

LEICESTERSHIRE & RUTLAND PHARMACEUTICAL COMMITTEE MEETING

Monday, 11th July 2016

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

Meeting Minutes

Present:	Sejal Gohil (SG) Luvjit Kandula (LK) - Chief Officer Adam Thomas (AT) (Treasurer) Jane Lumb (JL) Liane Hannah (LH)	Altaf Vaiya (AV) Mohammed Ibrahim (MI) Rafica Ahmed (RA) Chris Stredder (CT) Sue Hind (SH) (left at 1pm) Raj vaitha
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CLOSED SESSION

		<u>Action</u>
1.	<u>Apologies for Absence</u> Neena Lakhani (Currently on sabbatical until 19 th July due to personal circumstances) Satyan Kotecha (annual leave) Ami domain – left on 6 th June	
2.	<u>Declaration of Interests and Code of Conduct</u> LH to complete declarations of interest, social media, and expenses policy Reminder of confidentiality to be maintained SG highlighted the need to declare agenda items before the meeting and during the day. SG also highlighted the need to put questions and concerns to herself or appropriate member prior to the LPC meeting when required. AT agreed to support Chair with timekeeping and topic focus SG agreed to focus on key outcomes and action agreement after each discussion item SG highlighted attendance sheet needed to be signed	SG
3.	<u>Tejas Khatau – Leicestershire Partnership Trust lead pharmacist</u> Overview of LPT organisation Nasal Flu vaccine delivery pilot update	LK /SG

CP pilot has been successful overall and plans to recommission CP element this year
75,000 vaccinations offered across LLR within a 3-month period
Service needs to be driven from Schools but non attendees and mop ups a problem in terms of cost and capacity
70% uptake overall in CP vs community clinics
Opening hours after school seem to be the most important
40% of all vaccines were delivered in the Christmas period
Good quality feedback from patients provided and they would retake the
Issues arising

- a) **Funding of the service to be increased**
- b) **Communication Process to be improved**

Possible use an online process

Needs to be improved

Engagement and overall turnaround very positive

SG requested info for next steps

Mid-august to plan administration and service for rollout including the SLA and paperwork

Increasing number of pharmacists – relies on adequate supplies of vaccination and maintain current levels of payment and make it viable for pharmacies

Struggled to recruit in Melton Mowbray and Hinckley last year and needs cover for that this year.

Fee will be agreed at a higher price and TK will contact SG/LK. Fee was based last year on 3.50 and this year likely to be in the region of £5.50 this year.

TK highlighted the need to Commit to nhs.net email address this year to develop an electronic format of sending information

The faxing process has identified problems during the pilot

Patients wanted to come and pharmacies not having received the paperwork and chased the patients (which had varying outcomes)

Pilot started mid October and started late and this year we hope uptake will improve this year as result of familiarity with the process.

LPT team supported the vaccination supplies in Pharmacy

MI asked the question about unsure patients and how to support them and account for the time taken during the process. The patients asked for more information and TK provided assurance around payment processes and provision of information to.

Potential for CP to extend the services to provide other mop up services.

LPT are experiencing different challenges and restructures and the potential for growth would be increased.

LPT Next steps

Review of SLA in process

TK highlighted that the service cannot be advertised as it is referral based service, fee payment revision is underway

process of recruitment for the new year confirmed

	<p>JL highlighted that Fluenz is offered privately and therefore highlighted a conflict of interest despite the age group to ensure it is to referral in to the service</p> <p>NHSE also expressed concerns about the pilot as they want this primarily to remain a school based service</p> <p>AV raised the issue of demand at the Pharmacy directly rather than a referral. The cohort will grow. This will be reviewed on a case by case basis</p> <p>LK asked how will the new service providers be decided – existing service providers will be re-requested to join and gap analysis of health needs will determine further recruitment</p> <p><u>LPC Member “Check-in”</u></p> <p>Welcome to the meeting LH to sign a confidentiality agreement No additional declarations of interest</p>	
4.	<p><u>Approval of Minutes May 2016</u></p> <p><u>Approval of minutes</u></p> <p>Proposed by Raj Proposed by MI</p> <p>Remove line 120 million on p.5</p> <p>SG discussed the Devon LPC minute taking with brief minutes and action points on the summary.</p> <p>Action: Send Devon LPC minutes to look at information capturing and action points.</p> <p>Action: JL to provide clarity on date on destroying previous records</p> <p>Action Completed: SG contacted Contracts subcommittee grid – contact for Alison in Nott’s LPC to provide guidance on best practice if needed</p> <p>Action: LK to resubmit action log to members as did not update with May’s actions</p>	SG/LK

5.	<p><u>Vision leadership output day – 6th June</u></p> <p>Summary and recap of the half-day session for further development</p> <p>Team values agreed by LPC members are as follows;</p> <p>Leadership Integrity Achievement Influence others Accountability and responsibility</p> <p><u>Team Values definitions</u></p> <p>Confirmed LK to write up and communicate the agrees values Communication styles and learning summary</p> <p><u>Summary of agreed Team Values</u></p> <p><u>1.Leadership</u></p> <p>A visionary committee that leads by example to motivate and Inspire</p> <p><u>2.Accountability</u></p> <p>Taking responsibility for what we do and be answerable for both actions and resources both collectively and individually</p> <p><u>3.Integrity</u></p> <p>Exhibiting Open and honest behaviour whilst Cultivating self-awareness and moral courage</p> <p><u>4.Achievement</u></p> <p>Translation of our efforts into agreed tangible outcomes</p> <p><u>Treasurers Report Budget</u></p> <p>AT – healthy balance Credit Card for CO for sundries in process of approval Standing orders for Public indemnity Insurance to be reviewed in July 3K is in the main account from NHSE. HLP funds in a separate account</p> <p><u>Meeting with the MP in the house of commons</u></p> <p>Attended by Adam Thomas on request of CO Good turnout MP's present from all parties Overwhelming support for the Community Pharmacy</p>	SG /AT/LK
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Andrew Bridgen – “see pharmacy to be a gateway for savings for the NHS”
Over 100 independent cards in the constituency were sent
LK updated committee on letter received from Alistair Burt via Jonathan Ashworth MP
Labour South Discussion with the committee regarding Alistair Burt
Keith Vaz supported HBa1C pilot. LK obtained funding and CP role and funding cuts
have been raised in parliamentary debate and role of CP promoted via the APPG group
for diabetes by LK and Keith Vaz

Action Contact Conservative backbenchers to demand a risk impact analysis

Action : Contractors to plan for the uncertainty and the upcoming changes.

Contractors to be requested to continue engagement with LPC

Budget and admin Role and support for CO £400 month
LH raised question of accountability lines for clarity
SG highlighted that the outcomes of a similar model to be employed

LK highlighted a proposition for service improvement manager candidate who could
support contractor engagement and administration for half day slots for two days a
month which would be more valuable support and delivery of outputs
Extensive discussion took place and LPC committee decided that admin support is more
important. LK highlighted that she is aware of the actual hours needed to support
admin tasks which may not be the best use of contractor funds
LPC highlighted the need for day to day support.

LK highlighted the need to hire someone with the right knowledge of Pharmacy and IT
skills. The hours and pay would only be suitable for certain calibre of candidate and
more time was spent upskilling the individual on Pharmacy specific complications

Low remuneration rate may only attract less suitable candidates who do not
understand pharmacy. This needs to be addressed and prevented

LPC agreed Admin Support and contractor support functions to be separated.

LPC agreed that a member of the LPC could take minutes next month to support CO and
hire a separate minute taker and write up to separate functions.

AT has identified a budget on the basis of non-attendance for next month

SG proposed a vote re : recruitment for administrator;

All LPC members voted in favour of the proposition. Recruit and review the process;

Recruit an administrator within a few weeks and reducing workload for the CO @15
hours month

Budget -£400 a month

Actions : JL : Advertise for the right person, correctly written, clarity of expectations
and management.

Action : LH/CS recommended development of a model week or monthly job description

Action : 2 weeks deadline for writing the advert and job specification SG/SL

Action : Review committee to handle the recruitment process

AV proposed indeed.co.uk for use – agreed to consider indeed and explore cost base.

Action : AV/AT to look at cost implications

LPC member engagement

RA highlighted difficulties with the LPC networks in Bedford and following up and proposed contacting own company branches

SH highlighted the issues with capacity and record keeping

RA proposed a script for delivery of standard messages

MI – highlighted that not many contractors know of the LPC

Standard of how many times we call them and an email follow up proposed

CS – what value does this process add to contractors and highlighted capacity and is it the right solution

AV proposed the idea of drop in session for contractors every month every evening after the LPC meeting.

Action : LPC members agreed to support lk with a group of assigned pharmacies should more support be needed by CO to follow up support and contact

Action : 2 LPC members per meeting for a drop in session and add to the newsletter Open Meeting

Priya Chavda – NHSE

NHSE – domiciliary MUR update/Contracts update

Pharmacists applying late in the day for Domiciliary MUR

Application of change of ownership for Brennans

Pharmacy Applications to be processed by Capita One/Primary care support services

. 1st September rollout date.

LK highlighted issue of contracts issue to NHSE in other parts of country. Ben Collins to be contacted intermediary to Primary care support services. Rollout to be confirmed.

Christmas and new year opening hours to be sent this month. 20th September Saturday 24th December – national drive that all need to remain open for this year all core hours need to be made open. 90 days application process for supplementary hours closure. LPC to receive feedback of opening hours in October/November.

Highlighted P2U advertising in GP practices to NHSE being inconsistent -

Flu vaccination SLA and training requested. NHSE is not released yet.

Katty Bailey – Stop Smoking county Updates

PH cuts 1.7 million to £500,000 for Stop smoking provision
31st December end of contract for county and Rutland end date not clear
Quit 51 likely to be served notice September 2017
Reporting issues have been identified. Issues with all reports with Q51
Trying to rebuild the reports and recruited an in-house data quality time to rectify this.
However, contract ending December 2017. This is ad-hoc as its currently a manual process.

JL requested end date for claims and reconciliation issues.
Katty Bailey to look at this process and confirm.

The reconciliation will be done before the end of the contract but details are not provided

JL requested communication plan in advance for this process
Deadline – end of September

Action lk to chase this with SS county

4772 quit dates set – 56% quit rate
74% co validated
Lost to follow up 14% vs 24% nationally
26% came from Pharmacy
8% GP
56% Core community clinic

SS County Next Steps

Pharmacy offering in the future be mindful that poor quality data entry needs to be addressed with contractors
Happy to offer training in the last quarter to support Pharmacy
Confirmed that there is Likely to be a pharmacy offer moving forward despite funding cuts
Refresher training to be advised
JL recommended that Quit 51 provide stop smoking in pregnancy training
JL requested that the figure for stop smoking income losses is clarified by Katty Bailey
Trish Clawson – Rutland lead commissioner
Aaron Bohann – lead commissioner County
Requested statistics to be shared with the LPC for inclusion in the newsletter
JL - 70,000 in the county

Action : LK to obtain formal response to communicate to contractors

Action : lk to request data shared in writing from Katty Bailey

Development of subcommittee work streams for 2016-17 group work

SG highlighted discussion on the subcommittee and clarify the direction of the subcommittee for 2016/17 and the membership of the committee through a 30-minute session at this LPC meeting

SG highlighted the discussion of the reduced involvement of the CO for the subcommittees to develop key work streams

Outcome Required: Subcommittee to decide work streams x 3 for 2016/17 to be reviewed at bimonthly meetings

Core contracts – JL (lead SH), SH, RA

RA highlighted the variability of the work level and the need for reduced day to day running.

One person who owns it and manages the data

The response for the information in the subcommittee

JL to provide response and central team to manage the response

Finance and Governance (RV), AT, SK

Runs well

AT raised that RV cab take the lead

Regularity of meetings are more important

Prevent reactive management and take a more proactive management

12-month plan

Finance and governance policy review to be undertaken

PR and Comms Committee

AV, MI and LH assigned

AV delivered outputs for events and newsletter in 2015-16 with LK

MI was unaware of his assignment to this committee

LH new member assigned

Service Development Committee (SG, SK, NL,)

The committee works well and some outputs have been achieved namely minor ailments bid in 2015 and a draft v1 of domiciliary MUR service

Services offered and impact of offering to be assessed

Match that with NHS priorities

Review Committee (JL, SH and CS)

Action: new lead to be assigned to the committee by SG

Committee working well to date

Feedback and outputs session
Subcommittee Work streams agreed for 2016-17

Finance and Governance Subcommittee

Action points for next month:

Applied for credit card and in place for next month

Remittance advice – issue with remittance slip so every meeting one of these slips with an authorisation number for tracking

Annual review of governance and policy review for 2016/17

Regular meetings every month – discuss any points

Pension policy to be confirmed

Budget analysis and proposition of Plans to spend funds to deliver contractor value

1st week of every month agreed unless there is no requirement

Spare money from missed

1. Budget Control
2. Policy and governance review

PR and media

1. Newsletter focus consolidating the newsletter and Highlighting those in the area of the newsletter from September on a quarterly basis to be led by the PR/Comms committee going forward

2. Twitter account to be reset and feed into the

Service Development Committee

1. Baseline audit of NMS/MUR and flu delivery across
2. Database programmes to be looked at by JL and service development committee to ratify
3. Examine commissioned services to be commissioned and renewal dates
4. Propose yearly schedule of training events on key things – plan of events this would go into the newsletter at the quarter
5. Domiciliary MUR Development and ongoing development
6. TB
7. HLP
8. Meeting dates to be confirmed

Contracts Committee

1. Administration recruitment
2. Tidy up contracts grid and correct the information
3. Email communication is the most structured way

Review Committee

1. CO review completed
2. Outcomes of the meeting – run through the AOB section to look at next steps

AOB

LPC Committee to look at business objectives to decide next steps
Initial discussion to take place between SG and RA to bring back to the full committee and business planning session in September LPC meeting

Action: SG/RA to share the outputs of the meeting with the LPC committee prior to September meeting for ratification and agreement

Organisational Development and efficiency

1. First 20 minutes of each meeting – review plan and reminder
2. SG to review business plan and structure for facilitated session with Sarah Frost with Lilly to consolidate the business

Review of the day

Positives

Subcommittee group review is positive

Recap of leadership

Achieved a lot in the last 12 months and successes and follow it through

Subcommittee working groups effective and positive

Time to debate

Allocate time to real everyday pharmacy topics – helping to plan for the funding cuts and support

Used time productively

Benefits to the leadership day

Outcomes feedback

Learnings

Big 5 problems are discussed and have clear outcomes at the end of the meeting

Check in and value and worth of the guest speaker to keep us informed

Organised ways of working and focus on business plan going forward

Input to the agenda ahead action: 2 weeks before the meeting requested to all LPC members

LPC members to recommend agenda items and speakers for attendance to the exec meeting

AOB

Private minutes: discussion regarding CO review and pay

LK left the room to allow this discussion

Review of Business Plan

Feedback to CO regards to regular review and development of KPI's by committee

LK recommended development of the KPI's in relation to the key strategic objectives agreed at last year's visioning day for LPC committee ratification in light of feedback that some of the objectives are now achieved.

	LK commented that consideration of NHSE priorities, STP plans and other NHS changes need to be fully researched and ratified in light of the landscape that we operate in	
16.	<u>Feedback and next steps from Committee</u> SG closed meeting at 5.10pm	
17.	<u>What's gone well? / Dates of next meeting / AOB</u> Next meeting will be held on September 19 th 2016 , at the new Location Holiday Inn Express,	

LK -18/07/2016 v1

Signed: (Chair)

Name:

Date: