

Minutes

Location: Red Room 6/7, Lowry House, 17 Marble Street, Manchester, M2 3AW
Date: Wednesday 19th October 2016
Time: 9.30am-4.30pm

SUPPORTING FILE:

2016-10-19 Greater Manchester LPC A Slides.pdf

1. ATTENDEES

Members Name	Company	Initials
Khalid Ahmed	Ind	KA
Mohammed Anwar	Ind	MA
Chris Dagnall	CCA	CD
Ifti Khan	CCA	IK
Peter Marks	AiMp	PM
Phil Maslin	CCA	PhM
Gary Pickering	CCA	GP
Jennie Watson	CCA	JW
Helen Smith	CCA	HS

Members Name	Company	Initials
Gillian Stone	CCA	GS
Mohamed Patel	Ind	MP
Fin McCaul	Ind	FM
Bruce Prentice	Ind	BP
Karen Rice	AiMp	KR
Adam Irvine	GM LPC	AI
Lisa Mather	GM LPC	LM
Claire Dickens	GM LPC	CD
Emer Scott	GM LPC	ES

CD and ES attended the meeting for the afternoon session only.

APOLOGIES: Anet Kapoor

MINUTE REVIEW

The minutes were reviewed and accepted as a true and accurate record with a few minor amendments.

ACTIONS

The Action log was discussed. Outstanding to carry over: PSNC new member days not until next Feb. Expenses Policy to be left on actions.

KR suggested putting the forms on the web once finalised which was agreed.

Doodle Poll for meeting dates to be completed by all (reminder to go out).

2. COMMITTEE GOVERNANCE

AI showed a presentation which outlined the Nolan Principles and code of conduct was discussed. A new Confidentiality agreement was distributed for members to sign.

3. MEETING BEHAVIOURS

A document was circulated and AI suggested that it be read through and any questions can be answered later. Laptop usage was discussed and it was suggested that electronic devices not used. Some members advised that they needed them to make notes of actions etc. As a conclusion it was decided that tweaks were needed to the document to encompass the note taking element.

***Action – AI & AK to consider feedback on the document and revise & reissue appropriately.**

4. GOVERNANCE BRIEFING – CLOSED SESSION

KA & IK left the room for a closed discussion.

KA & IK returned.

Discussion around email addresses and how they are used. Governance and Nolan principles stressed once more – i.e. Signatures should be used appropriately, if not LPC business it should be

removed. Some members would find it easier to have a LPC email address. PhM can set these up if needed.

Discussion around social media – a policy is needed for clarity. *

***Action – Emer to draw up a social media policy.**

5. SUB GROUPS & MEMBERSHIP

Governance – Phil Maslin, Mohamed Patel, Peter Marks, Karen Rice, Adam Irvine
Oversee policy procedures, Investigate concerns, public face of organisation.

Finance – Chris Dagnall, Ifti Khan, Fin McCaul, Business Support Manager (AI as sub)
Treasurer support, payroll oversight, policy oversight.

Applications – Jennie Watson, Karen Rice, Bruce Prentice
Policy, Framework for applications, Appeals, Distance selling.

HR – Aneet Kapoor, Gill Stone, Helen Smith
CEO remuneration, performance, grievances (Office staff AI's responsibility)

It was suggested that most meetings may be virtual with physical meeting documented. PhM suggested a TOR was needed for each group. Finance and HR meetings to be more structured. Application group needs office support – this was agreed. Various avenues for virtual meetings was discussed, Skype, Pow Wow and Arcadin.

***Action – Leads to draw up sub-group ToR's.**

6. WIGAN ROTA

Last Christmas ALW facilitated a rota which advised of pharmacies willing to open during the holiday period. This involved sending an expression of interest to contactors and sending the collated information on to the CCG who then decided who to give the slots to. For this ALW were give £400. The CCG would like to do this again and it was decided that this would go ahead. BP to advise of this and the office to undertake. It was discussed if it would be worth putting to other CCGs, with the possibility of CHL undertaking the task. The CHL possible undertaking was parked as the discussion did not reach a conclusion.

***Action – GM LPC to write to Wigan CCG offering to send out Eol's and organise payments via BACS.**

***Action – CD to write to other CCG's to see if there is further appetite.**

7. APC – PIVOTELL & 3R PROPOSAL

Pivotell - JW advised that MLPC has previously taken the stance that pharmacy filling Pivotell devices should not be recommended due to safety issues out of pharmacy control. GM LPC continued adoption of this stance.

Suggested this is discussed under workshops on how we make contractors aware.

3R Proposal – Manc locality is considering a blanket ban on all pharmacy repeat ordering, MLPC have had discussions and it is thought GMLPC need a policy for non- compliant pharmacies.

IK suggested that we should gather data from PSNC and other organisations form a Task and Finish group and do an audit via PSNC.

T&F group proposed JW & FM – JW declined HS volunteered.

Group members FM, AI & HS

***Action – Task and Finish group to get data and carry out audit.**

8. CHL UPDATE

BP advised that as per the conference call of the 17.10.2016 it had been decided to get CHL Members signed up. It was decided that the £150 joining fee would be deducted from initial service payments. Members advised to read the paper presented and direct any questions to AK or PhM as Scrutiny committee members.

Query on £150 to be plus VAT or not remains.

Interviews for Director vacancies to be held 31.10.2016 with the closing date for applications 27.10.2016.

9. LPC CONFERENCE AND WORK SO FAR.

AI shared work so far – see attached file. AI advised we have been given a slot to present on the merger PM has presentation that can be used for this *

Members need adding to mailchimp contractor lists*

IK - New models of care / Liverpool presentation.

Next meeting – morning with NeoNavitas

Afternoon – If Mike King were to come in it would leave limited time for LPC business. PhM has presentation and could do a cut down version on governance to bring everyone up to speed on LPC.

AI to go back to Mike King*

FM suggested we need a corporate intro regarding Bolton and how to make it not sound negative – Emer to arrange.

*** PhM to provide presentation.**

*** Office to add members to mailchimp lists.**

*** AI to contact Mike regarding next meeting.**

*** Emer – form of words for how we position ourselves.**

10. STAKEHOLDER MAPPING RECAP

Stakeholder mapping has started looking at engagement with Public health/ Local Authority, Public/Contractors, Secondary care, Charities, GP Federations, pharmaceutical industry, LCO's, MP's & MEP's & HEE. Meeting file included updated live with new stakeholder list.

11. WORKSHOPS

- 1) The Exemplar Locality Lead (AI)
- 2) Workforce Engagement & Training Plan (ES)
- 3) Service Development – Innovation Fund (CD)

12. FEEDBACK ON EXEMPLAR LOCALITY LEADS

Funding exists for 2 Days per locality per month to include attendance allowance as per expense policy.

Locality leads need to liaise with LPC members previously responsible for localities. Claire has details of current known meeting streams and contact details for all CO's however onus on locality lead to find out meeting details for their locality.

Locality events to be rolled out in January and locality leads will be front and centre to introduce events.

For next month's agenda we need to find out what is happening at the LCO's at local level – report to be formed for each locality with nil responses noted.

Remit for attending public meetings is to listen and bring anything of note back to the members for a decision.

Reporting needs to be no later than 10 days after the meeting – this could possibly be done via Survey Monkey and downloaded as a PDF.

Workstreams needed for each locality lead:

Who	What	Frequency
Contractors	Support when need support. Escalate to SDM, BSM or CEO when appropriate	Ad Hoc
Contractors	Locality Events	Quarterly
LA	HWB – public meeting (networking important)	Quarterly
Healthwatch	Local Branch	Bi-Annual / Ad Hoc
LMC	Working party – chair & LPC locality lead. To be supported by comms 1 pager. Recognise some relationships may be distant	Quarterly
LOC / LDC	Comms 1 pager – meet if pertinent	Quarterly
MPs / MEPs / Councillors	Comms to prompt a meeting. Local meetup at appropriate pharmacy	Quarterly engagement event
GP Feds	Regular dialogue with chair of feds where they exist	Quarterly
LCO	Design Meeting	Ad Hoc

Feedback template to include (simple so can be copy & paste on notes app on phone / tablet and emailed to office):

Date Time Location

Who

Code (tbc - to allow GM wide patterns)

Meeting Name

Meeting Summary

Actions to Track

GM Implications

Funding for meeting

Support needed

Next Meeting

***Action – AI to share template.**

13. FEEDBACK ON WORKFORCE ENGAGEMENT & TRAINING PLAN

Thoughts around Team Development linking to HLP which would include technicians etc. Possible quarterly training events. Possibly 2 or 3 GM wide and smaller locality events.

CCA and Aim motivated differently than independents so a mix of context

Clinical education

Healthy living

Leadership and Business

Mentor each other dependant on strengths. Larger pharmacies and independents see how each other work across pharmacy. Best practice learning.

It is proposed that a contractor event is held in November as a response from the LPC to advise contractors what is going to happen.

1. Government announcement
2. CP Forward view – How will this be rolled out
3. GM Contribution

This would then be followed by a controlled Q&A

It was agreed that at the engagement event a positive message must be given

January locality events possibly linked to services – partner engagement - NHSE CPPE ABPI (NMU & MUR)

Engagement to include Newsletters (with sections) Webinars, Social Media Podcasts on training topics.

Work to be done around outputs/ outcomes to measure engagement, and LPC objectives met.

Surveys to measure LPC engagement to be followed up with a later one to measure improvements if any.

***To organise the November event**

14. FEEDBACK ON SERVICE DEVELOPMENT – INNOVATION FUND

Basic Services – standardise across GM. Produce a single sheet service spec for all services offered. MUR & NMS must be done by all.

It was discussed that it was too late to put an entry in for the winter fund as the closing day was the day after. There was a week left to go for the innovation fund although given the focus on standardising the current service offering, it was decided it was too difficult to draft a reasonable bid in time.

Some of the ideas discussed included an emergency supply service, breaking the four or more service down into smaller individual services, and looking at a new device that links inhaler compliance to an app.

* Claire to continue with Service Mapping

*Revisit Emergency Service supply.

15. ITEMS FOR NEXT MEETING

Mission, Vision & Values.

PSNC or similar briefing for new members

Meeting Closed 4.35

ACTION LIST

Min	Action	Member/ Staff	Target Date	Update
3	Consider feedback on the document and revise & reissue appropriately.	AI & AK	16/11	Done
4	Social media policy to be devised	ES	16/11	
5	Leads to draw up sub-group TOR's		16/11	
6	GM LPC to write to Wigan CCG offering to send out Eol's and organise payments via BACS.	AI / Office	16/11	Done
6	Write to other CCG's to see if interested	CD	16/11	Done
7	Task and Finish group to get data and carry out audit	FM, AI & HS		
9	PhM to provide presentation.	PhM	3/11	Done
9	Office to add members to mail chimp lists	Office	16/11	Done
9	Contact Mike regarding next meeting	AI	16/11	
9	Form of words for how we position ourselves	ES		
12	Share template.	AI	16/11	Done
13	To organise November event	ES	16/11	
14	Service Mapping	CD	Ongoing	
14	Revisit Emergency Service supply	All		