

Community Pharmacy Surrey & Sussex

On behalf of East Sussex, West Sussex and Surrey LPCs



Minutes of Meeting of East Sussex Local Pharmaceutical Committee

Date: Thursday 12th July 2018 starting at 12:00
Location: Uckfield Civic Centre, Bell Farm Lane, Uckfield, East Sussex, TN22 1AE
Present: Craig McEwan, Julia Powell, Marie Hockley, Paul Antenen, Ramiz Bahram, Sarah Davis, Alex Lloyd.
In attendance: James Wood, Chief Executive Officer, Penny Woodgate, Communications & Engagement Senior Officer, Hinal Patel, Service Development Senior Officer (Minute taker & recording)

1: Welcome & Introductions

The Chair welcomed the members and guests to the meeting.

Next Stepper appointed: Marie Hockley

CCA Reporter appointed: Sarah Davies

2: Apologies for Absence

Stacie McLeod

Sandy Jack

Ramiz Bahman

Micky Cassar, Business Administrator

It was noted that Penny Woodgate would attend the afternoon session due to another commitment.

3: Governance Matters

The Chair asked if there were any changes to the Declarations of Interest, none raised.

Alex Lloyd volunteered for the role of governance lead.

Action: JW/AL to complete Governance Audit by the next meeting.

4: Minutes of the last meeting

The Chair asked the members if they had read the minutes from 10th May LPC and if there were any issues with the accuracy. The Chair signed the May LPC minutes as a true account of the last LPC meeting.

5: Matters arising

The action log was reviewed.

6: Matters for report from other Committees / Forum

LPN: The LPN Meeting was held two weeks ago, the slides created regarding this meeting were reviewed by the members.

The NHS Liaison meeting is due to take place on 13/07/18. The members were asked for topics / issues that they would like raised at this meeting to be passed to JW. It was suggested that the same CPSS members and the same LPC members should attend this meeting for consistency and relationship building. NUMSAS is likely to be raised at this meeting, and it was reported PSNC are also seeking feedback about the ongoing commissioning of the service and what form that might take. It was recognised that there should also be a gateway into NUMSAS from Pharmacy not just 111. The members were asked for comments re NUMSAS before the next meeting to be

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passed to JW. Committee members had a discussion on the Stroke campaign feedback to take back to the NHS Liaison Meeting on 13/07/2018.

CPSS Exec Meeting: The CPSS Executive Committee Meeting took place on 21/06/2018 and 06/07/2018. It was raised that at this meeting how some of the operational aspects of CPSS could be strengthened and areas for development. The structure of CPSS is being improved with implementation of clear procedures around governance, business planning and performance management.

The South East Forum Meeting took place on 06/07/18. The members were informed that there was a recommendation at the CPSS Executive meeting that the South East Forum would cease in its current format and become part of the NHS Liaison meeting due to duplication of topics discussed and persons attending.

Brighton APC meeting: Branded generics was discussed and stock issues with wholesaler. Self-care campaign and how the materials are landed in pharmacies was discussed.

Action: to put campaign together for branded generics – team

7: Service Development Report

NHS Health Checks update – challenges to start with but overall is improving. Certain stores are doing really well. Thrive Tribe webinar will be created towards the end of July / start of August. It was raised that some pharmacies may not be able to access a webinar due to firewalls etc.

Stop smoking service update: performance has in general been quite low. We need to make it clear that service income is being lost and we also need to be aware that these are also future customers. PGD for Champix is doing well but only live in 28 stores which are all HLP 2.

CGL update, there is a meeting 01/08/18. One of the actions from this meeting was that there should be a contractor event for substance misuse. We are looking to do this later in the year, the members were asked for suggestions as to the content of this evening. It was suggested that a consultant prescriber could attend or Robyn the independent prescriber. The breathalyser service is being stopped in East Sussex, there are only a small number of clients and we are now the only county in the country who do it but we have had no advise as to how to cease this service and where we can sign post to.

Frontier have visited pharmacies and it is working, you can now order single packs and they supply carrier bags.

It was raised that a letter has been distributed stating they are moving away from prescribing Physeptone to Methadone. An email has now been sent round stating this decision has been suspended as they have now realised that there may be a brand equalisation problem. Methodone is in the drug tariff and if this starts going up then Physeptone will start being prescribed again. Concerns were raised as to who is making these decisions. There are inconsistencies in how the information is cascaded, first letter, then emails, this is really poor. It was discussed who in CGL would be making these decisions. JW agreed to investigate these comms and the inconsistencies.

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HLP stores, the selection was made by the council and has not been as successful as we would have wanted it to be. The health champion must have gone to the appropriate training and they should be doing the sign posting services. We need to refocus and make sure we get the engagement from the stores.

Pharmacy grant started in October 2017 when pharmacies had to put in the initial request with an action plan. The pharmacies need to be reminded of this as when it comes to next year and the outcome of the grant is looked at we need to demonstrate that the money has improved service. Top tips should be disseminated so that in March 2019 we are not behind. It was discussed that all pharmacies will have different action plans so how are they all audited as they would all need to be different. HP has contacted Janet Rittman to ask for a template as to what they want to see as results and how. It was discussed that there has been no communication at all since the grants were distributed. There are also concerns that if East Sussex cannot prove the worth of these grants then there will be no hope for other areas to obtain grants. It was raised that pharmacies have invested their grant, for example on a tv, but they are getting no guidance in relation to what they could or should be showing.

Monthly checklist update. This is a newly produced guidance for pharmacies to advise when and how to claim. NMS /MUR data submission was discussed as NHS England have been told to issue breach notices to those that do not submit data when they have provided activity. We managed to get them not to do this last time but there would have been around 150 breach notices across Surrey & Sussex. This needs to be added to the monthly checklist as it is one of those things that people simply forget.

Pavillions update. There is a meeting this Thursday. There were two issues raised regarding the contract. One being that the contracts have been sent straight out to contractors and this should have gone to the LPC first. An additional issue is that anyone dealing with needle exchange has to have an enhanced DBS check which is new, and people may have signed the contract without realising this is there. Wording has also been changed now the designated Pharmacist has to be available whereas before it was a designated contact. It was discussed what we are supposed to do if the designated pharmacist is busy when someone comes in as you cannot be expected to ask them to come back later. It was raised that this needs to be communicated to pharmacies asap to ensure they are not breaching their contracts by mistake.

HLP update. East Sussex have had their event. The evaluation from the night will be shared as and when we get the update from Kingston College.

Surrey PH want to use our webinar platforms for updates and this will be good for updates. The members were given an update on the current workstreams including CPEN, Flu and CAMHS.

NUMSAS was discussed, any pharmacies signing up to NUMSAS will now be put straight onto PharmOutcome so as to not increase the number of pharmacies in the pool waiting to get PharmOutcome access for NUMSAS. The members were asked if they would like the NUMSAS data to be distributed by email and newsletter, this was agreed would be good.

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Action: HP to get clarification from Janet Rittman as to what data pharmacies need to collate etc in relation to the pharmacy grant.

Action: HP to arrange a quarterly grant update.

Action: HP to investigate if there is a contact who can help advise pharmacies what information needs to go on screens etc to conform to the needs of the grant progress and to arrange a quarterly update on progress and requirements of pharmacies.

Action: HP/JW to investigate the issues with the Pavillions contract.

Action: JW to send out a comms to pharmacies in relation to the changes to the pavilions contract to raise awareness.

Action: present NUMSAS data and feedback via Newsletter and emails.

8: CEO Report

Three proposals were put to the members, focussed on creating efficiencies, cost savings and time to redeploy into contractor support. 3 key matters we need decisions on – the first is the forward planner, the second is the market entry terms of reference and the third around finance & expense policy.

Proposal 1: from now, reduce the LPC meetings to 5 per year rather than 6.

Proposal 2: from now to is to reduce the CPSS Exec meeting from 6 to 5.

Proposal 3: to merge the South East Forum with the NHS Liaison meeting from October.

The forward planning meetings document was reviewed by members. It was raised that we should challenge what meetings we should / shouldn't continue with. This was initially reviewed at the CPSS meeting 21/06/18. The preparation times for all meetings is significant. It was discussed that all three CPSS LPC areas should have separate evening AGMs, also that one of our LPC meetings should be a combined one across the CPSS area. The pros and cons of the proposals were discussed. The members agreed that there would be a short LPC meeting after the South East Forum Meeting in November. To Schedule the CPSS Exec committee meeting after the LPC meeting so the members view is heard. To build in a review point for the Meeting Scheduler to see if this way is working. It was agreed to proceed with the revised meeting format for 2018-19 and in principal for 2019-20 subject to a review.

The recommendation would need a review point at the beginning of the next financial year. It was discussed that there would need to be a contingency plan in case we would need to have an urgent decision / meeting, which could be conducted by teleconference.

The Risk Register template was presented to the committee members. The quorate of the LPC was discussed as we now have fewer members and we need to have enough members present to make decisions and should be added to the risk register.

The Business case template was presented to the committee members and agreed.

The Expense policy has been reviewed, this was discussed as this has now been compared across CPSS. It was suggested this has an annual review date.

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The market entry terms of reference were discussed. Given the committee size it was suggested that we have a pan CPSS market entry group. We have drafted terms of reference suggesting a pool of 9 people across CPSS and depending on the nature of the application we then select the most appropriate members from this subgroup. The subgroup will make a recommendation which will then be taken back to the LPC in question. This was agreed by the committee. Each committee is to nominate three members, one CCA, one AIM, one IND, any nominations / interest to be referred to JW who will arrange for a reminder email to be sent to members.

Action: to trial skype calls or teleconference to see if this can be used as quick decision mechanism.

Action: JW to arrange for comms to go to LPC members asking for market entry subgroup nominations, given the number of apologies today.

10: Finance

The treasurer gave the members an update on the East Sussex Accounts and CPSS Accounts. An update from the PSNC Treasurer day was provided.

12: Communication & Engagement Report

The amount of communications has been reviewed. The bulletins will be removed, and the title of emails will indicate the urgency / action needed. We are taking part in the HEE Pre Reg Survey which we will receive reimbursement for.

It was reported that the pharmacy contractor database is now complete and accurate. CPAF questionnaire results were 99% across CPSS, only 6 pharmacies did not complete it, this was helped by 200 calls from CPSS reminding and prompting. Health Champion Training – we still have enough funds for a training event for 30 people. This funding will include trainer venue and catering. We may however look to do online training which has benefits including location and cost.

Self-care agenda and toolkit has been circulated – Scheme for GP receptionists to be able to signpost to Pharmacy. This document will be recirculated after the MUR and NMS deadline for feedback.

Webinar update. Interest from Pharma re sponsorship has been established. The signed off webinar templates were presented to the committee.

Action: Recirculate self-care agenda and toolkit for feedback to PW.

Parliamentary drop-in briefing on the 17/07/18. The MP database has been created.

NHS 70th Birthday. Feedback was requested, and a feature article has been produced regarding Frith Pharmacy which has been in the same family since 1928.

A Communications Calendar has been created and was shown to the members. It was noted that flu should be added to July and August.

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Communications Contractors – Pre LPC-Contractor Communication Survey Monkey, Post LPC meeting Contractor Communication.

13: Contractor feedback session

The members were asked if they agreed with the questions regarding pre-engagement. It was agreed to keep it short, maybe 3-4 questions so they may engage every month. It was also suggested that if there was something specific happening in the patch then this could be added / amended at the time. The members were shown the feedback and it was discussed that we need to take ownership to respond to the feedback, so the contractors know they are being listened to. It was also suggested that this feedback is given at the start of the LPC meeting and also that this is raised at the Executive meeting. We have drawn the contractor's attention to the LPC members. The members were asked how they see this moving forward. The digest of the minutes has also helped as contractors are able to see what has been discussed

Action: CPSS team to get back to contractors who have participated in contractor feedback survey

14: Strategy Development

The draft strategy was shown to the members and it was agreed that once the strategy has been approved it would be reviewed twice a year. The strategy exercises have highlighted 4 pillars which are the foundation of the draft strategy: Support, Represent, Develop, Deliver. The members were asked for their opinions. It was agreed that the draft strategy would be circulated to LPC members for comments. The members took part in a value exercise about stakeholder meeting value, to help further inform the strategy work. Sarah Davis has been nominated to be lead of the CPSS performance group alongside a member from West Sussex and Surrey. They will monitor James performance who will in turn monitor the rest of the CPSS team.

GPHC consultation policy will be discussed at the AGM but from an LPC perspective if there is anything you would like to respond please pass to JW who will feed in via the GPhC.

19: AOB

GDPR was raised at the NHS liaison meeting, common problem with COC & COA is confidential data being included when it shouldn't. Mike Hedley raised that information was included on these that shouldn't be.

Action: To be added to comms or deadline tracker

The market entry tracker was also discussed which is up to date for East Sussex and across CPSS. PW informed the members that she has handed in her resignation. JW has been asked to create a plan moving forward to fill this role. The Chair thanked PW for all her hard work over the years.

20: Meeting wrap up

Due to time constraints, it was agreed to revisit the member skill audit and training log at the next meeting.

22: Close 18:00