

# Surrey Local Pharmaceutical Committee

**Chairman:** John Pontefract  
17 Carne Place  
Port Solent, Portsmouth  
Hants PO6 4SY  
Tel: Mobile 07798 853771  
[John.Pontefract@lloydspharmacy.co.uk](mailto:John.Pontefract@lloydspharmacy.co.uk)

**Chief Executive:** M. Mandelbaum, MRPS  
8 Madehurst Close,  
East Preston,  
BN16 2TH  
Tel 01903 786615  
[martin03mandelbaum@gmail.com](mailto:martin03mandelbaum@gmail.com)

**Minutes of the meeting of Surrey LPC held on Wednesday 20<sup>th</sup> September 2017 at 10.00 am at the Tyrrells Wood Golf Club, Leatherhead.**

## Officers at the Meeting

p	John Pontefract	(JP)	Chairman (CCA Member)
aps	Tim Rendell	(TR)	Vice-Chair (AIMp member)
p	Martin Mandelbaum	(MM)	Chief Executive
pm	Anish Prasad	(AP)	Treasurer (Co-Opted member)

## Members at the Meeting

p	Smita Patel	(SP)	Independent Contractor
p	Andrew Jackson	(AJ)	Independent Contractor
p	Penny Laws	(PL)	CCA Member
aps	Hinal Patel	(HP)	CCA Member
p	Abdool Kureeman	(AK)	Independent Contractor
aps	Rupi Bhasin	(RB)	CCA Member
p	Jay Katira	(JK)	CCA Member
aps	Nilesh Nathwani	(NN)	Independent Contractor
P	Sejal Patel	(SP)	Independent Contractor
P	Hemal Chudasama	(HC)	CCA Member

## Guests at the Meeting

p	Gillian Mandelbaum	(GM)	Admin Secretary
pm	Atif Sharmin	(AS)	Lead pharmacist, Community & Primary care
pm	Liz Fidler	(LZ)	Assoc. Head of Pharmacy HEE LaSE
pm	Sam Quaye	(SQ)	Pharm Tech lead, CPPE
p	Penny Woodgate	(PW)	Communication Senior Officer CPSS
p	Michaela Cassar	(MC)	Business Administrator CPSS

p	Present	pm	Part of the meeting only
aps	Sent apologies	apns	Did not attend or send apologies

## **1. OPENING REMARKS & APOLOGIES FOR ABSENCE**

The Chair welcomed all the members and guests to the meeting.

There were Apologies for absence from: Tim Rendell, Nilesh Nathwani, Rupl Bhasin & Hinal Patel.

## **2. LPC GOVERNANCE**

A Declaration of Members Interest register had been previously circulated to the members as a reference point.

All members were asked if there were any changes to their DoI. There were no changes to the published details.

### **3. MINUTES OF PREVIOUS MEETINGS**

The Minutes of the LPC Meeting, held on 5<sup>th</sup> July 2017, previously circulated for comments, were discussed, agreed and signed by the Chair as being an accurate record.

The Minutes of the AGM Meeting, held on 5<sup>th</sup> July 2017, previously circulated for comments, were discussed, agreed and signed by the Chair as being an accurate record.

### **4. MATTERS ARISING & ACTION PLAN**

The Chair reviewed the agreed actions from the last meeting

<b>Page</b>	<b>Action</b>	<b>WHO</b>	<b>WHAT</b>	<b>Done</b>
3	1	CEO	Contact 22 non-responders to remind them to return the questionnaires within the allotted time.	Y
3	2	CEO	Invite Atif Shamim to next LPC meeting to discuss HEE LaSE plans.	Y
4	3	CEO	Meet with Lisa Byrne to discuss funding for Substance abuse	Y
4	4	LPC members	Send a new photo for the website to CPSS if you want to	Y

#### **Report 1:**

Relates to CPAF, Surrey had a good result with only 2 Pharmacies not responding. These Pharmacies will get the long survey and maybe a visit. MM raised the workforce survey response was not good at this time and urged members to get their buddies and companies to complete this.

#### **Report 2:**

Atif was invited and is due to attend in the afternoon with colleagues Liz Fidler & Sam Quay

#### **Report 3:**

Substance abuse, changing the payment structure & pack prices. MM has had a further meeting with Lisa and they are trying to resolve this.

#### **Report 4:**

CPSS are putting together a new website, if members want details changed contact MC.

### **5. NHS ENGLAND SOUTH (South East)**

At the NHS liaison meeting last week Quality payments were discussed, CPSS have sent out correspondence regarding this. Amanda Marshall (AM) held the meeting. BSA have a new draft for QP in November, in the draft, there is a question about NHS net. AM stated that 75% of pharmacies now have a new working email address, however Rob Proctor (NUMSAS) estimates this to be closer to 50%. Members discussed that if there are a group that do not have the email addresses it's not fair to ask a question as to whether they do have one as a criteria for entry. If there are people without the email addresses and they have applied and they still haven't

received it it's not fair they can't get Quality Payments due to this. There should be a further option other than yes / no stating you have applied for one but this is not yet actioned. Sejal (SP) raised she didn't have one, she called to obtain one and they gave her an email address however there were three different people linked to this email address that have nothing to do with their pharmacy. Abdool raised that 2 members of staff had issues resetting passwords despite trying in time. The reference number you get given when making contact in relation to issues with email addresses is vital to keep for the issue trail. Members discussed the issue with people not using the accounts which will lead them to become inactive. 20% (2200) of contractors nationally have applied for NUMSAS which is why these addresses were issued in the first place so if you don't use it you will lose it.  
JP can we send something out to say if you have one use it.

**NEXT STEP** – CPSS to send out a communication re logging into your account to keep it active.

**NEXT STEP** – MM to contact Sunil to get this on PSNC (that they need to use their email addresses).

The members discussed the issue of NHS Choices as a gateway criteria. There are a number of pharmacies not validated for Quality Payments, MM called them to remind them. If they hadn't done it by 10/09/17 they would have missed the deadline.

There will be a BSA webinar re Quality Payments in October (date unknown at this time). The gateway criteria shouldn't be as complicated as last time as they have already done it once.

NUMSAS was discussed and the possibility that majority who haven't signed up may be due to opening hours. It was discussed what working hours a pharmacy would have to do to sign up and the issue was raised that a lot of pharmacies may believe that NUMSAS is more for evenings however this is not the case, NUMSAS is all opening hours. The members also discussed 111 and its staffing levels.

There have been nationally 11000 referrals so far with 19% not fulfilled so Pharmacies have been paid but unable to supply for various reasons. Rob Proctor believes NUMSAS will be continued. There were a lot of issues with NUMSAS initially but it is now beginning to show its benefit. It was asked if there has been any progress around revising it with regards to paperwork etc. This question has been fed back and Rob Proctor who is aware that they need to streamline this. There should be the facility to put this through PharmOutcome in the future.

At the NHS meeting CPAF was also discussed, there are still 3 outstanding visits from last year across Kent Surrey & Sussex. Some issues identified have been out of date SOPs, information on leaflets being out of date especially around customer complaints. You now complain either to the pharmacy or NHS England.

Health promotion was discussed, we have to do 6 of these a year. You should be logging an intervention. You can now get your return on PharmOutcome which is evidence. Record keeping in general is poor. Mike Hedley (MH) and Amanda Marshall (AM) have a list to check through and these were some of the issues they have found. 18 pharmacies will be selected for visits, if you have selected A for everything you may get a visit to confirm all is as good as reported. PPV visits will do the CPAF visit at the same time.

Pharmacists in GP practices were also discussed at the meeting with 32 pharmacists now full time in Kent, Surrey & Sussex. They have started to plan wave 3. NHS England put the money in for the training and then lesser funding for the next 5 years.

Flu was also raised, vaccinations have started and a few pharmacies have already raised issues with GPs. LMC agree we have to work together and it has been reported that a pharmacy has been stating they were doing vaccinations to help the GPs who haven't got time. Overall vaccination numbers were up last year in Surrey however we are still bottom of the league. Both GPs and Pharmacies want to get the numbers up especially due to the seriousness of the outbreak in Australia etc. The CCG will end up paying at the hospital end otherwise. It was raised that our message should be that we are trying to help the CCG and hospitals. GPs are vaccinating early this year. Contractors need to be told to do it, especially for the groups under 65 and carers. Carers (who come on behalf of someone else, not themselves) just need to declare they are carers to get the vaccination. PW suggested we can use the flu as PR across the whole area, the scare from Australia has gone national. PW suggested she would like to approach all local papers and radio and tag on to that NHS choices, which will enable people to find out where they can get their local vaccination. Pharmacies must use PharmOutcome for vaccination information as this will then go to the GP, this is vital. It was highlighted there was an error in the letter sent out by MH in relation to the flu service. It stated that you have to do the declaration of competence every year however this is in fact only every two years.

**NEXT STEP** – PW to contact local radio and newspapers to get the message across re Flu vaccinations and NHS Choices.

GPS extending their opening hours was discussed as were PPV visits which are being made. MM offered to ask if Kevin Oliver would like to come to LPC meeting to give a half an hour brief as to what he is finding in relation to PPV visits both right and wrong as he has the power to remove money from the pharmacy. He will check for consent forms etc and if he can't find the evidence you will lose money. Again, this is another reason to use PharmOutcome straight away. Same relates to MUR, you need paperwork.

**NEXT STEP** – MM to Invite Kevin Oliver to an LPC meeting.

Across Kent, Surrey and Sussex the Christmas opening hours rota will be – 25 directed Rotas. 23 Pharmacies have volunteered for 4 hours. For the next three years they will do this as a trial.

Other items discussed were

- Postcode sweeps are about to start
- Health promotion from 01/10/17 – winter campaign.
- Stoptober information needs to be disseminated. People need the resources otherwise they cannot do it. A pack will be sent re winter pressures.
- Pharmacy2U was also discussed.

Gary Mortimer from NHS Digital also came to the meeting. He raised that EPS is going into out of hours (OOH). They are looking to pilot this. 8 surgeries in Surrey are not doing EPS. The reasons are that the system for dispensing isn't the right one to do EPS, so they would have to change hardware and the issue of nomination as well. It is not at this time mandatory at this time for GPs to use EPS. There is an issue with some people using EPS one month and then script next month and this is likely due to the issue of how it was initially prescribed and by whom. MM has asked this info to be sent to CPSS and sent on to Gary Mortimer.

STPs were discussed with MM going to the STP meeting and meeting with Dr Claire Fuller the director of DEVO Surrey. They discussed that community pharmacy is not listed in their plan at this time but it will be. They will put together a primary care group and community pharmacy will be part of that. They do not intend to touch the community pharmacy budget. DEVO Surrey plans are looking to ensure GPs are open from 8-8 in all locations. Care Units for frail patients leaving hospital, lower level of care for 2-3 weeks, there will be medical staff on hand and then they can go home. Target of 85% care in the community to stop people going to hospital and also to stop them staying there. Urgent care centres are intending to be open for a minimum of 12 hrs per day.

AHSN / STP initiative hospital discharge project. They want to use PharmOutcome to send pharmacies the patient discharge summary (GPs will also get this). There is a meeting regarding this 10/10/17. Kevin Noble will attend the meeting and there is funding to develop the pilot. The aim is the patient will decide which pharmacy they get their information sent to. In the future, they would like to send electronic prescriptions for discharge straight to the pharmacy. This may be linked to MUR also and getting rid of old medication. For the hospital, this would speed up the process. From pharmacy point of view if you get an EPS script you have more time. Sally Greensmith met with PW and this was discussed, she asked if PW would attend this meeting as PW has been on the board from the start in East Sussex.

**NEXT STEP** – MM to send PW details of the STP initiative hospital discharge project meeting.

## **6. CCG DEVELOPMENT**

Nilesh Nathwani (NN) is not at the LPC meeting however members should have all seen mins circulated from his group by him.

MM attended the medicines group meeting where they discussed rebates. MM will attend October and November medicines group meetings also.

## **7. PUBLIC HEALTH & LOCAL AUTHORITY**

The next health check meeting is coming up in November and MM and SP will attend. There will also be a Public Health Event 17/10/17 which PW will discuss further later. Members discussed health checks and point of care testing.

MM will forward the minutes from the PNA steering group. The draft PNA is being amended at this time, there will be final draft at the end of the month and it will not identify any new gaps. The LMC is also happy with the PNA. There will be a public consultation from the 1<sup>st</sup> of October 2017 to the 30 November. The steering group will review any comments. 30% of patients who did the survey reported they found it hard to find a pharmacy after 18:30pm. This however appears to be more of a rural issue though. It was discussed that NHS choices should now be accurate and this info should be available to all.

## **8. LPC MEMBERSHIP & COMMUNICATION & CPSS**

Future PR has followed some guidance, and the main event for Surrey is the public health event which is booked through Eventbrite. There has been good support from the Public Health Team and will be cost neutral. A big part of the event will be around

HLP, representation from Surrey County Council. They will have a briefing that will assist with HLP criteria. The first part of the evening will be a market set up. Carers trust will be there also. There will be enough time after this event to get accreditation. It was raised that there is available Health Champion training and Leadership training at this time and people need to sign up. The newsletter going progressing, and will have information for the Surrey event in the September issue.

The website will be further worked on this Friday, it will then be sent out to LPC members for comments. We would appreciate feedback from the LPCs. The website should be live by the October Newsletter.

With regards to the logo, there has been a suggested change to the agreed logo. The words Community Pharmacy Surrey & Sussex will be written underneath each other with the initials CPSS highlighted. All members were in agreement and this will now be amended by Mark Weston and can then be used by CPSS. It was raised that from October, the details of CPSS and what it is will be sent to all the people we deal with ie Local Authorities, CCGS etc, this will highlight - CPSS is now up and running, website, newsletter etc.

Events were discussed with Nutricia events in West Sussex & Surrey due in March and May. The members were asked if they would you be interested in an evening event for Surrey, also if they wanted anything additional – diabetes training etc. The members fed back that all training must be relevant to the time of year. COPD was discussed as is likely to link to Quality Payments – inhaler technique etc. It was decided that a date for an event would be set and the agenda for the event would be set at the next LPC meeting as more information will then be known with regards to what will be needed for Quality Payments. The date to be booked will be the beginning of March.

**NEXT STEP** – PW to book a date and then next meeting we will decide topic.

CPSS finances were discussed at this time there is a surplus of £5000.00 which will increase slightly over next couple of months. It will change in December for the SDSO salary and also in January with the new CO. We can then put a draft budget together for next year.

At this time applications are still coming in for the CO role (application date end of September) and then interviews are 13/10/17 and 20/10/17 with an estimated start date of 01/01/18.

The LPC will be going down to 9 members, a split of 5 CCA (from 7), 1 AIM and 3 IND (from 5).

## **9. PSNC**

There is a meeting next month in October, they will discuss Judicial Review (JR). Sue Sharpe is leaving in January and they are advertising that post. If there is a gap between Sue leaving and the post being filled, it will be dealt with by the directors.

23/11/17 is SEC Forum LPC members day at Crawley. Gordon Hockey will attend and he is dealing with the JR etc so should have more information. We have asked Sunil to share information with the CEO even if it is of a confidential nature, this

helps us plan what we are going to say to contractors and allows the CEO to be informed of what is happening.

The Chair and Chief Exec meeting is on 31<sup>st</sup> Oct and LPC Conference on 1<sup>st</sup> November, both in Manchester. Hemel, Anish and Tim will be attending the conference. Sunil from PSNC raised that you must report your medicines out of stock at wholesalers. They are trying to compile evidence to take to the government but they can't do that if they don't know about it. Feed anything back to MM and he will raise with Sunil. PSNC are considering the JR and if it is in our interest. If PSNC want to go for review it won't be heard until April 2018.

#### **11. MARKET ENTRY**

- North Holmwood opened a pharmacy inside the surgery 04/09/17. GPs got turned down but pharmacy got permission.
- White Pharmacy in Farnham Distant selling pharmacy has been given permission and has opened.
- Deepcut are still looking at prejudice test before progressing the Market Entry one.
- Tongham – This is an application we did not support, rurality check to be done then NHEE will make the decision.

#### **12. CHIEF EXECUTIVES REPORT**

MM had a quarterly meeting with Julius from the LMC. They are working together on the supply issue and creating a draft letter they can send out jointly to GP's to say these are the issues at this time. This should help the pharmacy and GP relationship. The next South-East forum meeting is on the 27/10/17.

23/11/17 there will be a training day at the Sandman in Crawley. Draft agenda due now and Gordon Hockey is coming. Adam Irvine is the CO of Devo Community Pharmacy Greater Manchester. He will come to talk about the work in Manchester should others need advice or wish to follow. Mike Smith from London will also attend, he used to be part of CCGs but has now resigned and is a locum and will give a GP perspective. Kevin Noble from PharmOutcome will also attend to talk about the way forward to see what we need etc. Liz Fidler and Atif Shamin will also give a talk and they will by then have the results of the workforce survey.

#### **13. TREASURER REPORT**

No issues were raised in relation to finances. The first portion of the PSNC levy has been paid.

#### **14. OPEN PART OF THE MEETING WITH GUESTS**

The Chair welcomed our guests, Atif Shamin, Liz Fidler and Sam Quaye from Health Education England. They discussed what they had done in the past and what their plans were for the future. This discussion included the CEPN pharmacy project which currently has 66 trainees in total. The future idea is to embed this training model as the norm for trainees. They also discussed dental collaboration and the fact that a lot of pharmacies refer people to A&E as they simply do not know how to deal with dental problems. From this they have created 11 fact sheets which will be distributed

to community pharmacy to assist. They have also created co-hosted webinars for dental and pharmacy audience.

They also discussed raising the standard for tutor training. Plan to integrate primary and secondary care by having joint training days in hospital and community settings. They discussed their VTS scheme involving rotational training posts and multi sector training – aimed at learning together regardless of background. There was also further information in relation to Accuracy Checking Technicians and the Mary Seacole Leadership Program and how this works.

It was discussed about the importance of the workforce survey. The previous survey had an 89% response however to date the current survey has only had a 48% response in Kent Surrey & Sussex. It was highlighted that all the funding HEE get is based on these surveys and if they are not completed HEE will not get the funding.

## **15. DATE OF NEXT MEETING**

The next full LPC meeting will be on Wed 15<sup>th</sup> November 2017 at Tyrrells Wood Golf Club, Leatherhead. The closed part of the LPC meeting will begin at 9.30am followed by the open part of the LPC meeting in the afternoon with our guests. We will invite Kevin Oliver and Sally Greensmith to be our guest in the afternoon.

The other LPC meetings for 2017/18 are:  
Wednesday 17<sup>th</sup> January 2018, Wednesday 21st March 2018

## **16. CHAIRMAN'S REMARKS**

John Pontefract is leaving Lloyds at the end of September and will no longer be a CCA representative. He has offered to stay on as an Executive Chair for the LPC until March 2018 if required. This was discussed with all members approving this. JP will therefore remain as Chair.

The Chair expressed his gratitude for remaining in his role until March and highlighted that we will hopefully have the detail of the next CO by the next meeting.

## **17. ACTION POINTS**

<b>Page</b>	<b>Action</b>	<b>WHO</b>	<b>WHAT</b>
3	1	CPSS	send out a communication re logging into your account to keep it active.
3	2	CEO	contact Sunil to get this on PSNC (that they need to use their email addresses to stay active).
4	3	PW	PW to contact local radio and newspapers to get the message across re Flu vaccinations and NHS Choices.
4	4	CEO	Invite Kevin Oliver and Sally Greensmith to an LPC meeting.
5	5	CEO	send PW details of the STP initiative hospital discharge project meeting.
6	6	PW	book a date for a Surrey event and then next meeting we will decide topic.