

Executive Officers Report 29 November 2017

Attended 39 meetings as at 23 November 2017 since last report on 27 September 2017. Please note started two day a week PSNC secondment on 16 October 2017. On average this works out at about 4-5 meetings a week. Meetings fell under the following topics and progress was made as outlined.

1. Contractor Support

- Telephone conference with CPPE to discuss events to support contractors as part of the NHS England transformation fund bid that was approved. Not yet taken forward as CPPE reluctant to support unless it fits with their already available products.
- Contractor support visit for quality payments achievement and other issues.

2. East and North Herts CCG

- Catch up meeting with head of Pharmacy and Medicines Optimisation Team to discuss taking forward STP workstream and flu support to Care Homes locally.
- Meeting with co-chair of North Herts locality to discuss the challenges of communicating messages to patients now that EPS has been largely introduced and communicating to patients about buying OTC medicines instead of the pharmacist encouraging patients to attend GP appointments. Also highlighted community pharmacist in GP practices pilot in Herts Valleys and would North Herts consider this.

3. Hertfordshire and West Essex STP

- Meeting with Alison Gilbert, STP Director of Delivery and Partnerships to discuss taking forward community pharmacy proposition and embedding this in other work streams.
- Meeting with Chief Pharmacist and Project Manager (as part of medicines optimisation group) to discuss current STP projects and progress.
- Regular monthly Chief Pharmacist meetings to discuss pharmacy proposition and ensuring visibility at high level within the STP. Has also led to better integration and communication with other chief pharmacists about community pharmacy issues. Developed and submitted final community pharmacy offer in conjunction with Essex LPC. A full update of current STP work streams is included with the paperwork today.
- Prevention CVD scoping teleconference with a particular focus on hypertension and taking part in another bid to the British Heart Foundation (BHF) for funding to pilot locally.
- Prevention teleconference on how to take forward the BHF bid in Hertfordshire and STP in general.
- Community pharmacy workforce meeting to discuss a strategy for how prepare the pharmacy workforce for the future along with recognising and using skills effectively alongside the rest of the workforce.
- Demonstration of PharmOutcomes system for how it works in practice as part of the STP clinical handover project.
- Mobilisation meeting with Lister Hospital as part of the clinical handover STP project. Committee to be updated at item 7.0.

4. Herts Valleys CCG

- Diabetes clinical forum – to input to meeting with all organisations and ensure community pharmacy support is considered and implemented as part of the new diabetes service going forward.

- Meeting with GP locality chair and colleagues in Hertsmere to discuss community pharmacists supporting GP practices as part of winter resilience funding requirements.
- Attendance at urgent care strategy group meeting to discuss how community pharmacy could be involved in development of plans although mainly focused on launching urgent treatment centres as first step.
- Presentation to Watford and Three River GPs about the community pharmacist in GP practices proposal.
- Two meetings with local GP practices and locality officer to prepare for community pharmacist in GP practice proposal.
- Meeting with community pharmacy locality leads and CCG to discuss a diabetes plus service agreed to be piloted in St Albans and Harpenden.

5. Public Health

- Invited to be interviewed as key stakeholder for Public Health's LGA peer review which reflects on their work and makes recommendations for the future.
- PNA subgroup meeting to discuss current draft PNA out for consultation (submission attached as outstanding action in item 6.2)

6. NHS England

- LPN Meeting to discuss ideas for working together across the area. LPN Chair to update at agenda item 10.3.
- Beds, Herts, Luton Local Intelligence Network – sharing patient safety learning on controlled drugs. Reflections on how to support community pharmacies (particularly independents) to report and share learning.

7. Herts Health and Wellbeing Board (HWB)

- PNA steering group meetings to identify outstanding information to support draft
- Telephone conference with Soar Beyond to discuss concerns with draft PNA regarding opening hours etc

8. Carers

Presentation to Carers in Herts Staff, Volunteer and Trustee Day about how community pharmacy can support carers and ideas for future engagement. A number of follow ups identified from this that the Implementation Manager is following up with.

9. Other Meetings

- Teleconference for GP/primary care project group for IBD to input how community pharmacy could support.
- Meeting with Crohn's and Colitis UK and above GP project group lead to discuss potential education/resources for pharmacists on IBD
- PSNC regional meeting update covered pricing and shortage issues; update on national discussions; LPC and PSNC elections; LPC conference; QP and flu; whistleblowing policy.
- Meeting with the wellbeing services team to promote support they can offer to patients particularly around long term conditions support. Agreed to send out letter and take communications materials to pharmacies.
- Attending opening of local pharmacy and also to engage with local MP.
- Chairs and Chief officers meeting (slides available on LPC resources on PSNC)
 - Fragility of system based on volume – push towards de-prescribing and increase to eRD and increase in longer prescription durations. Tried to have

mixed model – big move/push to regional, local commissioning model.
Sector needs to get going with change as need now greater than ever.

- APPG event held on 30 October 17 where a number of areas questioned.
- Minor Ailments Scheme – national promise but decommissioning and patchy – response was we've moved on from that from Minister.
- Pharmacy Integration Fund questioned – listed off a number of things been spent on but massively underspent.
- Murray Review questioned – heading for the shelf as for pharmacy white paper. Not to be addressed formally and already there in five year forward view.
- Pushed on read write access – response was whether necessary.
- Pharmacy has big role to play – pharmacy representation at STP and ACOs – must be involved not banging on the door to get in.
- Access to advice and care – NHS 111 referrals to pharmacy. Why do you need to push through NHS 111?
- Keep well campaign to push patients to pharmacies first but pressed that funding cuts have impacted on responding to patient needs.
- Keen positive Minister and need to keep going.
- Continue to build recognition of community as care support service. However community pharmacy needs to up its game in terms of operating as a care provider service instead of just dispensing medicines without a word.
- PSNC has lodged appeal re judicial review – timescales for hearing appeal will be June 2018.
- Target new MPs – LPCs to help with PQs. Is there template PQs for us to send MPs? Ask Zoe for drafted PQs. Perhaps link with Bim ie new MP – link to 21 November 2017 campaign.
- Brilliant engagement/should be congratulated on political engagement and working with NPA.
- MP visits- positive vs negative. Dependent on audience – new or existing. Forward looking. Zoe slide on key messages.
- Promote resources to pharmacy teams #pharmacywinter Action Day – e-news item.
- Local Councillors engagement – who and how to target. 77 councillors in Herts alone. Included in briefing – who does what. Set out ways to identify target groups.
- Encourages LPC to use nhs.net email addresses for local purposes. Use to ensure pharmacies access.
- Funding streams that could be applied to – look at central resource.
- Health Service Medical Supplies (Costs) Act 2017 – linked to making margins survey – encourages LPCs to respond as issues.
- Regulations review being undertaken - they largely work well but DSP pharmacies used/misused to start local pharmacies and prescription direction remains an issue particularly with introduction of apps
- GDPR applies from 25 May 2018 – similar to DPA but broader definition of personal data. Consent must be some form of clear affirmative action and cannot be inferred by silence. Guidance from NHS England awaited.
- LPC Conference (slides available on LPC resources on PSNC)
 - **Chairs Welcome – Sir Mike Pitt:** Recognises enormous pressures on pharmacy and acutely aware of financial difficulties and that the sector needs further recognition of what they can do in support
 - **Influencing National Politicians – Sir Kevin Barron MP:**

- Passionate about using the value and clinical expertise of community pharmacy – dispensing is not the only activity in community pharmacy and ideally placed to support
- Get control of population health or will bring NHS to its knees and sharper focus of community pharmacy support/network – need to enable, encourage community pharmacy
- Don't invite MPs along to pharmacy visits and moan – identify issues – focus on positive – don't treat as one off event but build relationships.
- Reduce budget but look at future of harnessing potential that is no longer reliant on dispensing fees eg healthy lifestyles
- Government to account for promises in past - need to enliven local and Westminster politicians about the need. Keep dialogue up with local politicians.
- Issue of commissioning – local versus national. Handing it to local government shouldn't mean that it isn't devolved from national ie public health services.
- "I want to ensure that people get the best they can"
- Public health and CCG budgets being squeezed – how can we help reverse this decline
- Competitive environment – got to get rid of professional protectionism
- No national coherent way of doing things
- **Influencing at the Local Level – Linda Bracewell, Lancashire LPN:**
Fostering good relationships, team effort, think more transformatively and should be through the LPN
- **PSNC CEO Update – Sue Sharpe:**
 - JR appeal levy collected £1,111,549 and balance remaining 152,151. No more one off requests for special levies.
 - Presentation of PSNC accounts.
 - Ed Waller has taken on lead and Deborah Jaines moved on.
 - No negotiations for 2018/19 yet and this is not late.
 - Frustrating that if they used community pharmacy network properly could bring about savings to the system
- **Local Commissioning – LPCs sharing good practice:** we were one of the LPCs presenting on good practice and a number of hints and tips outlined. Particular focus on how we can make LPCs fit for purpose and perhaps sharing resources across a regional footprint.
- **Primary Care Home:**
 - Potential significant resource moving to local commissioning ie just dispensing at national level
 - Building on traditional primary care that is based on list based model but not just focused on GPs
 - Size really matters – 30,000 – 50,000 without losing local personalised care – proper population health model
 - We innovate but don't spread...
 - We have PCH in our patch – they doing a great job and at beginning of journey and are engaging with the LPC but they don't know how...
 - Locality commissioning is not the same as primary care home – that is mini CCG commissioning led by providers – challenge as a provider...

- Guidance pack early in 2018
- NHS England Pharmacy Integration event – linked in with Jackie Buxton, NHS England Integration lead to see whether there is any funding to support community pharmacy proposition locally.
- Supporting Implementation Manager with presentation to new health advisors at NHS 111.

10. HR and Office Administration

- Regular meetings with Implementation Manager
- Executive team meeting (item 10.5 refers)

UPDATE FROM THE OFFICE TEAM SINCE SEPTEMBER 2017

The office team consisting of Jeanette, Sara and Sally are the first port of call for all incoming calls and email enquiries. These calls and enquiries can be very varied, some from contractors and others from stakeholders. The office team supports pharmacies with their questions, sending relevant communication.

The following gives an idea of some of the tasks the team have undertaken since the last meeting on 27 September 2017. There are many other "one off" tasks in addition to those outlined below where the team support community pharmacies across Hertfordshire and this does not include day to day dealing of queries.

Implementation Manager

Attended 23 meetings as at 23 November 2017 since last report on 27 September 2017.

In the Executive Officer's absence as part of the two day secondment with PSNC I interact more with contractors and stakeholders and am now the first line contact to deal with issues by answering questions and obtaining information.

On average this works out at about 3 meetings a week. Meetings fell under the following topics and progress was made as outlined.

1. Contractor Support

- Attended five meetings at community pharmacies to support them with meeting RSPH HLP level one accreditation.
- Attended two asthma inhaler events sponsored by GSK which although the number of attendees were small it was a very worthwhile evening. All those who attended all seemed to interact well and were educated in the correct methods of using inhalers to support patients.
- Attended HLP leadership evening event presented by Jasmine Shah from the NPA.
- Attended NUMSAS evening event presented by Helen Musson, HUC and NHS England.
- Distributed posters and leaflets about falls prevention to half of the pharmacies in the Hertsmere locality to encourage community pharmacies to promote and support the locality as part of the work Garry Michaels is involved with. During the visits I spoke with a few of the pharmacies regarding HLP accreditation.

2. Public Health

- Attendance at Smokefree Hertfordshire Tobacco Alliance - Presentations as follows:
 - Liz Fisher around the control plan for England and how/what Hertfordshire has done/is doing.
 - West Herts Hospital Trust and how they have become a no smoking hospital and the journey to make this happen.
 - E-cigarette pilot for mental health patients.
 - Posters in Hertsmere playgrounds to encourage smoke free areas and how this could be rolled out across Hertfordshire.

In each of these presentations the words "make every contact count" were used and this seems a vital piece of work around stop smoking, EHC etc and how pharmacies can be involved. Stop Smoking strategy group resurrected and will meet in December 2017.

3. NHS 111

- Two monthly Integrated Urgent Care stakeholder meetings – topics covered as follows:
 - The query arose regarding symptom groups for the LPC to review before the next meeting. They were very keen to review this before Christmas.
 - Project “pilots” were discussed. 1. Video link for home visits. 2. Training an NHS 111 pharmacist to become a prescriber as part of the Pharmacy Integration Fund and the CCG PMOT had been consulted.
 - The number of pharmacies currently signed up to deliver NUMSAS and how the NUMSAS event on 20/11/2017 should encourage more to sign up.
- Two training presentations to new health advisors (call handlers) at Hertfordshire Urgent Care (HUC) due to discussion about reluctance to choose a community pharmacy on Directory of Service (DOS) as not aware of or trusting of pharmacists to be able to deal with the symptom groups for which they are profiled. The presentation outlined the role of the pharmacist and an insight into community pharmacy training and services. The presentations were very well received and it is likely that we be invited to do these on a regular basis.

4. Voluntary Sector Engagement

- Attended Age UK AGM – Picked up the latest copy of AGE matters and the LPC article on flu vaccinations has been published. Flu articles were also put together for the carers magazine and Dacorum talking newspaper.
- Carers passport - met with Karen Denning from Carers in Herts. We discussed the carers passport and how this can be introduced to pharmacies across Hertfordshire who may want to be involved in this. A discount is given to the carer who has a card to produce to obtain discount in relevant shops/businesses. Currently 49 pharmacies are signed up. Boots have withdrawn. All of the Lloyds and Manor pharmacies are taking part.
- Careline is keen to work with the LPC on new assisted technology and how to ensure patients are taking their correct medication and how the new technology is being developed around this (particularly around prevention). It was queried why EPS was not in all pharmacies and how long the roll out will be across Hertfordshire. They have a list of all addresses for Hertfordshire pharmacies. They are keen on presenting to a future committee meeting about the new technology.

5. Communications

- Attended Grant Shapps MP visit to Johns & Kelynack Pharmacy for flu vaccination and met with pharmacy manager who explained why pharmacies are promoting flu vaccines and who is eligible.
- Attended LPC Conference in Manchester.

6. Other meetings

- Liver Network - second liver network meeting with Rachel Solanki invited to attend as Drugs and Alcohol lead. It was a workshop session with ideas given from the parties who attended. Unsure of how the network group will progress however there were a couple of actions from the meeting to take forward.
- ENHCCG Primary Care Workforce and Education Network PCWEN network – GP Chair spoke of community pharmacy and a trial involving East & North Herts regarding new pharmacists and how to work with them. Helen is involved. Presentation on frailty focusing on the needs of the person and not just dealing with the medical condition. Mainly focused on prevention and education to general practice.

7. HR and Office Administration

- Regular meetings with Executive Officer.
- Regular line manager meetings with Office Coordinator and Administration Assistant. LPC office team meeting to reflect on key areas of work
- Attended social media training course with the rest of the office team. The training elements focused on Facebook, LinkedIn and Twitter and was based around the importance of social media. The office will have a social media plan with responsibilities developed in due course.

Additional work:

- Got the advert onto local radio for flu aired during October and early November.
- Support Helen with newsletter sent out on weekly basis.
- Continue to lead on the maintenance of NUMSAS. This requires checking the national Q code data on a weekly basis and the administration necessary to administer the new pharmacies signed up to deliver the service along with reporting to the Integrated Urgent Care group on a monthly basis.
- Leading on implementation of LPC events policy and calendar. Overseeing all of the events and attendance at them. Discussions around the planning of future events to support community pharmacies in relevant learning areas and where applicable obtaining the support of pharmaceutical companies.
- Line managing and supporting the work of the Office Coordinator and Office Administrator.
- Supporting contractors to that their contractual hours did not match those on NHS choices and outlining how to notify NHS England.
- Contacting all of the Hertfordshire MPs to advise them of pharmacy winter action day, 21 November and inviting them to receive a medicines check-up and briefing at a drop-in event in Parliament.
- Calling contractors (or emailing where unable to get through) to support those identified by PSNC data who may have not met the criteria for NHS mail, NHS choices and the DOS profile updater.

OFFICE COORDINATOR (part time) – Sara Norwood

- Payroll – this includes on a monthly basis collating staff expenses as part of payroll, ensuring authorisation by LPC Treasurer, processing information via Sage and distributing payslips to staff, managing the payment of pensions, HMRC submission and payment
- LPC Accounts – this includes weekly updating of management accounts via Sage, paying and creating all invoices, member expenses and troubleshooting and authorising all finance issues with the LPC Executive Officer and Treasurer
- Managing process of Executive Officer, staff and member expenses
- Invoicing PSNC for Executive Officer secondment including all expenses
- Draft LPC election paperwork and dispatching to contractors
- LPC meeting papers including Q2 budget paper and member reports
- Update PSNC of new committee members
- Supporting Executive Officer with diary management by booking in meetings and confirming availability
- Daily emails/queries/telephone calls
- Writing minutes from LPC meeting
- Updating contractor database
- Contractor updates
- PSNC conference booking
- Social media training booking and attending

- CPPQ – opening each CPPQ questionnaire returned in enveloped, analysing data and completing CPPQ reports and posters, keeping administrative database up to date and querying where contractors have not followed the process appropriately
- Set up stand at diabetes conference
- Printing and collation of papers for LPC events
- Supporting the Executive Officer requests
- Restructuring records system on LPC computer drive
- Collating evaluation summaries

OFFICE ADMINISTRATOR (part time) – Sally Hutcherson

- CPPQ surveys – data entry of every survey submitted by paper onto survey monkey, supporting the office coordinator with keeping administrative database up to date querying where contractors have not followed the process appropriately
- Managing HLP Champion training for community pharmacies - spreadsheet updates, sending new applications to Buttercups and chasing those who have not yet completed their training
- Mailing to contractors requesting their contact details to update details as part of LPC election process and inputting data changes on LPC database
- Sending out the LPC newsletter weekly and uploading to website
- Attending social media training
- Daily emails/queries/telephone calls
- Printing and collation of papers for LPC events
- Checking all NHS choices accounts of contractors to ascertain whether they had updated the relevant pages to meet the quality gateway criteria
- Supporting the Executive Officer requests