

LEICESTERSHIRE & RUTLAND PHARMACEUTICAL COMMITTEE MEETING

Monday, 19th September

Holiday inn express, Filbert Way, Raw Dykes Road Leicester LE2 7FL

Meeting Minutes

Present:	Sejal Gohil (SG) Luvjit Kandula (LK) - Chief Officer Jane Lumb (JL) Neena Lakhani (NL) left at 3pm	Altaf Vaiya (AV) Rafica Ahmed (RA) Chris Stredder (CT) left 1pm Sue Hind (SH) (left at 1pm) Raj Vaitha (RV)
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CLOSED SESSION

		<u>Action</u>
1.	<u>Apologies for Absence</u> Mohammed Ibrahim (MI) Adam Thomas (AT) Lianh Hanah (LH)	
2.	SG and LPC introductions. Minute taker introduced by SG. LK continued to take minutes as back up.	SG
3.	Garry Myers PSNC Attended and gave an update on funding cuts scenario LPC members questioned the need for updates to contractors to help them manage and monitor. Re-negotiations are going on approx. 17p and item reduction http://psnc.org.uk/our-news/the-value-of-community-pharmacy-a-summary-of-pwcs-report-september-2016/ PSNC to develop a summary of the CP forward view CP forward view highlights the future vision- funding and margin system http://psnc.org.uk/services-commissioning/community-pharmacy-forward-view/ Plan to keep providing update at LPC meetings and regularly touch base with us LPC members asked what could be communicated to contractors to provide support	

3.	<p><u>Sarah Frost – Business Planning session to set KPI’s and future LPC direction</u></p> <p><u>Ways of working LPC session</u></p> <p><u>Agenda</u></p> <ol style="list-style-type: none"> 1. <u>Introduction and objectives</u> 2. <u>Current nhs drivers</u> 3. <u>Vision mission and goals</u> 4. <u>KP’s and measuring outcomes</u> 5. <u>Engaging our stakeholders</u> 6. <u>Summary and next steps</u> 7. <u>Close and thanks</u> <p>Require aligned KPI’ of business plan and CO KPI i to drop out of it</p> <p>Workshop – what your critical success factors that if you don’t do you won’t improve the policy and how you would measure the critical success factors</p> <p><u>What are your current drivers and policy</u></p> <ol style="list-style-type: none"> 1. <u>Contracts</u> 2. <u>Funding cuts</u> 3. <u>Sustainability and Transformation Plans – 5tfw aligned</u> 4. <u>Stakeholder engagement and non engagement (commissioners and public)</u> 5. <u>Change</u> 6. <u>Commissioning services and national impact</u> 7. <u>Relationships – can be drivers</u> 8. <u>CP forward view and the GP forward view</u> 9. <u>GP clinical Pharmacist (Opportunity or threat)</u> 10. <u>Workforce Development</u> 11. <u>GP federation and MSP</u> 12. <u>Vanguards</u> 13. <u>Carter Review</u> 14. <u>Quality of services</u> 15. <u>Prescriber competency framework</u> 16. <u>Better Care Together – HWB</u> 17. <u>New organograms</u> 18. <u>Digital roadmap</u> 19. <u>Urgent Care</u> 20. <u>Change management</u> <p><u>Strategic vision mission and goals</u></p>	
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Values need integrating

Team values agreed by LPC members are as follows;

- Leadership
- Integrity
- Achievement
- Influence others
- Accountability and responsibility

Summary of agreed Team Values

1. Leadership

A visionary committee that leads by example to motivate and Inspire

2. Accountability

Taking responsibility for what we do and be answerable for both actions and resources both collectively and individually

3. Integrity

Exhibiting Open and honest behaviour whilst Cultivating self-awareness and moral courage

4. Achievement

Translation of our efforts into agreed tangible outcomes

Critical Success Factors

NI presented the outputs

Operational efficiency

1. Require a simple 12 month KPI and work plan to drive operational efficiency and LPC performance
2. Use self evaluation PSNC (

Service Development

1. Delivering national advanced services (with key measurable)

Stakeholder Engagement

1. Devise a stakeholder map with agreed communication plans and frequency

Contractor Support and Engagement

1. Improve quality and uptake of services
2. We need a clear communication plan for 12 months

Group 2

Mapping and gapping of service delivery

Committee Audit and accountability to make sure that's there no delivery

Internal audit and external audit

Measuring contractors and on track performance

Simple prioritise and focus

Data – knowing gaps and what's going on out there (talk to sarah frost Lilly for data)

Appraisal process for LPC, individuals, co, chair and treasurer

Same goals for everyone

Stakeholder Engagement

Communication plan and strategy

F2f meetings with x number of contractors

How to measure the process

Summary – adopt key measures

engagement – stakeholders, communications and frequency

Audit and accountability

Service Delivery

What needs to be done to achieve the CSF

Quantitative and qualitative

Timeframes and who

Services outputs

Improve quality and quantity of MUR, NMS, Flu and SCR

Budget

Accountability

Need the data and whos engaging with MUR-

230 contractors stratification and

Mapping training to performance

Understand why they don't attend

Look at other strategies

Engagement outputs group 2

Internal contractors and external

Agree terms of reference and ways of working – need to revisit

How to continually review adam, governance committee and deputy)
Simplify the terms of reference – governance committee
External chair to do this
Needs comms and emgagement
What other good likes like Portsmouth, yorshire and Croydon

Contractors

Communications is being logged and filed away
Bringing back to committee and common themes and look at support them with enxt steps
Who what when and how (frequency)
Value and contractors

Explore Digital interface
What contractors would want
They want be communicated elsewhere
Recurring theme and how to address

Identify revisit stakeholder who what and when
Whos that committee member to continue the dialogue – stop start and continue – value adding activity to be ratified to the committee and contractors
Review of stakeholder contact (currently in CO report)

External

Map and identify key stakeholders

Oversight and scrutiny – audit and accountability who and by when needs clarification

Audit and accountability

Declaration of Interests and Code of Conduct

Welcome from Chair
SG Informed LPC committee that she will be stepping down the LPC committee as she is leaving her CCA role
RV informed that he will be stepping down from the LPC committee this year
SG thanked Raj for his contribution to the finance and governance.
NL to continue attending till April 2016 and inform us if circumstances change.

Additional meeting or teleconferences
Proposed options for a) at external chair till march 21st or b) if a member will be stepping forward as
Recommended to have a teleconference end of September for voting
SG/NL left the room
NL has resigned and LPC accepted her resignation

ACTIONS :

Write to the CCA to fill new committee and write to contact independent contractors for expressions of interest for 2 vacancies
Check status with PSNC

Meeting Minutes

Committee not quorate so proposed Jane and seconded by SH for ratification in the next meeting

Administrator Update

Av spoke to AT and SG – spoke to indeed to ratify costs

Exact costs unknown

JL recruitment process and management.

Joined up recruitment

Indeed costs outlined by AV – not available

JL outlined that LPC is not allowed use NHS employers to advertise

Review committee- JL

Costs for advertising

£8.50 per hour for 12 hours however this needs to be reviewed for a potential proposition of £11.50 be an hour

Actions : Review Committee review of the advert , pay rate hours, sending out advert

Repeat ordering system

LK provided an update

ELRCCG – will not go ahead with blanket removal of repeat ordering

SK raised with them CCG needs a consistent approach

Lack of patient education is the main issue

Paracetamol ordering

GF scheme – SK proposed if points are not along with NICE then the scheme should not be adopted by the LPC

agree with voucher system proposed by SK seconded by SG

Dossette Boxes

Contractor raised issues with LK around the work burden and lack of capacity to cope and the need for funding to support further working

SK highlighted issue that requires a DDA assessment before ratification.

JL head of social services – invested in automation

So much pressure for pharmacies – if carer is judged capable then they can support administration. 4.6p to support the additional provisions and make reasonable adjustment (may include the dossette box)

Stop pharmacists being pressurised to provide dossette boxes

SK to provide health and social care contact

Pharmacists can refuse to supply if they need to

Health and social care act – which outlines that

Vice Chair Update

Patient participation group sent letter for Glenfield with advertising to prevent flu vaccinations in pharmacy raised by SK

NHSE said manage this case by case basis rather than blanket

Action: raise it with Bhavisha Pattani at NHSE

	<p>Flu vaccination service uploaded patient details to Sanofi to send to all patients which is brief</p> <p>Leicester diabetes centre update provided. LK/SK worked with Jane Sennett and LDC team to develop four module accredited training course for pharmacists managing diabetes with supporting evaluation and potential for RPS accreditation</p> <p><u>Subcommittee updates</u></p> <p>Finance and governance – 2nd October Credit card for LK in progress Pension discussion for CO in progress Remuneration and pay rise for CO to be prompted for discussion – outstanding since Review in June 2016 Check for engine size Clarity in expenses Pre-approval for meetings by executive committee attended by the LPC members is part of the governance process</p> <p><u>PR Committee</u> No updates provided and no actions taken</p> <p><u>Services committee</u> No updates provided and no actions taken</p> <p><u>Contracts committee</u> JL updated on contracts committee progress All outstanding applications submitted on time or in progress of submission JL, RA and SH led respectively on 4 responses LK coordinated response and updated contracts grid/log Birstall application in progress Oral hearing for Dean and smedley resulted in non approval of the new contract FHSAU appeals that would be approved previously not being approved necessarily Capita and PCSE</p> <p>CO pay review discussion (CO left the room) Confidential discussion Next steps : LPC members to communicate outcomes and backdate pay increase to match 2016 before next LPC meeting in November</p>	
16.	<p><u>Feedback and next steps from Committee</u></p> <p>SG closed meeting at 5.10pm</p>	

17.	<u>What's gone well? / Dates of next meeting / AOB</u> Next meeting will be held on November 21 st 2016 , at the new Location Holiday Inn Express,	
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LK -21/11/2016 v1

Signed: (Chair)

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Date: