

Minutes of Meeting of Surrey Local Pharmaceutical Committee

Date Wednesday 16th May 2018 starting at 09:30
Location: Tyrrells Wood Golf Club, Tyrrells Wood, Leatherhead KT22 8QP
Present: Rupl Bhasin, Chair, Hemal Chudasama, Vice Chair, Penny Laws, Andrew Jackson, Dalveer Johal, Jaymil Patel, Hemal Ladwa, Anish Prasad.
In attendance: James Wood, Chief Executive Officer, Hinal Patel, Service Development Senior Officer, Penny Woodgate, Communications & Engagement Senior Officer, Micky Cassar, Business Administrator, Charley Mitchell, Surrey Area Manager Lloyds.

1: Welcome & Introductions

The Chair welcomed the members and guests to the meeting.

Next Stepper appointed: Henal Ladwa

CCA Reporter appointed: Dalveer Johal

2: Apologies for Absence

Sejal Patel

3: Governance Matters

Declarations of Interest (DOIs) were completed at the last meeting. The Chair asked if there were any changes to these, none raised.

The members were asked their opinion of visibility of the DOIs on the website and decided to take the signature off the website.

The Guidance on compliance with competition law were distributed to all members present. A document for members to sign relating to this was given to members.

Action: Take DOI signatures off the website.

4: Minutes of the last meeting

The Chair asked the members if they had read the March LPC minutes and if there were any issues with them – The Chair signed the March LPC minutes as a true account of the last LPC meeting.

The Chair asked the members if they had read the minutes of the Ad Hoc meeting and if there were any issues with them – The Chair signed the minutes as a true account of the Ad Hoc meeting.

5: Matters arising

The action tracker from the last meeting was checked and all actions had been completed. Simplified action logs to be created to focus on outstanding actions and nominate responsibility.

CPSS progress of Medicines Optimisation in care homes was discussed. STP leads were contacted regarding Pharmacy Integration fund allowing them to bid for funding. Surrey

Heartlands STP covers most of Surrey and were allocated funds for this initiative. Community Pharmacy will be one of possible providers. The members discussed how providers would be chosen and if there was any preparation that could be in place. Provider companies across CPSS will be added to the agenda for the next LPC meeting. The demographics and issues that may affect IND and AIM pharmacies were raised.

Action: Simplified action logs to be created to focus on outstanding actions.

Action: Provider companies across CPSS discussion to be added to the next LPC agenda.

6: LPC Management & Administration

Adoption of CPSS social media policy: The social media policy was distributed prior to the LPC meeting and members agreed to adopt the policy

Social Media Migration Plan: The proposal to close the three separate Twitter accounts and migrate to one CPSS account was agreed. By the July LPC Meeting there will have a communications plan in place to allow the LPC to be more proactive rather than reactive.

GDPR Compliance update: Internal LPC compliance, CPSS is working through the GDPR toolkit provided by PSNC and the action plan and privacy policy should be available by the end of next week. The committee discussed contractor data and the role of Data Protection Officer. There will be a new process moving forward, mail chimp is an option, which will capture how we obtain data. Privacy policy will be updated on the website. CPSS employment policies will also be created.

Action: Migrate 3 Twitter accounts to one.

Action: To create a communications annual plan to include who we are targeting.

Action: GDPR action plan to be completed and made available to LPC members.

Minute Taking pre & post meeting actions: The expectation with regards to minute taking and meeting organisation was put to the committee and adopted. Members will not be named unless specifically requested. Contractors will be sent a survey monkey prior to the LPC meetings to be given the opportunity of adding to the agenda and a brief update after linking to the minutes.

AGM countdown: Provisional date for the AGM is the 04/07/18. It was agreed that the structure remains the same as before for this AGM with potential for change in the future to link onto an evening event to engage more contractors.

7: LPC Performance & Self Evaluation

The members were briefed on the LPC Self-Evaluation.

Business & Strategic Planning:

Strategic plan – Amber as we have just started and no real plan as yet.

Work Program - Amber as we have just started and no real plan as yet.

Governance:

Written governance arrangements - Green

Declarations of Interest - Purple

Chief Officer – Green / Purple – performance reviews not doing as yet.

LPC Reporting - Purple

LPC Minutes - Purple

Chief Officer & Treasurer roles – Purple, historically some LPCs have combined this role which has led to issues.

LPC Management & Structure:

Operational capacity – Amber as we do not have a work program. As we now have combined structure are members also attending these meetings or just management. A workplan is being created and also a mapping exercise is being done to establish who does and who should attend meetings. The members discussed that they are unaware of what meetings are when and this can be confusing.

Capability & Expertise – Amber, this is a new committee, so we need to test this.

Size & Structure – Green

Working together to support capacity - Green

Members competence – skill mix

PSNC Regional Representative – Amber we invite people.

Regional LPC meetings – Green, South East Forum we represent Surrey, however learning needs to be cascaded from this meeting. It was discussed if on rotation an LPC member could also attend the South East Forum meeting also if the South East Forum meeting is financially beneficial.

Financial management:

Budget – Amber as no work program.

Expenditure – Green as update of where we are as an LPC at all LPC meetings.

Reserves – Amber we only have 1.5 months reserves however this will increase over the year.

Expenses – Green as there is a written expense policy however this needs to be reviewed.

Communications:

Communication mechanisms - Purple

Informing contractors about commissioning matters - Green

Press relations – Green, not sure who has been trained / hasn't been trained. This will become more structured when the communication plan is in place and will allow visibility. The committee discussed the potential of contractors being trained to update our social media.

Contractor passive engagement - Green

Contractor proactive engagement – Amber we had buddy groups, but this needs to be refreshed.

Contract development:

Essential level - Green

Advanced level - Green

Commissioning environment for local services – Purple communications that go out are good.

Negotiation for local services – Green – question as to how proactive we are.

Supporting delivery of local services – Green there may be more stats to get to assist with where we are with services.

Stakeholder relationships:

Need assessment & strategic plans - Green

Patients & representatives – Amber as we do not communicate with all. For the July LPC meeting there will be electronic maps available, which are in process of being completed, to assist with this.

Other professionals - Purple

NHS England area team - Purple

Local authorities - Purple

Clinical Commissioning Groups – Purple although we have lost some members attached to CCG groups.

Action: Review expenses policy

Action: The Chair investigate LPC meeting costs

Action: Look into the potential of contractors being trained to update our social media.

Action: Review of buddy groups

8: LPC New Member Day

An update from the new members day: Overall it was a good event to attend as a new member. There was lots of discussion around governance and accountability, the role of the LPC member and what makes a good member. Communication to contractors, being prepared for meetings, adhering to the constitution. Value and level of service to the contractor. GDPR was discussed and what PSNC are doing to assist. There is a power point available from the day to view.

9: LPC Strategy

Members completed an exercise about what the LPC should start / stop doing and what was important to them and the contractors. The suggestions were documented and will be collated for the work piece of creating the LPC strategy.

Action: to put all suggestions together regarding the strategy and report back in July.

10: Guest Speaker – Liz Labrum

Surrey Heartlands – Hypertension. British Heart foundation pressure award programme (round 2) bids of up to £100,000. This is where Community Pharmacy can assist with Blood pressure pathway. They can offer health checks, diabetes consultation, healthier you, refer to primary care for further diagnosis etc. Infrastructure monitoring using PharmOutcomes is key. Docman is used by GP surgeries and injects the results. PharmOutcomes reports can be analysed and it is important that Docman can be used the same way.

Co-design helps get everyone involved and has been in 2 stages, initial research – how to get engagement / uptake. The citizen panel is a digital means of getting these results. The second part is a half day co design workshop. We should know by the end of June regarding our bid and are hoping implementation will start in September with an overall launch by April 2019. There will be a training program, maybe clinical led or from World Blood Pressure Society. The bid that went in was broad so how this is financed can be reviewed.

The committee discussed that this sits perfectly with community pharmacy as they see the repeat patients with possible symptoms self-diagnosing and can intervene. Eventbrite could potentially be used for promotion and the STP project team would like to work with a small group of pharmacies to see if this would help – having events where you can check blood pressure. “Know your numbers” is coming in September from Health Education England – By end of August they will roll out “know your heart age”. Then two weeks of “know your numbers”. If we do not win the bid, we have a ready-made business case to approach the STPs who have funding pots for this. It was raised that CPSS staff be used to target the right pharmacies / areas. STP has been ongoing for 2 years trying to bring resources together to work more effectively and get more people treated and able to access health care.

11: Guest Speaker – Dr Andrea Taylor

Dr Andrea Taylor gave a talk regarding a new funding scheme Post Registration Community Pharmacy training. This is an England wide scheme, slides are available to view with full details on our website

12: Service Development Senior Officer Update

Flu – There are 2 training dates arranged by the NPA, one in Crawley and one in Brighton. The committee were asked if they wanted to arrange a training date for Surrey or just promote the NPA events bearing in mind there are other providers too. The committee agreed that at this time the LPC will not provide a training event, given coverage by other providers, but will review later in the year.

NUMSAS: Surrey has the highest number of live pharmacies across the CPSS patch. NUMSAS referral pathway created with NHS England, once finished it will be circulated. GP OOH will be shut down once pharmacy reaches 60% of referrals from 111. How patients will be identified as having come through 111 is being investigated. PharmOutcome data is received every three months but its not consistent. This data shows how we are achieving and is an ongoing action point for the Service Development Senior Officer to obtain more data.

Public Health Update: The next meeting is the 23/05/18. Palliative care meeting has taken place and commissioning will remain the same for 2018/19, with some potential enhancements to come with the stock list. Training issues have been raised as an issue as to why pharmacy do not claim for doing services.

HLP training project in Surrey, training date is 11/10/18 and the venue is Dorking Halls, Dorking. The committee were shown the Pharmacy services “quick guide” which shows when PGDs are active, due to expire etc. It was agreed that this was a useful resource and should be rebranded to “essential guide”

Health Checks: In West Sussex they are considering reducing the number of pharmacies doing the service due to the decline in numbers. Therefore, in Surrey they will likely review as West Sussex and the committee were asked to be mindful of this.

Action: Look into if a survey monkey could be sent out asking contractors what services they know are available in Surrey.

Action: Get the “quick guide” finalised as soon as possible and available on website.

Action: HP to speak to Sejal Patel re Health Checks. East Sussex SLA should be reviewed to compare with Surrey. PSNC should have a database to assist.

13: Communications & Engagement Senior Officer

Communications calendar: Annual communications plan to be drafted to proactively do campaigns using MPs, CCGs etc. Annual showcase event where we can showcase pharmacy.

NHS70 arrangements: The committee were asked for ideas of a pharmacy to showcase, a pharmacy that has been in the same location for 70 years.

Update on communications requests from third parties, some are key people and engagement is useful for both parties. A suggestion was made that any questions that are relayed to CPSS should be responded to on the website to encourage people to use the website. Newsletter and website update was given. The members only part of the websites will be deleted and papers for meetings etc will be shared via OneDrive. Google analytics has started to be analysed on the CPSS website and also our social media. Pre-& Post meeting comms update was discussed and agreed to try this for a few months to see if it works. Local engagement example “Working Together Event” was relayed to the committee demonstrating how the LPC can engage and integrate.

Health Champion training went well in Surrey and we have enough funds left for one more event. The committee were asked for their opinion on when and where to run this event, it was decided to defer this training event until later in the year.

HLP for a healthier future (pilot): in Surrey training is in October – embedding the HLP culture into your everyday business. This is fully funded through Health Education England and Pharmacy Complete are providing the training. Virtual outcomes: Demo will be available for the July meeting. PPV checks were discussed by the committee and if the LPC should be available to support pharmacies. QP – in the past you would get the payment before checks were done but, in the June one, they will check before paying. GDPR events – feedback was mixed. Webinar technology has been purchased from Workcast.

Suggestion for communications that emails have a few brief lines and then a link to the website with full details. The members discussed if links were opened / trust.

Action: PW to complete the annual communications plan and review repeat communications.

14: CEO Update

The CEO reported that a large amount of time had been spent developing LPC infrastructure and Backoffice with a lot of structure now in place. Work has also been done establishing ways of working with the three Chairs regarding internal governance. The next CPSS Executive meeting is in June and in July we will have an update regarding the strategy. The consultation tracker has also been created. STP engagement has been a key piece of work and the importance of this relationship was highlighted. Pharmacy need to be ever present representing us and there is an appetite in Surrey to work with Community Pharmacy. The CEO is undertaking stakeholder mapping and will present back at the July meeting. It was discussed what level of reporting would be wanted / needed from the Chief Officer. It was agreed that visibility of meetings that were not covered in the LPC meeting would be good to have sight of for any questions / feedback.

15: Matters For Report from other Committees / Forum

The members were asked if there were any questions from the reports which have been circulated. RMOc report has not been circulated but in future there will be an update from these meetings.

16: Finance Report

The LPC expense form will be made available in the document pack sent to members prior to the LPC meetings. The review of the expense policy was discussed, this needs to be circulated for comment and will be an agenda item for July. In the meantime, all three LPCs expense policies will be compared / reviewed. For future meetings the CPSS treasurer Paul Antenen will provide detailed reports of the Surrey CPSS contribution. Accounts from last year have been finalised by the accountants. These were approved and signed by the Chair and the Chief Officer. The venue of the LPC meetings was discussed and if relocating may be cheaper.

Action: Review the expense policy and add to the agenda for the July meeting.

Action: To look into a potential relocation of the LPC meeting or reducing the cost of the meetings at the current venue

17: Policy Matters

Live consultation responses –

Consultation tracker has been created and circulated. RMOc consultation is underway. Health Education England workforce consultation has been responded to. NHS England consultation on OTC.

18: PSNC Update

We had received apologies from Sunil Kochhar, PSNC representative for today. It is expected that he will attend the three LPC meetings on a rotational basis and will provide a written report prior to meetings for updates when unable to attend.

Simon Dukes PSNC CEO is confirmed as coming to the SE forum annual conference.

Action: Get written reports from PSNC Rep prior to any meetings he is unable to attend.

19: Market Entry

Easycare – waiting to hear back

LPC responded to app Walton road, easy health – waiting to hear back

Change of ownership – Brookwood health care. Old owner Imaan

ChetaAmin change of relocation

Easycare application

Unforeseen benefits – in Pyrford by Zohead Sheik – used to be Lloyds. Response likely to be there is no gap in the PNA.

The members were asked if a formulised tracker for market entry applications should be created and if it should be available in a consolidated form on the website or just inhouse. The committee decided that the tracker should not be provided publicly. The option of a market entry subcommittee was discussed and who would be appropriate to be on this.

Action: Market entry tracker to be created and brought to the July meeting.

20: Any Other Business

It was asked why Urgent Care training had been with green light, and why was it over three days. The question re provider would need to be directed at Health Education England. The thought process re the 3 days was to spread it over week and weekend days. Minor ailments were raised and what training is taking place. Feedback was that this training was really good and improved confidence. Domiciliary MURs were raised and that the CCGs should be approached to see if this can be piloted to allow us to do this as it has been done in Sutton. It was raised re a Surrey Downs leaflet re eye conditions which suggested pharmacy should refer certain eye conditions to opticians however pharmacy could have assisted with some of these.

Action: Discuss with LOC how we can engage in eye conditions, potentially invite them to an LPC meeting.

21: Close – The Chair asked if there were any concerns to be raised. Positive feedback was given regarding the new agenda format. Meeting closed by the Chair at 15:55.

Future Dates for Reference – please add to your calendar:

Committee Meetings:

Wednesday 04th July 2018 at Tyrrells Wood Golf Club, Tyrrells Wood, Leatherhead KT22 8QP from 9.30am till 4.00pm

Wednesday 19th September 2018 at Tyrrells Wood Golf Club, Tyrrells Wood, Leatherhead KT22 8QP from 9.30am till 4.00pm

Wednesday 21st November 2018 at Tyrrells Wood Golf Club, Tyrrells Wood, Leatherhead KT22 8QP from 9.30am till 4.00pm

Wednesday 16th January 2019 at Tyrrells Wood Golf Club, Tyrrells Wood, Leatherhead KT22 8QP from 9.30am till 4.00pm

Wednesday 20th March 2019 at Tyrrells Wood Golf Club, Tyrrells Wood, Leatherhead KT22 8QP from 9.30am till 4.00pm

Wednesday 15th May 2019 at Tyrrells Wood Golf Club, Tyrrells Wood, Leatherhead KT22 8QP from 9.30am till 4.00pm
Wednesday 17th July 2019 at Tyrrells Wood Golf Club, Tyrrells Wood, Leatherhead KT22 8QP from 9.30am till 4.00pm
Wednesday 18th September 2019 at Tyrrells Wood Golf Club, Tyrrells Wood, Leatherhead KT22 8QP from 9.30am till 4.00pm
Wednesday 20th November 2019 at Tyrrells Wood Golf Club, Tyrrells Wood, Leatherhead KT22 8QP from 9.30am till 4.00pm
Wednesday 15th January 2020 at Tyrrells Wood Golf Club, Tyrrells Wood, Leatherhead KT22 8QP from 9.30am till 4.00pm
Wednesday 18th March 2020 at Tyrrells Wood Golf Club, Tyrrells Wood, Leatherhead KT22 8QP from 9.30am till 4.00pm

AGM:

Provisionally 04/07/2018 - 09.30am – to be discussed

Community Pharmacy Surrey & Sussex Executive Committee:

21/06/18 (10:00 – 15:00) - Free standing CPSS meeting, Deep dive for CPSS governance (James will send agenda, paperwork and prereading in due course) – Leatherhead office
06/07/18 (08:45 – 11:00) – Charis Centre Crawley – Followed by South East Forum Meeting
05/10/18 (08:45 – 11:00) – Charis Centre Crawley – Followed by South East Forum Meeting
11/01/19 (08:45 – 11:00) – Charis Centre Crawley – Followed by South East Forum Meeting
27/03/19 (10:00 – 15:00) Free standing CPSS meeting
05/04/19 (08:45 – 11:00) – Charis Centre Crawley – Followed by South East Forum Meeting

South East Forum of LPCs:

06/07/18 (11:00 start time) – Charis Centre Crawley
05/10/18 (11:00 start time) – Charis Centre Crawley
11/01/19 (11:00 start time) – Charis Centre Crawley
05/04/19 (11:00 start time) – Charis Centre Crawley