

COLLABORATIVE WORKING SCHEME FREQUENTLY ASKED QUESTIONS

Updated 06/04/2023

Q: What is the purpose of the Collaborative Working Scheme for 2023/24?

A: The intention is to encourage community pharmacy contractors in Wales to engage with their primary care clusters to develop and improve collaborative working relationships with healthcare professionals within the cluster

Q: How does the scheme structure differ from previous years?

A: This year the “traditional” collaborative visit element of Collaborative working is suspended – with associated funding being moved into practice payments, and collaborative working funding is available for the pharmacy collaborative meetings element only. Funding is split into:

- 1) The Pharmacy Lead Element - Money to support the appointment of a Community Pharmacy Collaborative Lead (CPCL – previously PCCCPL) in each primary care cluster
- 2) The Pharmacy Element - Funding for back filling of pharmacist and where appropriate pharmacy technician time to engage with the pharmacy lead and/or be involved in collaborative working with local healthcare professionals (“the Pharmacy Element”).

1. The Pharmacy Lead Element (for more detail on the CPCL role please see the [CPCL FAQ here](#))

Q: What is the Pharmacy Lead Element of Collaborative Working?

A: This element provides funding for up to four payments per year of £527.80 (one payment per quarter – up to £2111.20 per year) payable in respect of the Community Pharmacy Collaborative Lead (CPCL) Role (“the pharmacy lead role”)

Q: What does a Community Pharmacy Collaborative Lead (CPCL) do?

A: In order to qualify for payment, the pharmacy lead must: 6.1 meet, physically or virtually, at least quarterly with the representatives of all pharmacies within the relevant cluster; 6.2 meet regularly with other professional leads within the relevant cluster; 6.3 meet regularly with the nominated representatives of the local health board; 6.4 attend meetings of the relevant cluster; and 6.5 provide feedback on cluster plans, meetings and priorities to all pharmacies in the relevant cluster. 7. The pharmacy lead must maintain evidence of meeting the responsibilities outlined in 6.1 to 6.5 for inspection by the relevant local health board. This may be in an electronic format and must include: the dates and times of meetings; the names and affiliations of the attendees; a summary of the main points of discussion; any actions agreed; and the current status of those actions.

Q: How are Community Pharmacy Collaborative Leads (CPCLs) appointed?

A: Where a vacancy for a CPCL exists within a cluster, the Local health board will write to pharmacies within that cluster to ask for expressions of interest. Eligible individuals who are interested in taking on the role must complete a nomination form countersigned by representatives of two other pharmacies within the cluster. Where only one individual expresses an interest they will be appointed. Where more than one individual expresses an interest in the role it will be for the pharmacies within the cluster to determine who is appointed by way of a voting process. In the case of an equal vote share between candidate the cluster lead and LHB may seek to appoint one of the nominees after consulting with CPW.

Q: What if there is no CPCL in my cluster?

A: Without a CPCL in place the pharmacy collaborative cannot meet, and community pharmacy will have no representation at primary care cluster level. None of the pharmacies within the cluster will be able to participate in the collaborative working scheme for 23/24 until a CPCL is in place.

Q: Can the CPCL claim the £1055.60 collaborative working funding for attending meetings on top of the £2111.20 CPCL payment?

A: Yes. Both the lead declaration and the attendance at collaborative meetings will need to be claimed for separately on NECAF. Relevant documentation should be maintained for all meetings including date and time of meetings, name and affiliations of those met, a brief summary of points discussed and an action log to include status of any actions.

Q: How can I apply for any [vacant cluster roles](#)?

A: Please email your LHB lead for an application form. For more details please see our cluster lead FAQ on the website [here](#) or contact your engagement team representative

2. The Pharmacy Element - Cluster Meeting Attendance

Q: How does the cluster meeting attendance element work?

A: For 23/24 up to three payments of £263.90 will be claimable for each meeting, with an additional £263.90 being paid on claiming the **third** meeting (a total of £1055.60) out of a minimum of 4 annually organised by your community pharmacy collaborative lead (CPCL). Attendance at meetings should be by a pharmacist or a pharmacy technician who works regularly in the pharmacy (2 days per week for at least eight consecutive weeks including the date of the meeting). From 23/24 all meetings can be attended by a pharmacist or a pharmacy technician (previously there was a requirement that a pharmacist had to attend at least one per year)

Q: What are the Pharmacy Collaboratives?

A: Pharmacy collaboratives are a platform for all pharmacies within a specific primary care cluster to meet to discuss and plan how community pharmacy can contribute to the health and wellbeing of their local population. Similar collaboratives exist (or are being formed) for GMS, Optometry, Dental and Allied Health Professionals in each cluster across Wales. Pharmacy Collaboratives will have a nominated Community Pharmacy Collaborative Lead (CPCL) who represents the collaborative at Primary Care Cluster level.

Q: What is a Community Pharmacy Collaborative Lead (CPCL)?

A: Since April 1st 2021 every primary care cluster has had a role available for a Community Pharmacy Collaborative Lead (CPCL). Where a CPCL is in place they will usually be a pharmacist or technician who works within your cluster and they will arrange (a minimum of) quarterly meetings for all contractors within the cluster. In clusters which have previously had vacancies for at least 8 weeks the CPCL may not work within your cluster but will be a pharmacist or pharmacy technician who is employee of a pharmacy within it (eg in an area manager or field role).

Q: How do I know who my CPCL is and how will they contact me?

A: All CPCLs should have contact details for all the pharmacy premises within their area, and have been advised to use this for all correspondence. Additional methods of communication may be employed locally but will vary by cluster. Please ensure you have a method by which you can contact your CPCL and they can contact you or relevant people within your pharmacies. For details of your cluster lead please see the spreadsheet here [What Cluster Am I In?](#) - or contact your LHB lead or CPW representative

Q: My cluster does not have a CPCL -can I claim any of the collaborative working funding?

A: No, a CPCL must be in place to facilitate the meetings and only meetings organised and led by the CPCL will be eligible to claim as cluster working. Any pharmacist or pharmacy technician who works within the cluster for more than two days every week can apply to be CPCL, which would allow access to funding not only for the pharmacy where they work but also for all pharmacies in the cluster.

Q: What is a primary care cluster?

A: Primary care clusters (sometimes referred to as NCNs, LCCs and other names across different health boards) bring together the collaborative leads from each contractor profession (Pharmacy, GMS, Optometry and Dentistry) and from other sectors such as Allied Health Professionals and Third Sector operators. Primary care clusters aim to co-ordinate services based on a geographical locality serving populations of typically between 25,000 and 100,000 people. There are currently 60 Primary Care clusters in Wales. Population needs are identified via a population needs assessment and the clusters response captured in a three year integrated medium term plan (IMTP). This more multi professional, multi sector membership enables clusters to address many of the more complex and challenging issues which require a collaborative response. Interprofessional/sector dialogue also enables more efficient service delivery. There is £20m allocated per year to clusters across Wales.

Q: When and where are the meetings held?

A: Pharmacy collaborative meetings may be held face to face or remotely (eg online via Teams). Times and locations will vary between clusters and should be agreed by the membership. To maximise attendance meetings are usually held after normal working hours and remotely via teams. Your CPCL will be able to discuss this with you

Q: If I cannot attend every meeting will I lose out on payments?

A: CPCLs are required to host one meeting per quarter (i.e minimum of 4 annually). For 23/24 up to three payments of £263.90 will be claimable for each meeting, with an additional £263.90 being paid on claiming the **third** meeting (a total of £1055.60). In practice this means that one meeting per year can be missed without losing any associated payments.

Q: Who can attend cluster meetings?

A: Any registered pharmacist or pharmacy technician who works regularly at the pharmacy (for 2 days per weeks or more, for at least 8 consecutive weeks to include the date of the meeting).

Q: Does the same person need to attend every meeting?

A: No, so long as the Technician or Pharmacist attending on behalf of a contractor work regularly at the pharmacy making the claim. Regularly is defined as two or more days per week for eight consecutive weeks including the date of the meeting. CPW would however encourage regular attendance by the same person where possible to maintain continuity at cluster meetings.

Q: I don't have a regular pharmacist - can locums carry out the visit?

A: Yes, the collaborative work can be undertaken by any pharmacist or pharmacy technician who regularly works in the pharmacy. Regularly is defined in the Drug Tariff entry as on two or more days each week for at least eight consecutive weeks including the date of the meeting.

Q: Can I send one of my other staff members if a Pharmacist or Technician can't make a meeting?

A: Under the Drug tariff only a registered pharmacy technician or pharmacist can attend a meeting for which a claim is made. Claims cannot be made for attendance by non-registered pharmacy staff, but there is nothing to prevent them attending and it would be useful for them to do so rather than no representative of the pharmacy to be in attendance.

Q: Can multiple pharmacists, technicians and other staff from my pharmacy attend?

A: Yes, as many people can attend as would like to - providing (for face-to-face meetings) venue size permits it. Please keep your CPCL informed of additional attendees and be mindful that only one claim can be made per pharmacy.

Q: What records do I have to keep of meetings?

A: Pharmacies should have a report of each meeting attended, which may be in an electronic format and must include: the date and time of meeting; the names and affiliations of the attendees; a summary of the main points of discussion; any actions agreed; and the current status of those actions. This report may be in an electronic format and must be maintained at the pharmacy for inspection by the local health board during PPV. A form which may be used to capture this data is available [here](#)

Q: How do I claim for attending collaborative meetings?

A: The claim is made through NECAF > Collaborative Working Scheme . One claim should be made per meeting attended. In 23/24 up to three payments each of **£263.90** will be made available to contractors for a pharmacist/ pharmacy technician attending a meeting arranged by the CPCL for all the pharmacies within the cluster. A 4th payment of a further £263.90 will be paid once a claim has been made for attending three meetings.

Q: Other than accessing collaborative working funding, what are the other benefits of the pharmacy collaborative meetings?

A: Attending collaborative meetings provides opportunity to:

- Discuss local issues and share best practice between pharmacies within a cluster
- Keep up to date with developments in the cluster and wider primary care networks
- Discuss and plan how community pharmacy may contribute to the health of patients within the cluster, and access cluster funding to fund additional activity to do so, outside of the CPCF arrangements

Q: Why should I/my members of staff give up their own time or time in work to attend these meetings?

A: Funding for collaborative meetings is intended to act as an enabler to attendance and participation. Where meetings are taking place outside of normal working hours it may not be unreasonable for some of the funding received by contractors to be used to incentivise attendance, given the total value of funding for attending meetings is up to £1055.60.

Q: Do I need to actively participate in the meetings?

A: Active participation at meetings is encouraged to make the most of the collaborative opportunities. Every member of staff who works in community pharmacy has something to contribute to the health and wellbeing of local populations, and only by every participant actively discussing matters raised in the collaborative meetings can community pharmacy collaboratives function to the best of their abilities. Participants are encouraged in virtual meetings to have cameras on and to engage in conversation and action planning.

PPV will monitor records of meetings to include actions carried over between meetings and without active participation it will be difficult to keep track of these activities.

Q: What if I can't log on to a meeting remotely?

A: If you are having issues with technology and attending virtual meetings please speak to your CPCL in the first instance. Not all meetings in all clusters are virtual. For virtual meetings links can usually be accessed on any desktop or smartphone browser. Furthermore, all pharmacists and pharmacy

technicians in Wales should have access to an NHS Wales email address which allows them access to teams on most devices. Whilst CPW acknowledge that technological issues can occur sometimes which mean people are unable to join virtually this is one of the reasons for the requirement only being attendance at 3 meetings to access full funding, with a minimum of 4 being held annually. If you are having continual issues with access please speak to CPW and your LHB lead.

Q: Are there any specific requirements for the collaboratives?

A: Terms of reference are being developed for Pharmacy collaboratives that will set out a framework within which the collaborative will function to include items such as membership, voting rights and frequency of meetings.