

Surrey Local Pharmaceutical Committee

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Minutes of the meeting of Surrey LPC held on Wednesday 15th September 2017 at 10.00 am at the Tyrrells Wood Golf Club, Leatherhead.

Officers at the Meeting

p	John Pontefract	(JP)	Chairman (CCA Member)
p	Tim Rendell	(TR)	Vice-Chair (AIMp member)
p	Martin Mandelbaum	(MM)	Chief Executive
p	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
P	Rupi Bhasin	(RB)	CCA Member
P	Jay Katira	(JK)	CCA Member
P	Sejal Patel	(SP)	Independent Contractor
p	Hemal Chudasama	(HC)	CCA Member

Guests at the Meeting

p	Gillian Mandelbaum	(GM)	Admin Secretary
pm	Kevin Oliver	(KO)	NHS England – PPV Visits
pm	Sally Greensmith	(SG)	CPPE regional tutor in Kent, Surrey and Sussex
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: Hinal Patel.
Nilesh Nathwani has now resigned from the committee.

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.

The issue of data protection issues going forward and how and where data will be stored was raised due to the General Data protection regulation (GDPR). This question is best directed at Gordon Hockey from PSNC at SEC Forum event on 23rd November in Crawley

3. MINUTES OF PREVIOUS MEETINGS

The Minutes of the LPC Meeting, held on 20th September 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

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

Report 1:

This has been sent out and also bespoke phone calls are being made.

Report 2:

There is an issue with the list, a technical glitch.

Report 3:

Penny contacted the radio as requested and did an interview with Radio Surrey & Sussex. Now we have a direct contact with this station which will help in the future. Ideally, we need to know what key weeks are coming up in advance from PSNC. Tim Rendell (TR) also thanked Penny Woodgate (PW) on her work with MPs as this has inspired and led to further MP interaction with Community Pharmacy.

Report 4:

Kevin Oliver (KO) and Sally Greensmith (SG) were invited to the Surrey LPC meeting 15/11/17 and are both due to attend the afternoon session.

Report 5:

The meeting went ahead and was attended by PW. Safer Discharge to Pharmacy, there will now be a bid to take to the STP board. This will start with Guildford Royal Surrey and St Peters. As soon as this works it will be rolled out to other areas. There

is big enthusiasm with regards to the project with no one objecting to it. Sally Greensmith was also at the meeting and will give a further briefing later in the LPC meeting

Report 6:

This relates to the launch event for CPSS. Now the SDSO and CEO have been appointed, we now need a launch event to relay this to contractors. Six events have been agreed, two in each LPC area. At the SEC Forum event on the 23rd November we will try and set these dates with the new CEO. A rep from PSNC may be invited to each event however this will be discussed further on the 23rd November.

5. NHS ENGLAND SOUTH (South East)

The NHS Liaison Meeting took place 03/11/17 and during this meeting the following was discussed:-

- NumSas - 120 pharmacies in KSS have signed up and are active. They have had 2500 referrals so far with 500 resulting in no supply but the pharmacy still got paid for these. There were 2 incidents of CDs being supplied.
- Flu vaccination - PharmOutcomes is not being used by all contractors and when the notifications are not sent on time this can lead to issues with GPs. Kevin Oliver (KO) from NHS England is doing PPV visits and will discuss this matter in more detail this afternoon. Nationally Pharmacy is doing well with flu vaccinations numbers compared to last year.
- LPS contracts - if an LPS contract (we only have one in Surrey) wants to remain on that contract they will need to submit a detailed business case.
- Christmas Rota – LPC to communicate final documents for those pharmacies open when confirmed by NHS England. Pharmacies had 90 days to change their supplementary hours however they cannot now change their hours.
- Contract monitoring – there will be a review of the questions as these have been in place for 3 years. All last year's visits are complete. 19 pharmacies across Kent Surrey and Sussex will be picked at random for PPV visits.
- Quality payments – Nationally 11036 pharmacies have signed up and claimed in the last period. Of these 478 pharmacies failed the gateway criteria although 287 of these are disputing this decision with the BSA. There is an active consultation for feedback as to what QP next year should include. PPV visits for MURs have begun with random pharmacies being selected.

The members discussed medication loans and the effect of this locally. If there is an issue where local surgeries recommend patients to ask for loans at local pharmacies or if they advise people to call 111 for NUMSAS during normal working hours, then the LPC should advise the LMC of the details of this.

The pharmacy should inform the surgery that they have staff telling patients about loans. The LPC cannot advise on this as it is the pharmacist that makes the decision on supply, but they should record their decision, so their actions can be justified.

One issue with NUMSAS is that part of the service requires the patient to call the pharmacy to ensure the pharmacy has their details and also stock of what is needed. 80% of patients do not make this call and just turn up at the pharmacy with no proof and this puts pressure on the pharmacist. The pharmacist then needs to make a decision without any evidence whether to supply or not.

6. CCG DEVELOPMENT

Nilesh Nathwani (NN) sent the minutes from the last Guildford & Waverley CCG Prescribing Group. The replacement for who will attend the meetings in place of Nilesh was discussed with a decision being made in due course.

MM attended the North-West Surrey CCG optimisation group, who are receptive to input from the LPC. They discussed generic supply with a CPSS fact sheet of medicine supply being provided to all the CCGs. This should explain about quotas, although at this time this fact sheet has not been approved by the LMC.

STP was briefly discussed and Sally Greensmith (SG) will give more information on this later in the meeting. SG and MM met with the new STP Surrey Heartlands CEO, Matthew Tate (MT). One change will be the dropping of “Primary Care” to now be called “Out of Hospital”. There will be an Out of Hospital steering group with places for both the LPC and the LPN Chair on this steering group. MT informed them that there are lots of issues in the STP and that they are looking for the opportunity to develop local enhanced services utilising Community pharmacy so that patients can more easily access them.

The members discussed that Humber LPC have an award ceremony and this may be a benefit for the CPSS to have in the future. The Surrey Pharmacy Conference is on this Sunday 19/11/17 and hopefully some of the LPC will attend as there is an interesting agenda.

The distribution of the CCG newsletters will now be passed to Micky Cassar (MC) to distribute to our contractors.

7. PUBLIC HEALTH & LOCAL AUTHORITY

The PNA is progressing with the consultation period running until the end of November 2017. So far eleven comments have been received although there are no serious comments, more suggestions. These comments are not in the scope of the PNA but will be answered accordingly. Contractors want to see more services in the PNA but they don't want to see opportunities for pharmacies to open in the PNA. The next meeting for the PNA is in early December and John Pontefract (JP) will attend.

The Public Health/LPC Evening in Surrey was well received with positive feedback. The updates were very relevant for evidence for HLP portfolios etc. There was positive feedback from the committee to PW for arranging the event and hosting the evening. The members discussed the support needed for our contractors to help them to be more profitable. The accreditation for HLP 1 is a 2-year accreditation. This may be one of the gateway criteria in next QP scheme. Some pharmacies don't do any services despite wanting to become HLP pharmacies. If only the pharmacies accredited to do PH services actually did them, it would make a huge difference to their remuneration.

Sally Greensmith has rescheduled the NHS Health Check workshop to the 25/01/17.

8. LPC MEMBERSHIP & COMMUNICATION & CPSS

Four candidates were interviewed for the new CPSS CEO role with James Wood being chosen. His passion for pharmacy will serve him well as he leads the new CPSS team, starting officially on 29th January 2018. He has served before in this role at Sheffield LPC with an innovative approach to services. He is a co-owner of a

pharmacy in Sheffield, serves on the NPA board and was an early adopter of healthy living pharmacies in Sheffield. James will be attending the SEC Forum event on the 23rd of November.

Continuity for Surrey LPC going forward was discussed with regards to the makeup of the new LPC in April and roles going forward. We are moving to 9 members, with 3 private members to represent the 70 private contractors, so this will involve a move from 5 to 3 places. All Private contractors have been sent letters to invite them to stand. If we get more than 3 applications, it will go to election.

The AIM number of contractors is 24 with means 1 place. They have been written to. The CCA contractor numbers are 116 which means they get 5 places. Currently there are 7 places, again they have been written to. There will be a normal LPC meeting in January, but in March the meeting will be split in two with no guests. The morning will be the old committee then lunch and the afternoon session will be new committee.

CPSS update – Hinal Patel (HP) will be starting on 4th December as Service Development Senior Officer. The website is now live which required a lot of time and effort. The other three websites have been shut down and redirect to the new one. Outstanding at this time is to link pages to social media but this will be actioned. It was discussed that we should start analysing who is looking at the site and how they are accessing it.

The Health Champion training was a big success. Health Education England told us there was money for training for Health Champions and they initially booked 5 events. MC project managed this, and this had led to training of 140 Health Champions. We also discovered that there was money still available for further training. A further 2 events were set up, one in Surrey and one in West Sussex however there is still further money for training. This is only for the training, not the venues or catering. It is likely therefore in the New Year that we will arrange more Health Champion training, and this is likely to be online.

The Bulletin System is running smoothly. They only go out across the whole patch if the information relates to all, if it is localised it is sent as an email not a Bulletin. The newsletter for November will go out in last week of November and it will include the information of the new CEO and SDSO.

There will be six events in locations covering Surrey and Sussex (two in each LPC area). The next CPSS meeting will be 05/01/18 before the SEC forum meeting. Martin Mandelbaum (MM) expressed his thanks to PW MC and David Clark (DC) – Chair of West Sussex LPC, for all their efforts in getting CPSS to where it is today.

9. PSNC

There was limited news from the LPC Chair and Chief Officer event the day before the LPC conference in Manchester on 1st Nov. At the conference Keith Barron MP, Chair of the APPG (KB) and Sue Sharpe (SS) gave progress talks with best practice being discussed in the afternoon. Items discussed were the Murray Review, the breakdown of pharmacy income and the effects of the cuts on pharmacies. KB suggested that we all contact out local MP and discuss our issues with a positive approach (no moaning). In the future GPs and Pharmacies need to get together and think about the care of the patients not money. KB reminded us that the government is a small minority so influencing a local MP could have impact both locally and nationally. If you raise your issues to MPs they will be heard.

Sue Sharpe (SS) talked about past experiences and how the Chancellor demanded cuts, despite increasing NHS responsibilities. She believes we have lost 2 years of discussion due to the Judicial Review. In terms of the levy, £1.1 million has been raised for the Judicial Review and there is £0.15 million left for the potential appeal, should one be decided upon. There is to date no negotiation for the contract next year. There is an air of market volatility, with shortages on the concession price list. Price increased across the summer, funding cuts plus claw back lead to pressure on pharmacy viability and as a result many pharmacies are struggling to survive. PSNC income expenditure for the year was a £600,000 operating deficit and in the year ahead there will be no levy increase. PSNC have made some significant savings due to their office relocation however further savings are needed. Looking to the future we need to look at data of how people use Community Pharmacy and keep working with local commissioners. Interviews are taking place for SS successor and an announcement will be due by the end of December.

The Ashridge report was raised, and it was recommended that everyone on the LPC read this. It talks about what commissioners want from Community Pharmacy, looking at how we can integrate with electronic record sharing.

11. MARKET ENTRY

The new pharmacy in North Holmwood opened in September.

There has been no news as yet with both the Deepcut and Tongham applications.

12. CHIEF EXECUTIVES REPORT

The SEC Forum meeting was held on 27th Oct in Crawley. The dates for next year begin with the January meeting (05/01/18) which will be held at the hospital but after this they will need to be held elsewhere due to building work. The Charis centre nearby was suggested, and this decision will be made in due course. With regards to the SEC Forum event on 23rd Nov, all the LPC members now have an agenda with 10 sponsors for the day. It was requested LPC members visit them and also integrate with other LPCs. All LPC members are requested to attend and please fill in Eventbrite to register.

13. TREASURER REPORT

Anish has circulated the accounts up to the end of October. We are within budget at this time although we have not paid for the 2nd half of PSNC yearly levy. The standing order for CPSS will be amended for January to take account of new salaries and again in April 2018 when final office costs / salaries etc have been agreed.

14. OPEN PART OF THE MEETING WITH GUEST

The Chair welcomed our guests, Sally Greensmith (SG) from CPPE and Kevin Oliver (KO) from NHS England.

KO talked about his current role as probity Manager and also his background working for the PCT. He started probity work for NHS England in 2015 and was asked to look at pharmacy work and practices starting with out of pocket expenses. Data was accumulated for Kent, Surrey and Sussex and only a percentage would be looked at.

Kevin was asked to audit any out of pocket claim over £50.00 in Nov 2015. There were 41 pharmacies that had a claim over £50.00 and he requested copies of invoices. A number of invoices he looked at incurred an expense when they didn't need to as they could have obtained it without a cost. Following that KO circulated through the newsletter some guidance that some meds could be obtained without a cost. Out of pocket expenses in this area have gone from £121,000.00 to £110,000.00 in the period 2015 – 2016. NHS England looked at probity work undertaken in England and found only two areas where someone is doing probity work in pharmacy.

KO is also looking at flu vaccination claims which appear very straight forward. He looks at the number of consent forms compared to the number of claims, this is mainly to see how people were getting on with PharmOutcomes.

With regards to PPV the next area will be MURs so if the numbers can't be verified KO will need to liaise with the pharmacy to establish what the problem is. He will be checking NMS for January and flu in February. He stated he feels confident we will be in a good position in Kent, Surrey & Sussex as we are demonstrating an improvement already. He has been checking how pharmacies are getting on with use of PharmOutcomes, what has become clear is people are using PharmOutcomes and there is an understanding for the need of better administration.

Questions were raised by members, one of which being that you have to submit your flu numbers before the end of the month and therefore any done after this would not be in the right month. Underclaiming was raised and it was acknowledged that this does occur. Inappropriate claiming was raised, last year pharmacies doing large amounts of MURs early in the year, therefore being proactive ended up with visits, as they had done disproportionate amounts in the early months which led to demoralisation. All they were trying to do was do the best for their patients. It was discussed having a national PPV was the best way forward.

KOs work is evolving, the work the BSA will verify a lot of the claims, so he will get involved with pharmacies where they need verification. It was discussed whether you should keep a copy of the consent forms when you send them off there is no clear guidance. Scanning would be advisable, you need an audit trail however it's the contractor's responsibility to have this. KO did get asked at the West Sussex LPC meeting with regards to tolerance rates and paperwork. Ideally you want it to match the number and have 100%. There has been a significant improvement in the last two years. All PPV visits are relayed to the pharmacy beforehand apart from drop in visits to see how people are getting on with PharmOutcomes and flu.

Sally Greensmith (SG) from CPPE gave a brief talk. She raised that Atif Shamin and Liz Fidler had already spoken to the LPC with regards to the Accuracy Checking CPPE program. She talked about the Community Pharmacy Leadership program, The Mary Seacole leadership course. The take up from this this is much more intense leadership training. It's great for pharmacy technicians if they want to take on more leadership roles the deadline is extend to 06/12/17 so there is still time to apply.

SG discussed the Mental Health CPPE campaign. Every GPhC registrant will have received a booklet with regards to it. CPPE are holding a conference on Sunday for all pharmacies and thinking about doing a similar one in March, perhaps with a mental health theme.

Surrey County Council is keen to look at HLP 2 with her LPN role very much supporting that process. The other campaign they have at the moment is the Antimicrobial resistance hand hygiene. If you are doing point of care service, hand hygiene is really important. With regards to Anti-biotic guardian, please sign up to

this. Medicines value program which has come out of the 5 year forward view next step. One work stream is optimising the use of medicines. Also new section on the CPPE website about children's oral health, there is an E-lecture.

The other thing they are looking at is revalidation, they are not sure how that is going to look but personally SG thinks pharmacies will struggle with parts of it. There will be a reflective piece of writing on one of the 9 GPhC standards. We need to promote these standards, this is what the GPhC want people to show, how they are applying these standards, evidencing these standards.

With the Referral to pharmacy hospital project, Surrey Heartlands academy is looking to introduce electronic referral. This started as a small work stream. It can be linked to PharmOutcomes and SG thinks it might be piloted in a few areas in the next year. It would also be possible depending on technology to alert you when your patients go into hospital (however not as yet)

Guildford and South West Surrey Parkinson's Society have support packs for patients and Sally asked the members if pharmacies in Surrey could help distribute these. SG will distribute these at the conference on Sunday and also bring them to the SEC Forum event on 23rd Nov. With regards to NHS England clinical pharmacies in GP practices, we are waiting for wave 3 announcements. There may be some in this area. It is seen as a good way to upskill pharmacy and will be seen it as a way of advancing Community Pharmacy.

15. DATE OF NEXT MEETING

The next full LPC meeting will be on Wed 17th January 2018 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.

The other LPC meeting for 2017/18 is Wednesday 21st March 2018

16. ACTION POINTS

No actions were raised.