

Community Pharmacy Surrey & Sussex

On behalf of East Sussex, West Sussex and Surrey LPCs



Minutes of Meeting of Surrey Local Pharmaceutical Committee

Date: Wednesday 4th July 2018 starting at 09:50
Location: Tyrrells Wood Golf Club, Tyrrells Wood, Leatherhead KT22 8QP
Present: Rupi Bhasin, Chair, Hemal Chudasama, Vice Chair, Penny Laws, Dalveer Johal, Jaymil Patel, Henal Ladwa, Anish Prasad, Sejal Patel.
In attendance: James Wood, Chief Executive Officer, Hinal Patel, Service Development Senior Officer, Penny Woodgate, Communications & Engagement Senior Officer, Micky Cassar, Business Administrator.

1: Welcome & Introductions

The Chair welcomed the members and guests to the meeting.

Next Stepper appointed: Penny Laws

CCA Reporter appointed: Henal Ladwa

2: Apologies for Absence

- Andrew Jackson

3: Governance Matters

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

Jaymil Patel volunteered for the role of governance lead.

4: Minutes of the last meeting

The Chair asked the members if they had read the 16th May LPC minutes and if there were any issues with the accuracy, it was noted that the previous CCA Reporter was Dalveer Johal and this was amended. – The Chair signed the May LPC minutes as a true account of the last LPC meeting. It was requested that the meeting papers need to be distributed earlier allowing for at least 5-7 days beforehand.

5: Matters arising

The action tracker from the last meeting was reviewed. There are three items which were still in progress. Local Optical Committee (LOC) engagement regarding minor eye conditions is in progress. PSNC Representative Sunil Kochhar engagement is in progress – a schedule is being created for LPC meeting attendance on a rota basis. Review costs of LPC meeting venue which has now been completed. MC advised that Tyrrells Wood Golf Club had agreed a discount of £421.83 per meeting, leaving the cost at £374.50. The members all agreed that this amount was acceptable, and the meetings would remain at the location.

Surrey Heartlands STP was discussed. We will have a seat on the Clinical Academy in rotation with the Chief Pharmacists network from Surrey CCGs and Provider Trusts. This will give us the opportunity to demonstrate the importance of Community Pharmacy at the highest level within the STP.

6: Matters for report from other Committees / Forum

The CPSS Executive Committee Meeting took place 21/06/18. It was raised that at this meeting how some of the operational aspects of CPSS could be strengthened and areas for development.

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The structure of CPSS is being improved with implementation of clear procedures around governance, business planning and performance management.

The South East Forum Meeting is taking place this Friday 06/07/18. The agenda for this meeting was reviewed. 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. The advantages and disadvantages of continuing the South East Forum were discussed and it was agreed by the members that the South East Forum should cease after the October meeting and annual conference.

The NHS Liaison meeting is taking place 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 passed to JW. It was raised that the way NUMSAS makes you engage with the patient is like lecturing the patient as NUMSAS requests you ask why they haven't got repeats in time etc. It was raised that the 111 call handlers should not refer to distance selling pharmacy.

Action: Forward questions for the NHS Liaison meeting to JW by 13/07/18 including any NUMSAS queries.

The LPN Meeting took place last Thursday, the slides created regarding this meeting were reviewed by the members.

ACT training was discussed, and free to access CPPE ACT training commissioned by HEE across Kent, Surrey and Sussex. It was recognised that there may be changes in the pipeline lead by GPhC regarding Education and Training standards for pharmacy technicians.

Action: HP to send out details of CPPE ACT training.

Area prescribing groups. There are 7 meetings within Surrey. JW attends the overarching meeting. The shortages problem has been a major focus for them and they have done some good work on this. The members discussed that it is important to attend all 7 meetings. There will be a meeting with the LMC shortly with regards to OTC prescribing issues.

7: Service Development Report

Public Health meetings take place every quarter. The lead consultant was present at the meeting and in general was very positive. Services are a large part of the agenda.

A number of Surrey LPC representatives attended a CVD Pathway workshop, five things they want Community Pharmacy to do including increase in detection of Hypertension and AF. It was discussed that the reduction in what Community Pharmacy need to do was good, it is now reduced down to two things, blood pressure and AF. This should take 20 mins. The test itself is 5

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mins but the time and communication with the patient is important. There will be training as to how pharmacists check AF. Machines would be easier as the Health Champion can do this and then the Pharmacist review the results, the machine would also be more accurate. We now need to make sure the spec is correct after the design stage. It was predicted 30 patients per year in Surrey Heartlands would be referred to GPs after the check with the pharmacy.

Smoking cessation - Quit 51 contract is running out. They have sent out a survey to find out who is trained for further funding purposes. It was advised that data needs to be put on PharmOutcomes for the pharmacy to receive deserved payment. There are 60 active sites in Surrey and in these 31 providers. Engagement needs to be discussed and how we can improve this. It was suggested if PharmOutcomes could assist in giving reminders to improve follow ups.

Action: To establish if PharmOutcomes can be used for reminder notifications.

Healthchecks - the top performing pharmacy in Surrey last year carried out 207 healthchecks. There are a lot of pharmacies who are doing well, the key is volume. It was discussed if the pharmacies who do not perform well should be asked to withdraw. We have to support contractors and the Service Development officer's role is not performance management. It was argued that not performing well makes us look bad to Public Health. We should as an LPC relay the message that you either do healthchecks or we will lose this service. With regards to the Smoking Cessation pilot, it was raised that the commissioners should not have just chosen IND pharmacies. The reason for why 5 pharmacies were chosen and not all pharmacies doing healthchecks was discussed. All the healthcheck contracts have been extended to March 2019. As an LPC we need to make sure that pharmacies only sign up for services if they intend to deliver.

Action: Relay the message that if healthchecks are not delivered, then it could affect future commissioning opportunities

Action: monitor pharmacies who are performing badly and then approach them and establish if we can help and offer support. It was recognised that a service barometer approach might help contractors understand what is involved.

Substance misuse services - concerns over price of Buprenorphine. There are two interest events 04/07/18 & 11/07/18.

There are two interest events from Surrey Public Health for Hepatitis C training for pharmacy on the 04/07/18 & 11/07/18.

At a meeting with Surrey Downs CCG representatives on 03/07/18 the opportunity to deliver Pneumococcal Vaccine along with the NHS Flu Vaccination was discussed. There is an estimate of 20000 patients in Surrey Downs CCG who have not had the Pneumococcal vaccine. This vaccination needs to be given every 5 years. We need to check if this is available and if there are any limits to as to ordering. The idea is to give this to everyone over 60 or in a risk group. There was general widespread support about taking a service proposal forward.

Action: IND LPC members Jaymil Patel & Sejal Patel to establish if there is an order upper limit/supply chain issues. HP/JW to take forward with Surrey Downs CCG.

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NUMSAS – data was reviewed. All NUMSAS pharmacies should be on PharmOutcomes by August 2018.

PharmOutcomes – it was discussed how this enables visibility of data and the members were asked what data we need to be able to view. It's not publicly available and we need to formally request what exact data we want from the Commissioners. The suggestions were, who is signed up to what, what are the outputs, where are we not providing. The question was raised as to what do we do with the data? HP to deal with IND pharmacies and AIM and CCA can be delivered this data to deal with internally. The question of consent to obtain this data was raised. HP explained that this will be covered in our data request letter to the commissioners.

Action: Request data from the commissioners and draft an appropriate letter.

PharmData – The members were asked what we want from this data. A suggestion was to see the split as to how many items are going to online pharmacies / bricks and mortar pharmacies. It was discussed if we were conflicting and not being fair to all contractors if we approach the pharmacies that are in the danger zone. The dashboard timescale was discussed. There will be a meeting on the 13/07/18 and after this we should have our individual dashboard.

Building on HLP for Healthier Future – The outcome was good, feedback was overall positive. There was a steering group meeting in June where the content of the training was reviewed. HP to work with Pharmacy Complete on the content of the remaining events in July.

Workstreams – current service development and support areas of work were summarised to the members. The essential services guide is almost complete.

8: CEO Report

An update was provided about the Strategy development – recognising that across the LPCs we have done self-evaluation & worked on priorities about what's important and from this a draft strategy has been created. After further discussion today by August a draft operating plan and performance and strategy will be in place. The feedback from previous LPC member activities was reflected on and the key 4 strategic themes of represent, support, develop and deliver, will be the base of the strategy.

The MP visits / contact was discussed, and the level of MP engagement. The PSNC MP event will be a very good opportunity to improve this.

The CEO also covered a summary of all the key business as usual work streams and projects across CPSS and Surrey LPC.

9: LPC Management & Admin

The Forward planning of meetings document was reviewed by members. This was initially reviewed at the CPSS meeting 21/06/18. Three proposals were put to the members, focussed on creating efficiencies, cost savings and time to redeploy into contractor support.

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

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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 recommendation would be to have 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. It was suggested that we would be able to plan more guest stakeholder attendance at relevant times throughout the year if the meeting numbers reduced.

The members supported the proposals agreed to the above three proposals for implementation

The forming of a Pan CPSS Market Entry/Exit Forum proposal was discussed at the CPSS Exec meeting 21/06/18 and was signed off. It was proposed there would be a pool of members across CPSS, 3 from each LPC comprising of 1 IND, 1 AIM, 1 CCA. The most appropriate members would be selected depending on the type of application and any conflicts of interests that arise. This would be operationally led by CPSS and the forum would meet virtually unless face to face would be required. The members were asked if they approved of this proposal which they did and granted delegated authority to the forum for market entry matters. The members were asked for three nominations and to support this, members were asked to complete the training document and skills analysis.

Business case template – The members reviewed the template which has been agreed at CPSS level.

Risk Register Template – The members reviewed the template and agreed to schedule some time to consider for Surrey LPC at the next meeting.

10: Finance

The treasurer gave the members an update on the accounts. Meeting attendance was discussed and what level of attendance each meeting should have. It was suggested that only one-person attends a meeting unless there is a tactical reason for more presence. It was agreed by the members that we need to send the right person to the right meeting. There needs to be a timescale with regards to response as sometimes these meetings are last minute. If the request to attend a meeting is outside of agreed budget the Chair and treasurer need to be emailed the details to decide who attends.

Action: Email the Chair & Treasurer before an adhoc meeting takes place, that is not in budget, so the best suited person/s attend.

The expenses policy review was considered, and all the recommendations agreed by the members, recognising that this would bring the policy up to date with HMRC guidance and Feedback from PSNC national treasurer day was given.

The members agreed there should be dual authorisation on the Surrey LPC account, which would be easier to achieve once full digital banking access secured. MC is in the process of gaining access to set up payments.

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The creation of a standard meeting reporting feedback form was discussed. This would include key points, actions, outcomes, when minutes will be available etc.

Action: To create a standard reporting form.

Action: Schedule a more detailed time for risk register.

11: Market Entry

The market entry tracker is now complete, and members reviewed the document.

The members were asked what level of visibility this document should have. It was agreed the document would not be on the website but that there will be a message on the website for enquiries signposting.

Application of unforeseen benefits – Marshalls parade, Pyrford in Woking, we have responded.

Action: Put a message on the website where questions re market entry can be directed.

12: Communication & Engagement Report

The amount of communications has been reviewed. We are taking part in the HEE Pre Reg Survey. It was reported that the pharmacy contractor database is now complete and accurate. 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 – Scheme for GP receptionists to be able to signpost to Pharmacy. This document will be recirculated after the MUR and NMS deadline for feedback.

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

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

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.

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

13: Contractor feedback session

The members were shown the feedback and it was discussed that we need to take ownership to respond to the feedback. 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. A CRM system may be considered in the future to keep track of contact. The suggestion of virtual receptionist was discussed and would be considered in longer term planning.

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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. It was agreed that the draft strategy would be circulated to LPC members for comments. The members took part in a value exercise with regard to stakeholder meeting value, to help further inform the strategy work.

Action: compile the results from the member exercise.

15: Provider company

It was discussed if Surrey are working towards a tendering model or the SLA model, at present there is no indication to move away from direct commissioning of pharmacies by local commissioners. If it is tender, we need to know as soon as possible of any opportunities. It was suggested that East Sussex & West Sussex LPCs were asked to see if they would be interested in forming together as a provider company.

Action: Discuss with the other LPCs regarding provider companies.

16: Policy Matters

It was reported that there is a GPhC consultation - which is live at the moment about the standards for registered pharmacies. The committee discussed to help inform the CPSS response and agreed that the GPhC speaker at the next South East Forum meeting, would further help inform our response.

17: PSNC

The members were shown the Primary Care Home document. This is a collaboration document and outlines where pharmacy fits in. The PSNC Rep Sunil Kochhar will be at the South East Forum this Friday and members were asked if they have any questions for him. It was raised that the PSNC regional representative need to attend the LPC meetings.

18: Closed Session

A closed session of members only was held and provided an opportunity for the Chair and Vice Chair to update about the performance/HR strands of work from the CPSS Executive Committee.

19: AOB

The members discussed who would be attending the PSNC annual conference, it was agreed that JW would circulate the details of the PSNC annual conference.

20: Meeting wrap up

Need to review pastries and the issue that vegetarian food was not kept separate.

The agenda should to be reviewed to see if can be shortened to a smaller number of longer topics.

21: Future meeting dates & venue

The meeting will be in October and needs to be set and new dates set out.

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

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

October 2018 meeting TBC

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 – location TBC – joint meeting TBC

Cancelled Wednesday 18th September 2019 at Tyrrells Wood Golf Club, Tyrrells Wood, Leatherhead KT22 8QP from 9.30am till 4.00pm

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

October 2019 meeting TBC

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

22: Close