



Hertfordshire and  
West Essex Integrated  
Care System



Hertfordshire and  
West Essex  
Integrated Care Board



HERTFORDSHIRE AND WEST ESSEX  
**TRAINING HUB**

*Supporting and developing our Primary Care workforce*

## **Community Pharmacy PCN Integration Leads Roles and Responsibilities**

### **What are the responsibilities of the CP PCN Lead within their PCN:**

1. Building strong relationships with and between community pharmacies.
2. Creating regular communication channels between PCNs, GP practices, and community pharmacies.
3. Seeking to improve communication and collaboration between the PCN, GP practices, and community pharmacies.
4. Aligning priorities and agreeing on ways to improve patient pathways.
5. Communicating with relevant partners as appropriate to support implementation of changes and service development.
6. Reaching consensus amongst community pharmacies on all decisions where possible.

The Community Pharmacy PCN Integration Lead is a valuable member of the PCN team, but they have a specific role to play. Their responsibilities are focused on building relationships, fostering communication and collaboration, identifying, and advocating for the needs of community pharmacies, and supporting the development and implementation of services and initiatives locally.

### **What are NOT the responsibilities of the CP PCN Integration Lead within their PCN:**

1. Managing the performance of individual community pharmacies.
2. Distributing pharmaceutical messages from other providers and bodies.
3. Acting as the representative body for all community pharmacies within the local area.
4. Making decisions on behalf of other community pharmacies or coercing community pharmacies to act in a certain way.
5. Providing clinical advice or services.
6. Providing financial or administrative support to community pharmacies.

The Community Pharmacy PCN Integration Lead is a facilitator and advocate for community pharmacies, but they are not responsible for the responsibilities outlined above as this is outside the scope of their role.

If you have any questions, comments, feedback or would like to get a message out to all CP PCN leads please get in touch with [rebecca.ward58@nhs.net](mailto:rebecca.ward58@nhs.net) or [helen.musson1@nhs.net](mailto:helen.musson1@nhs.net)