

# Community Pharmacy Surrey & Sussex

On behalf of East Sussex, West Sussex and Surrey LPCs



## Minutes of Meeting of Surrey Local Pharmaceutical Committee

**Date** Thursday 21<sup>st</sup> March 2019 starting at 09:30  
**Location:** The Drift Golf Club, The Drift, East Horsley, KT24 5HD – [Website details here](#)  
**Present:** Rupi Bhasin, Chair, Hemal Chudasama, Vice Chair, Anish Prasad, Treasurer, Henal Ladwa, Andrew Jackson, Sejal Patel, Jaymil Patel.  
**In attendance:** James Wood, Chief Executive Officer, Hinal Patel, Service Development Support Pharmacist, Sandra Lamont, Communications & Engagement Lead, Micky Cassar, Business Administrator.

### 1: Welcome & Introductions

The Chair welcomed the members and guests to the meeting.

Guest: Luqman Dawud (observer)

Next Stepper appointed: To be captured in the minutes

CCA Reporter: Hemal Chudasama

### 2: Apologies for Absence

- Penny Laws
- Dalveer Johal
- Henal Ladwa attending am only

### 3: Governance Matters

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

Appointment of officers needs to be done annually; the members were asked if they wanted to stand as officer to complete the nomination form by the end of the meeting. If there is more than one nominee per role by the next meeting, there will be a vote.

### 4: Minutes of the last meeting

The Chair asked the members if they had read the 16<sup>th</sup> January LPC minutes and if there were any issues with the accuracy. The Chair signed the January LPC minutes as a true account of the last LPC meeting.

### 5: Matters arising

The Action log was reviewed, and an update was provided about outstanding actions.

Levy mechanisms were to be fed in to the 2020 business plan and is ongoing. Review MDS guidance and recirculate is in progress and a discussion is scheduled with the LMC. Branded generics – there are some concerns in Surrey regarding this, the members were asked for any intelligence regarding this. CDs are an issue and were discussed. Branded generics definition needs to be made clearer.

Supply issues were raised, Epilim, everything is being sent back to the surgeries. The members discussed FMD.

**Action:** Send communication out regarding branded generics.

## **6: Finance**

The treasurer gave the members an update on the LPC and the CPSS accounts. It was reiterated that the claim forms need to be submitted promptly and certainly within three months. The members were shown the budget for 2019-20. The CPSS levy and the PSNC levy will remain the same next year. CPSS costs 2020/21 are predicted to increase slightly so the levy may increase and PSNC have advised that this will be the last year they will be able to freeze their levy. The members approved the budget for 2019/20 and these will be sent to PSNC.

## **7: CEO Report & LPC Management & Admin**

The members were given an update regarding recent work including QP support. The deadline tracker is being completed monthly and has been borrowed by another 12 LPCs. Community Pharmacy West Yorkshire and CPSS have an agreement with regards to document sharing. A finalised service evaluation tool will be published shortly.

Gaps with stakeholder engagement with the Sussex and East Surrey STP, along with the with AHSN were identified at the start of the year and a lot of work has been done to bridge this. A seat on the medicines optimisation board (East Sussex & Surrey STP) has been secured and representation will begin shortly.

Surrey Heartlands STP progress is ongoing, community education provider networks needed further work, and this is also ongoing with more pharmacy presence (CEPNs have been rebranded training hubs).

Consultation response – medicines safety priorities response has been circulated.

Brexit work is ongoing. Healthwatch engagement across South East – medicines supply issues were discussed and shortages. BP AF service is being launched in Surrey.

Mike King is retiring from PSNC. Two other LPC areas have been in touch regarding our federated model including Kent LPC. Mike Keen is retiring from Kent LPC, a letter was written to the Kent LPC members encouraging a dialog to see if we can assist them. They have decided to appoint their own Chief Officer and service lead however they have requested assistance regarding comms and admin and will financially reimburse us for any assistance. A proposal will be created and taken to the CPSS Exec.

## **8: Communication & Engagement Report**

The members were given an update regarding the new communication outputs including news round ups and the distribution schedule. There is work progressing regarding the use of Mail Chimp to allow more control/analysis of email viewing. There will be a more in-depth newsletter after the LPC meetings to update the contractors. The members were given a brief TCAM pilot update. Community pharmacy photography is being investigated so we present a less stereotyped image of community pharmacy ie: less rows of medicines in boxes and more with people/services and consultation rooms. Kamsons would be able to assist with providing some pictures for this. We would also like to obtain professional photos of LPC members which can be used for communications etc.

New Carers Video (Surrey Carers) this is available across the patch for young carers. Significant number of requests are being received regarding attending local events however it is difficult to fit them all in. We are asking what they are looking to achieve by us attending and when they do respond we have been trying to find an alternative attendee. SL has joined the Surrey Health & Wellbeing Board communications subgroup. Pharmacy advice campaign was shown in the Surrey Advertiser. There is more work that needs to be done with CEPNs regarding what community pharmacy can do. Work with Pharma is also being developed.

## **9: Market Entry**

The tracker had been circulated, which members reviewed. The only applications in Surrey have been change of ownership and no significant change. The application for DSP Easy health has now been approved and this has opened. The health and wellbeing board are about to publish their supplementary statement. NHS England are working on rural areas across Surrey & Sussex and have not done a dispensing list validation for quite some time. They are therefore digitalising the maps for the whole South East area, which would likely involve using postcodes. Also, a full dispensing list validation will be done of the rural areas, it is likely that there are around 18000 patients on dispensing list which should be eligible for pharmaceutical services, we are working with NHS England on some final comms regarding this as the pharmacies that may have an increase in footfall need to be prepared.

**Action:** One 2 one support for the pharmacies who may be most affected by the patient increase from the post code sweep.

## **10: Integrating Pharmacy & Medicines Optimisation (IMPO) in STP Pilot – Surrey Heartlands ICS**

The members were shown a presentation of the Long-term plan 2019/20 including priorities for NHS England in terms of development of PCNs. The priorities for integrated pharmacy team were highlighted. Quality payments are likely to continue in some form. Clinical pharmacists need to be included in PCNs and community pharmacy need to be mindful of this. IPMO programme in Surrey Heartlands – NHS England commissioned project to establish a leader who is accountable and the governance structure for decision making about NHS Pharmacy and medicines optimisation across an STP / ICS for the benefits of patients. LPC members will be asked to attend meetings where our input is vital, members were asked to discuss which meetings they would like to attend.

The members were given an update regarding TCAM which was launched in Eastbourne 12<sup>th</sup> March. The members were shown the Process Mapping Pathway and asked for feedback. It will open to all pharmacies in the Eastbourne locality 1<sup>st</sup> April. Comms will be ongoing regarding this to make sure that the success stories are told. There are areas of Surrey that are looking to implement TCAM within the next year.

The members were asked if a webinar regarding the long-term plan would be useful, also consider if this should also be a face to face event.

**Action:** Extend an invite to Linda Honey who can give a further update on projects (possibly the July meeting across the patch)

**Action:** Invite Rebecca Sharp to come and talk in more detail regarding Surrey (possibly the July meeting across the patch)

**Action:** Create a webinar for the long-term plan and potentially a face to face event.

## **11: Service Development Report**

There have been no public health meetings since the last LPC meeting, the members were asked how the information from these meetings should be relayed to contractors. Smoking provider change as of 1<sup>st</sup> April - Thrive tribe (One You Surrey) has the contract in Surrey (replacing quit51). BP+, 42 Expressions of interest from Community Pharmacy. 17 have been accepted for the service. One to one training for the pharmacies starts as of 15<sup>th</sup> March. A webinar will be created this Tuesday regarding BP+ which will be available OnDemand. EOI will go out again in Godalming & Weybridge as three more pharmacies need to be recruited in this area. It was asked what happens if pharmacies do not reach their targets, this should hopefully not happen as 50 per quarter should be easily achievable and we do not want this to fail. There is enthusiasm for this

service, and it is fully supported from the service development support pharmacist. It was suggested that a WhatsApp group may assist the pharmacies with support. The members were shown the Flu figures for 2017/18 and the quarter Sep – Dec 2018/19. Quality Payments update – we had 4 call in clinics at different times to provide support apart from the WES criteria, 99% of our contractors qualified. The members were shown the QP data across Surrey & Sussex. Locally commissioned service evaluation tool, feedback from all LPCs was incorporated and it is now ready to use in the work plan for next year. Every time a public health meeting is held an update will be sent out to contractors (the members were shown an example). This will have information about who is doing well with services etc and give contractors an opportunity to let us know what they want us to bring up with public health.

## **12: Policy Matters**

The members were asked to assist with an exercise around PCNs and how we can improve opportunities and strengthen relationships, including:

- 1, How will community pharmacy make a collective offer to PCN?
- 2, where do we take the role in prevention, given the success of the HLP rollout
- 3, How will community pharmacists build working relationships, centred around patients, with their local clinical pharmacist.

The members were given an insight into a clinical pharmacist's perspective from Luqman Dawud. Communication and what works for both parties is vital.

It was discussed if a formal program of "Walk in my shoes" may be something we should trial in some areas so GPs and Pharmacists can properly experience each other's work.

To get this right at a PCN level we need advocates from the GPs who can state how we work well together and then demonstrate this model. It could also be a good idea to pick an example where there is a bad relationship and turn it around. NHS England may have some PCN transformation funds which may be able to support this. This discussion will be developed over the next few meetings.

Help pharmacies understand the long-term plan of PCNs, stream of work to map PCNs, pilot "walk in my shoes", make a funding bid to NHS England or others, develop a toolkit, try and develop the PCN offer which PSNC may be able to help with.

It is likely in Surrey we will have around 40-50 PCNs. The funding bids need to be in by the 1<sup>st</sup> of May ready to start in June. If we therefore know of any good pharmacy / surgery relationships now we should use them.

**Action:** Investigate the possibility of developing a "walk in my shoes program" and potential funding / business case for this.

## **13: Reports from other meetings**

- CPSS Exec Meeting – The minutes have been provided, there was a brief discussion regarding reaching out to Kent LPC.
- SE Forum & Partners – HEE, CPPE, PSNC, NPE attended, the long-term plan was discussed. Shortage protocol was also discussed with regards to Brexit, there is work going on behind the scenes with BSA. NPA raised they are producing two webinars – new inspection and shortages. CPPE New learning material for AF, also new package for clinical medication review. Suicide prevention eLearning package. Primary Care support discussed a new online application for market entry which should streamline the process.

- CDlin, there have been some serious issues involving the police and work needs to be done to share good practice from the CDlin network to pharmacies more widely. This will involve work with the CD accountable officer.
- NHS England meeting – there are still issues as there are still contractors who have not signed up to the new waste management system by Anenta. We have offered to help and support with individual calls.

An update was provided around the security work which has been discussed previously, this has been raised with NHS England and there has been progress. The national lead at NHS England, Anthony Jackson has been in talks with us, and at the local NHS liaison meeting it was confirmed that there will be a security advisor appointment across the NHS South area which will have dedicated support to NHS commissioners and providers, including Community Pharmacy. It was reported that we also undertook a safety survey of contractors which we were able to feed into ongoing discussions./ TIAA are security advisors to CCGs across Surrey & Sussex, who we co-ordinated with to complete a sample review of a local pharmacy and this type of support will now be available to other pharmacies as part of a commercial offer. . The NPA had produced a security poster which we made available for pharmacies to display if they felt this was appropriate

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- Easter rota opening, we will contact contractors who are open to remind them to claim as some contractors forgot to do this after the Christmas opening.

**Action:** send a communication offering advice and support regarding and CD issues.

**Action:** contact the contractors who have not signed up to Anenta.

#### **14: PSNC Update**

PSNC Levy, PSNC Workplan, PSNC members conference.

Members were provided with an update from the PSNC LPC national day.

#### **15: AOB**

It was raised that a couple of contractors had contacted an LPC member stating they felt they had lost touch with the LPC (IND pharmacies). They liked the buddy group; they don't see the minutes anymore. The steps which we take to contact pharmacies before the LPC meetings and support offered and given was discussed.

The Boots letter to care homes was raised – move to patient pack dispensing. The letter has gone out nationally and the CCG have invited RB & JW to their next meeting. In CQC guidelines there are care home guidelines and Boots sent a letter to care homes regarding medication. The letter stated they are moving most care homes on to pack dispensing. The members were asked if they want to issue a local statement of support for this and that it is backed by the CCGs and this was agreed by members.

**Action:** Email all IND contractors to see how they feel LPC communication is.

**Action:** Contact the pharmacies where there was a lack of communication.

**Action:** Issue a statement that we support Boots regarding the care home communication.

Mental health – supervised management of medication.

#### **16: Meeting wrap up**

There were no further nominations apart from the current Chari, Vice Chair and treasurer and therefore they were reappointment.

## 17: Future meeting dates & venue

East Sussex LPC	West Sussex LPC	Surrey LPC
Ashdown Room, Barnsgate Manor, Heron Ghyll, Crowborough, TN22 4DB 9.30am – 4.00pm	The Old Tollgate, Bramber, Steyning, BN44 3WE 9.30am – 4.00pm	Tyrrells Wood Golf Club, Tyrrells Wood, Leatherhead, KT22 8QP 9.30am – 4.00pm
<b>9th May 2019</b>	<b>8th May 2019</b>	<b>15th May 2019</b>
<b>10th Jul 2019:</b> 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		
<b>AGM 17th Sep 2019</b>	<b>AGM 10th Sep 2019</b>	<b>AGM 18th Sep 2019</b>
<b>3rd Oct 2019</b>	<b>9th Oct 2019</b>	<b>8th Oct 2019</b>
<b>9th Jan 2020</b>	<b>8th Jan 2020</b>	<b>15th Jan 2020</b>
<b>12th Mar 2020</b>	<b>11th Mar 2020</b>	<b>18th Mar 2020</b>

## NHS England KSS Liaison Meeting and South East LPCs

(Chairs, Vice Chairs to attend)

**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)

**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

**1st October 2019** – 15:30 – 17:00. The Sandman Signature Hotel, 18-23 Tinsley Lane South, Crawley, RH10 8XH

**\*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