

Minutes of Meeting of West Sussex Local Pharmaceutical Committee

Date: Wednesday 9th January 2019 starting at 09:30
Location: The Old Tollgate Hotel, The Street, Steyning, Bramber, BN44 3WE
Present: Nisheet Patel, Mark Donaghy, Chair, Alan Salter, treasurer, Gemma Staniforth, Vice Chair, Yola Barnard, Sam Ingram, Sara Paxton, C J Patel, Marie Hockley.
In attendance: James Wood, Chief Executive Officer, Hinal Patel, Service Development Senior Officer, Sandra Lamont, Communications & Engagement Lead.
Guests: Raj Rohilla, Midhurst Pharmacy (morning only)

1: Welcome & Introductions

The Chair welcomed the members and guests to the meeting.

Next Stepper appointed: Sam Ingram

CCA Reporter appointed: Gemma Staniforth

Marie Hockley, who is also a member of East Sussex LPC, introduced herself and was welcomed to the LPC and provided with paperwork.

2: Apologies for Absence

Micky Cassar, Administrator – it was noted that the meeting would be recorded for later transcribing.

3: Governance Matters

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

The new LPC Constitution – Governance healthcheck highlighted that the constitution needs to be available for reference.

4: Minutes of the last meeting

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

Pharmacy Security was raised from previous actions, as there is no real support for pharmacies from NHS England around prevention or security. Some other area teams (not in our area) do have support. JW has been investigating where Surrey & Sussex can get support. This was discussed with the CD accountable officer Sue Carter to see if she could assist. She introduced JW to a counter fraud specialist Barry Hinds, he introduced us to a person in NHS England who's leading a review on security, counter fraud and what support there is for contractors, JW has also put him in touch with PSNC. The review is feeding into the secretary of state who is committed to providing resources to front line NHS workers. JW has offered to link him up to LPC members with examples of incidents. Locally JW has contacted all CCGs as he believes there are a number of counter fraud specialists embedded within the CCGs who used to work for NHS protect and have moved on as counter fraud is now outsourced to a private company. The company who hold this contract with the CCGs has been in discussion with JW. They are willing to look at what support they could support provide for pharmacies across Surrey & Sussex. Firstly, they will

establish what support could be funded through the CCG route although this is likely to be limited. Secondly a commercial offer. They have offered to work through a model with pharmacies who have had issues and a volunteer will be needed for this. It was raised that there should be a notice of Zero Tolerance, we shouldn't have to question whether we are part of the NHS. Surgeries get this support; front line staffing do but pharmacies are not and why not. It was raised that NHS BSA have a unit that are responsible for NHS staff. This has changed as their remit used to be security but is now counter fraud. The support that surgeries receive is commissioned directly from the CCGs, NHS England position is that they feel it is a provider issue. Anthony Jackson who is leading the review at NHS England takes the view that there is a moral duty for NHS England to support pharmacies as if they commission a pharmacy to stay open until midnight, he takes the view there should be support. There was feedback – Lack of formalised reporting in the system, the moral duty to contractors, poorly joined up commissioning of violent patients' schemes, they consider the GP element, but pharmacy is seldom considered. It was discussed if a zero-tolerance poster should be made available which it currently isn't. It was suggested that CPSS create a poster in the meantime using NHS guidance. Since the last LPC meeting there have been 2 serious incidents in West Sussex involving weapons or the threat of weapons, there needs to be a reporting system. It was raised that PSNC should be involved in reporting, it's good that we are trying locally but PSNC should take this on board and gather evidence and provide posters etc. JW has fed this back to PSNC. Evidence gathering is vital for this argument.

Action: Consider how we can build a body of evidence re violent / aggressive incidents

Action: Develop a poster than pharmacies can display re patient behaviour

Action: Raise PSNC more to support with Violent patient scheme.

5: Matters arising

The members reviewed the action log. An update was provided around the following outstanding actions:

QPS offer – will be discussed later

Public health regarding data sharing is ongoing

Worthing ultra-Home hub – believe still in planning permission stage.

6: Contractor feedback session

The members were shown the feedback from contractors.

Amongst the feedback raised was Generic prices, shortages issues, 7-day MDS requests, staffing challenges, prescription order was discussed. Issues requested raised – GP / out of stock, we can do more here, we get questions from commissioners etc re stock issues, we have in Surrey produced guidance regarding stock shortages including not prescribing for 56 etc. We will try and role this out more widely and produce a briefing for the LMC to pass to GP practices. Repeat dispensing needs to be raised also with GPs. Batch prescribing in WS was discussed and the lack of understanding. It was raised recently at the CCG who stated they did not have the capacity to do it. It was discussed in Surrey they just got on with telling the GPs. There was talk last year that local practices would be visited for training, but this does not appear to have happened. Some members of staff will set up multiple repeat prescribing, and some will just do a one off, so it does come down to training which is evidenced through the different responses from different members of staff, due to lack of consistent training. Wessex LPC have done a lot of work on eRD prescribing and the initial training to set this up has been supported and has therefore been very successful. We could put something together in terms of the messages we want to get to the CCG, i.e. commitments in the plans to further allow repeat dispensing and supporting evidence

why it would be a good idea for example waste saving, admin time saving, this should assist with getting GP's on board as this will benefit them just as much.

Brexit planning guidance will have advice on stock issues if they become a problem to relax some of the regulations in the medicines act, allowing Pharmacists to change the strength of a prescription. Substitution issues with eRD were discussed and flexibility limitations due to digitalisation. There also needs to be robust legislation to cover us if this happens.

A concern was raised regarding a GP in a practice who believes pharmacy gets paid for all Dossett boxes through the DDA and that we are therefore doing them whether we feel they are appropriate or not. There are three pharmacies linked to this surgery, Boots, Paydens and Midhurst so if one will not assist the others will simply take their business which is not fair as we should be united in our response. The LPC were approached and did not help, Paydens and Boots were also approached, but again they did not want to approach the surgery and challenge this thought process. The LPC should help to provide a united front requesting weekly prescriptions. The LPC represent all contractors so cannot favour one against the other. Julia Powell from East Sussex LPC (Paydens) will be contacted to assist with this issue and a Boots representative. JW can assist with arranging a meeting between the relevant pharmacies and GP surgery. DDA clarification may assist with this message. In Surrey this guidance which was agreed by the LMC and the LPC has been revisited recently and this can also be done in West Sussex.

The deadline tracker was discussed, needle exchange contracts renewal was discussed. Those that have the contracts receive reminders regarding renewal but that does not mean other contractors cannot join unless there are local number restrictions. Some areas have pharmacy number restrictions but there are no restrictions to opt in for needle exchange in West Sussex. The essential guide to services also has details of who to contact regarding services.

Nurses at surgeries in Midhurst are directing patients for incontinence products and as pharmacies we are being completely bypassed. Secondary care has incentives around this so this may be a reason.

Condom distribution scheme – staffing issues were a problem however this is being resolved and there should be communications out to pharmacies soon from the newly appointed staff members.

MDS was discussed including the pros and cons. It was raised that MDS is time consuming and involves training of nurses as they were the ones sign posting patients for MDS. This needs to be revisited and who should be signposting should be reviewed, it shouldn't just be nurses but Pharmacists etc also, this will allow more people to be signposted. MDS is for the patient to self-administer not for the carer to administer.

Action: Feedback to PSNC re Brexit contingency planning, becoming BAU for stock shortages

Action: Refresh guidance on 7-day Rx / MDS with LMC. Remind contractors & send to Raj @ Midhurst

Action: Follow up C-card distribution / condom service arrangements and clarify

Action: Add to 19/20 workplan re RD development & influencing

Action: Follow up with Sam Clark @ Coastal West Sussex CCG re changes to Trust discharge policies for 7-day MDS

Safeguarding reporting – one incident has occurred where concerns had been raised by a contractor regarding concerns for an individual and the individual in question found out where the issue came from and confronted the Pharmacist, please can you feed back if this has happened elsewhere. Again, there is no way of reporting these incidents as that would involve constant writing and the departments dealing with this would be overwhelmed, there is no proper mechanism and safe guarding is important.

Christmas a new year opening –

GP opening hours were still being requested the Friday before Christmas, there is a meeting in January with NHS England for this feedback and discuss how this process can be improved. It was discussed why surgeries did not need to give three months' notice re opening hours as Pharmacies do.

7: Matters for report from other Committees / Forum

NHS England Liaison meeting – Christmas hours and security were raised with Mike Hedley, also Public Health Campaigns. We are pushing them to set these out for the next year now to avoid surprises. The contractually required ones need to be highlighted as soon as possible.

Changes to waste arrangements – operational issues were fed back – IND appear to find it easy however medium to large operators struggle more and this feedback has been taken onboard by NHS England.

Cissbury Prescribing meeting attended by GS – one issue raised was Worthing hospitals new 7-day discharge blister pack practice which is not allowing enough turnaround time especially if this falls on a weekend and notifications from hospitals is not always received in the Pharmacy as the hospitals do not have all email addresses and this must be addressed so the hospital can contact the pharmacy via the secure NHS account. It may be advisable to discuss with Sarah Clark to highlight that 7-day discharge isn't enough and just shifting responsibility onto pharmacy. JW has drafted a letter and will liaise with LMC and CCG Medicines Management team.

It was raised that they are low in CCG pharmacists in the area and there may be an opportunity there for local pharmacists to get into GP surgeries to assist with the work. It may be advisable to discuss this with Shirak.

Delivery of medication – where does the liability lie? It's not a contractual requirement for pharmacies to deliver. This will be discussed at the next meeting to establish what is expected and what the options for the GP are, if there is a paid carer, they should be responsible for obtaining medication. Next meeting 05/03/19.

Horsham & Mid prescribing meetings – attended by JW who are looking at their work plan for the upcoming year. They are launching a new care home scheme for GPs. We need to link up with Jay to see how this will link up with Community Pharmacy regarding potential issues of prescription direction to care homes.

Managed repeats have been an ongoing issue – it has been rolled out in this area and largely it is working well and appears to be saving time. There was an issue, exemption available for MDS patients that were housebound, when the GP surgeries received the application for exemption there was no requirement for them to tell the pharmacy if it had been approved or denied and when we asked for clarification from the surgery, we were told "we don't have to do that". This needs to be feedback.

Action: Prepare a paper about pharmacy deliveries to manage other provide and commissioner expectations

Action: Communication to contractors in Coastal West Sussex CCG area re MR audit

Crawley prescribing meetings – attended by CJ on 11/12/18 – NHS 19/20 work plan being looked at for next year. Dressing scheme was discussed, also branded generics and care homes. Managed receipts were raised and 7 out of 13 surgeries do not want it.

Coastal prescribing meetings – attended by MD on 21/11/18 – report has been disseminated to members regarding what was discussed and outcomes including branded generics.

RMOC – currently there is no update, JW is meeting with Julia Powell who is leaving RMOC to find an appropriate replacement for her.

CDlin – there is still no mechanism to share the learning from incidents that we report to them however they are working on this. Sue Carter is interested in producing a webinar with us for hints and tips of how pharmacies can manage.

Substance misuse services providers – has hastily switched from Buprenorphine to Esprinor but we have requested a more appropriate timeframe to phase this in due to stock issues. There is no update for this area currently regarding the switch.

8: LPC Management & Admin, incl CEO Report

Outline budget for 19/20 for West Sussex and CPSS was distributed to members. LPC performance framework has been reviewed and work was identified as needed to define the strategy and operating plan. Stages of developing this has been ongoing throughout the year and we now have an operating plan and need to manage this for 19/20. We have drafted a strategy over the course of the year and have put into words what we have committed to for 19/20. This will be done by all LPCs and when draft complete this will be reviewed and signed off in March to be operational. The budget should align with this.

The members were asked to review the draft template in groups to discuss if they approve of the template format and the commitments outlined, also the structure of the document with the broad themes and baseline rag rating to enable measuring of performance framework. The main sections are Contractor Support and services, Stakeholder Relationships and Representation, Communication, LPC planning management and administration. There will be a quarterly phasing plan for 19/20 which is being worked on.

9: Finance

The treasurer gave the members an update as to the finances of West Sussex LPC. The bank mandate update was discussed, which would enable online banking and BACS payments at a later date. The members were asked if they wanted to proceed with this. The treasurer expressed that there could be an advantage to switch to BACS in the new year however expenses need to be submitted promptly to enable the finance reports to be accurate at the meetings. It was discussed that MC has access to online banking in other areas to assist creating transactions to save administrative time. It was agreed to start moving towards BACS payments in the new year. It was discussed that the contributions from each LPC towards CPSS have remained at the same percentage due to pharmacy numbers but CPSS costs have increased slightly due to IT purchases etc. However, there are additional funds coming into the CPSS account from working with Surrey

Heartlands in 2019 so the costs should not increase for the LPCs. This may change in 2020 so may need further review at a later date. The members discussed the Levy cost and decided to review this at the March meeting. The final version of the workplan will be available by this time which will assist. We will also be able to get a steer from PSNC by then to see if they will increase their levy.

Action: JW to prepare a bank mandate and send to AS.

Closed session

Members discussed options future contracting models' options with West Sussex County Council.

10: Jay Voralia, Head of Medicines Management, NHS Crawley CCG and NHS Horsham & Mid Sussex CCG

Members were joined by Jay Voralia who provided a comprehensive on local NHS CCG and emerging partnerships and networks such as Sustainability and Transformation Partnerships and Primary Care Networks.

A discussion took place about the CCG medicines optimisation plans for 2019-20 and areas of mutual interest, including growing EPS utilisation and repeat dispensing. It was also agreed to refresh and review current locally commissioning services. Members discussed with Jay the potential for future developments around reduction in waste and appliances.

11: Service Development Report

HP covered the Public Health meeting updates from the October and December meetings. Some opportunities that was discussed during the October meeting like the Alcohol Intervention and Brief Advice Service was launched on the 7th January 2019. Community Pharmacies were supported by a Webinar hosted by the LPC on the 7th January to help them understand and deliver the service. It is also available to watch on demand. Data sharing of provider activity still not resolved but we are working with PH to get access, so contractors can be more supported in delivery of service.

HP briefly gave an overview of the New Alcohol Intervention and Brief Advice Service.

HP also covered an update on Hepatitis C Test and Treat Service and other potential PGD development work in West Sussex.

The committee were shown an example of Provider activity data for other LPCs so when in future we have data for WS we can do something similar.

The committee were shown a drafted form of the service evaluation tool and purpose and reason behind it. Also, a practice run example of the new Alcohol Service was done with the committee. The committee gave some feedback which will be incorporated when the tool is finalised.

HP also briefly updated about the other workstreams that are running across CPSS.

12: Communication & Engagement Report

Interim communications and engagement outcomes

These had been distributed with the pre-meeting papers. The members were updated to the following key points:

Outcome 1 (2): review current suite of communications channels: That is underway and the quantity (and density) of email communication from the LPC account has been the subject of negative feedback from contractors. The website was operational but needs a bit of work on architecture and content especially as the CPSS launch-phase had passed. There was a policy in place to govern social media, Twitter. It was highlighted that one of the most important things was to ensure systems exist to support two-way communication with our audiences, especially contractors.

Outcome 1 (3): SL has introduced comms planning to CPSS. This means that communications and engagement is involved at the start of a project and therefore embedded in it. She gave an example of a partnership project in East Sussex where comms had been overlooked by the partners, and how a last-minute plan had demonstrated how a coordinated approach would lead to better outcomes. It highlighted the number of different audience types that needed to be reached. The East Sussex plan is to be adopted in Surrey Heartlands when the same project rolls out there.

Outcome 2 (4, 5): SL passed around some story-boards to demonstrate how she had been streamlining the appearance of email comms and talked through how future newsletters should be more round-up focussed for contractors, with a local slant. There is no point in simply re-sending what others have already sent, although we have a strong role to facilitate contractors' access to information that helps them achieve their business goals.

13: Policy Matters

The Committee discussed current consultations and agreed the outline of a response to the Medicines Safety Programme consultation on priority setting. It was agreed to highlight safety issues with branded generic medicines.

14: Market entry matters

The members have reviewed the Market Entry document.

15: PSNC Update

16: AOB

Nothing raised.

17: Future meeting dates & venue

East Sussex LPC	West Sussex LPC	Surrey LPC
Ashdown Room, Barnsgate Manor, Heron Ghyll, Crowborough, TN22 4DB	The Old Tollgate, Bramber, Steyning, BN44 3WE	Tyrrells Wood Golf Club, Tyrrells Wood, Leatherhead, KT22 8QP

9.30am – 4pm	9.30am – 4.00pm	9.30am – 4.00pm
14th Mar 2019	13th Mar 2019	21st Mar 2019 – Change of venue - The Drift Golf Club, The Drift, East Horsley, Surrey, KT24 5HD from 9.30am till 4.00pm
9th May 2019	8th May 2019	15th May 2019
10th Jul 2019: The Sandman Signature Hotel, 18-23 Tinsley Lane South, Crawley, RH10 8XH, 9.30am – 4pm Separate meeting of all LPCs followed by combined plenary session		
AGM 17th Sep 2019	AGM 10th Sep 2019	AGM 18th Sep 2019
3rd Oct 2019	9th Oct 2019	8th Oct 2019
9th Jan 2020	8th Jan 2020	15th Jan 2020
12th Mar 2020	11th Mar 2020	18th Mar 2020

NHS England KSS Liaison Meeting and South East LPCs

(Chairs, Vice Chairs to attend)

7th March 2019 – 10:00 – 15:30. The Sandman Signature Hotel, 18-23 Tinsley Lane South, Crawley, RH10 8XH

2nd May 2019 – 10:00 – 15:30. The Sandman Signature Hotel, 18-23 Tinsley Lane South, Crawley, RH10 8XH

4th July 2019 – 10:00 – 15:30. The Sandman Signature Hotel, 18-23 Tinsley Lane South, Crawley, RH10 8XH

1st October 2019 – 10:00 – 15:30. The Sandman Signature Hotel, 18-23 Tinsley Lane South, Crawley, RH10 8XH

5th December 2019 – ~~12.00 – 14:00~~. The Sandman Signature Hotel, 18-23 Tinsley Lane South, Crawley, RH10 8XH

5th March 2020 – 10:00 – 15:30. The Sandman Signature Hotel, 18-23 Tinsley Lane South, Crawley, RH10 8XH

Community Pharmacy Surrey & Sussex Executive Committee:

(Chairs, Vice Chairs and Treasurers to attend – options for conference call dial in & skype for business available)

7th March 2019 – 15:30 – 17:00. The Sandman Signature Hotel, 18-23 Tinsley Lane South, Crawley, RH10 8XH

2nd May 2019 – 15:30 – 17:00. The Sandman Signature Hotel, 18-23 Tinsley Lane South, Crawley, RH10 8XH

4th July 2019 – 15:30 – 17:00. The Sandman Signature Hotel, 18-23 Tinsley Lane South, Crawley, RH10 8XH

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***5th December 2019** – ~~14.00 – 17:00~~. The Sandman Signature Hotel, 18-23 Tinsley Lane South, Crawley, RH10 8XH

5th March 2020 – 15:30 – 17:00. The Sandman Signature Hotel, 18-23 Tinsley Lane South, Crawley, RH10 8XH

**longer running time to allow for business planning for FY year ahead*

18: Close