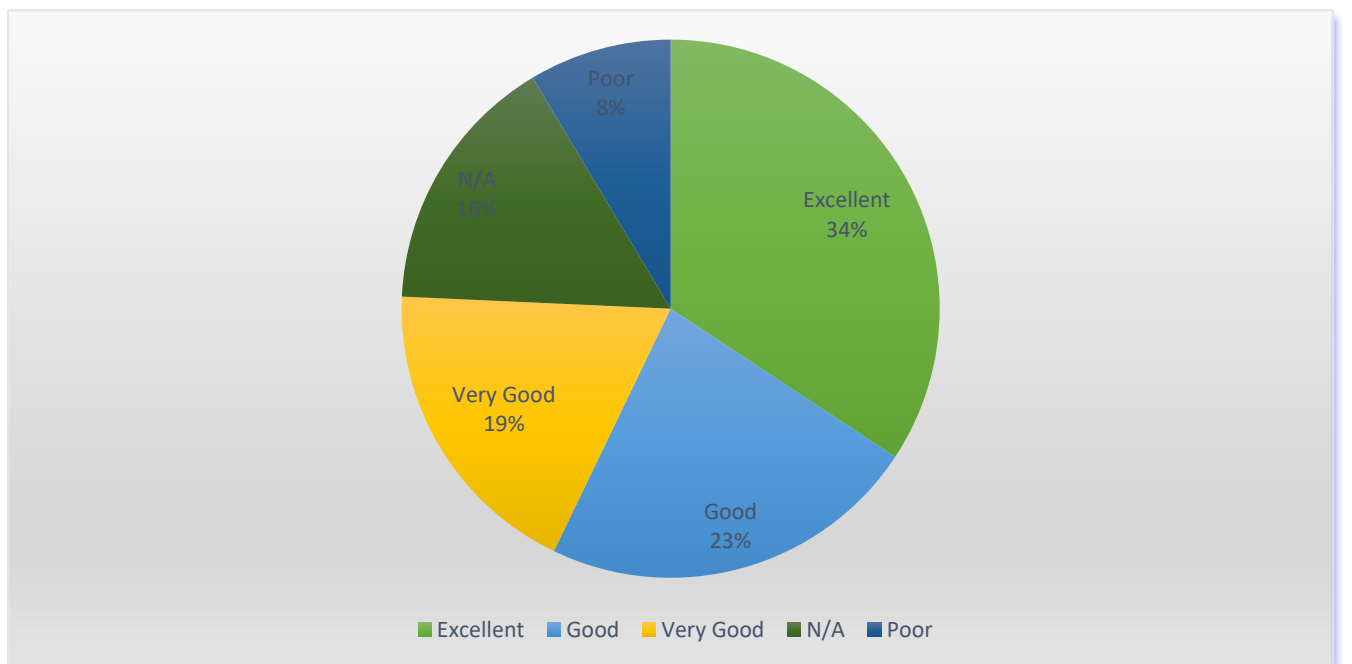
### Over the past year how have you found communication from the LPC?



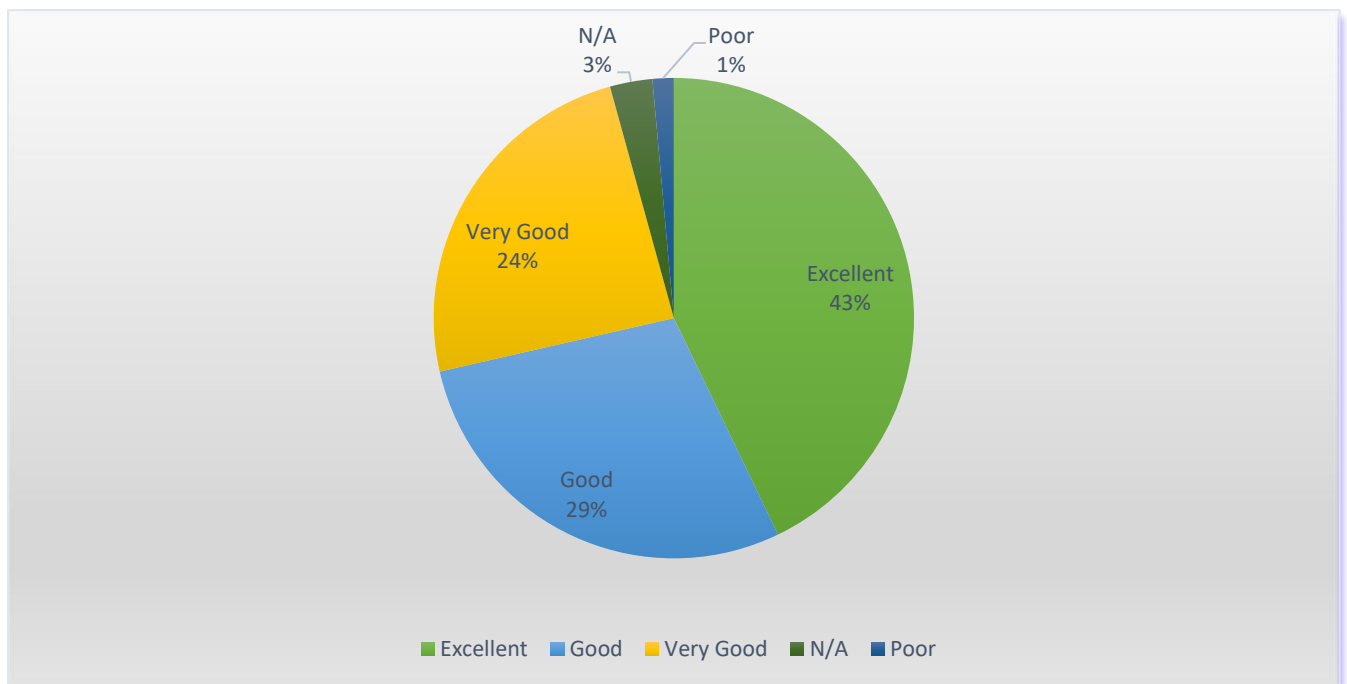
**Over the past year how have you found one to one support as a contractor from the LPC?**



**Over the past year how have you found LPC support with Locally Commissioned Services (e.g. palliative care, smoking cessation, supervised consumption)?**



## Over the past year how have you found LPC support with National Services?



### **Contractor Comments** *(These are representative examples of all comments received)*

*I just wanted to say a big thank you to Shilpa for her constant support right through these difficult times. I have been a LPC member for some 30 plus years and no CEO has ever given me support like Shilpa has since her appointment. She is always very supportive. Thank you Shilpa for all your help and support. You are a great asset to the LPC.*

*Regular updates about delivering COVID vaccinations in the Pharmacy. Any new services like weight management or INR testing to roll out in all pharmacies in Kent and Medway.*

*Well done and thanks to Shilpa and the team*

*From last year or so support we are getting from LPC is absolutely brilliant, like never before.*

*Shilpa has made it extremely easy to contact the LPC and to discuss issues concerning the pharmacy. She has been engaged and this has made our interactions with the LPC much more constructive.*

*More reminder dates for various actions we need to do eg. GDPR*

*Since Shilpa has taken over as CEO I feel the level of communication and support has significantly improved and when I have needed support it has come quickly and informatively. Thank you Shilpa and Jo.*

*Having been a contractor in some capacity for 15 years, I find the way the LPC now conducts itself refreshing with a forward thinking and structured outlook. I have previously sat on other LPC's around the country and appreciate how hard the job is but Shilpa has been a breath of fresh air with her energy, determination, knowledge but most of all her care for the contractors and ultimately the local patients.*

*Shilpa and Jo have been very helpful and knowledgeable. I am very pleased to have them fighting for us.*

*The newsletters are really useful.*

*Excellent support by Shilpa.*

*Returning emails to the LPC is confusing. It's never a simple case of pressing 'return'. There always is a different address the email must be sent to instead of the original sender.*

*It is very reassuring to know that Kent LPC is doing everything it can possibly do to look out for the interests of community pharmacy in Kent. It was great to see LPC leadership engaging with external bodies to voice the successes as well as the challenges experienced by the contractors at all levels. Very grateful for your support over the past year during very difficult times. Thank you.*

*We are very grateful for Shilpa and her team with her regular and logical emails and she is always at hand to try and resolve and queries that may arise. Pharmacy has had an extremely challenging time over the previous 15 months but feel the leadership skills displayed by Shilpa along with her compassion and understanding are truly an asset to the Kent Pharmaceutical area as a whole. She has raised the standard and expectation in all honesty and feel reassured she is communicating effectively with the PSNC issues that are affecting us in a real life day to day setting.*

*Thank you for your hard work in supporting us.*

## Actions

Based on your feedback regarding engagement we would like to actively encourage the use of the pharmacy's NHS shared Mailbox and we will ensure that all communications go to this mailbox so nothing is missed

Based on your feedback I will ensure that I as, CEO am, available for a day each quarter for 2021-2022 and open up my diary for appointments with any contractors who want to book in and have a conversation with me either virtually or over the phone. This will start from Q2.

To support you with delivery of Pharmacy Services (both national and local) we are in the process of employing a services pharmacist.