

Executive Officers Report 3 June 2018

Attended 67 meetings as at 3 June 2018 since last report on 24 January 2018. Please note on average two days a week are spent at PSNC secondment (Monday and Tuesdays). On average this works out at about 3-4 meetings a week. Meetings fell under the following topics and progress was made as outlined.

NB Please note that the Deputy Executive Officer attended 33 meetings either with or deputising on behalf of the Executive Officer since week commencing 19 February 2018. This is approximately 2 meetings a week. NB the Deputy Executive Officer is employed for 20 hours a week. The majority of these meetings are incorporated in the below update.

1. East and North Herts CCG

- Primary Care Medicine Management Group (PCMMG) meetings. To communicate to pharmacies regarding GP practice incentive scheme to present MCA audit results at next meeting.
- Active signposting event to identify how community pharmacy can support GP practices in managing patient demand.
- Lower Lea Valley Commissioning meeting to hear local projects and how community pharmacy can be involved.
- Presentation to practice managers across CCG regarding implementation of flu vaccinations in preparation for the upcoming season.

2. Hertfordshire and West Essex STP

- Meetings to finalise and input to British Heart Foundation (BHF) hypertension collaborative bid in Stevenage, Watford and Harlow by providers including community pharmacies to deliver blood pressure testing. Awaiting outcomes of bid application.
- Regular meetings with Project Manager (as part of medicines optimisation group) to discuss current STP projects and progress and outstanding actions particularly Electronic Medicines Optimisation Pathway (EMOP), open the bag campaign and community pharmacy proposition.
- Regular monthly Chief Pharmacist meetings to discuss pharmacy proposition, STP workstreams as included in April LPC meeting papers and ensuring visibility at high level within the STP.
- Regular monthly STP prevention meetings to discuss community pharmacy proposal and how community pharmacy can be involved.
- Two EMOP contractor events to outline the implementation of hospital to community pharmacy information transfer from Lister Hospital.
- Regular EMOP steering group meetings to share learning from across the region and agree next steps on local implementation.
- Integrated Care Homes Fund STP application and how community pharmacy can be involved in the future.

3. Herts Valleys CCG

- Meeting with CCG lead, Sarah Hill and training provider, Clarimed, for signposting training for GP practices in Herts Valleys and how community pharmacy can be incorporated.
- Hertsmere Locality Provider Board monthly meetings to discuss contractor support. Agreed to test out "hoarding" model in Hertsmere to support this campaign and agreed by STP medicines optimisation workstream.
- Presentation at St Albans and Harpenden Locality meeting to outline initial outcomes from the community pharmacist in GP practice pilot.

- Meeting with CCG diabetes lead and pharmacy CCG staff to discuss next steps for diabetes pilot in St Albans and Harpenden.
- Presentation to Hertsmere locality meeting of GPs and GP practice staff on STP open the bag project and hoarding project to be piloted in the local area.

4. Public Health

- Pharmacy Development Group Meeting – agreed terms of reference. Concerns expressed regarding recent engagement particularly implementation of the new stop smoking database. Regular meeting to discuss public health issues in detail outside of the LPC open meeting.

5. NHS England

- LPN Meeting to discuss ideas for working together across the area. LPN minutes and actions included on LPC agenda in April 2018. LPC promoted LPN newsletter in weekly e-news. Next LPN meeting on Monday 4 June 2018.
- Flu 2018-19 group planning meetings to prepare key areas of collaborative working during next flu season including how to support GP practices and pharmacies working together.
- Local Intelligence Network (LIN) meeting to discuss controlled drugs and patient safety issues to cascade learning to community pharmacies.
- LPN Chair meeting with NHS England, integration lead, Directory of Services (DOS) lead and HUC pharmacist lead to discuss progress of NUMSAS and identify actions to support the service.

6. Herts Health and Wellbeing Board (HWB)

- Attendance at Hertfordshire HWB to be present for signoff of the Hertfordshire Pharmaceutical Needs Assessment (PNA). LPC Executive Officer invited to make a statement as part of the Board meeting as observer.

7. Locality Meetings (led by Ingrid Cruickshank)

- Locality leads meetings to discuss collaborative working and how to support.
- St Albans and Harpenden locality meeting – shared outcomes from local pilots.
- Lower Lea Valley locality meeting – agreed to work together on implementation of initiative around asthma.
- Hertsmere locality meeting – agreed to identify ways in which all pharmacies can work together and identify champions particularly on implementation of hoarding project.

8. Other Meetings

- Hertfordshire Medicines Management Meetings (HMMC) – high level group to agree decisions on medicines management decisions that influence the Primary Care Medicines Management Group (PCMMG) in East and North Herts CCG and Medicines Optimisation Clinical Leads (MOCL) in Herts Valleys CCG.
- Contractor support meetings for Community Pharmacy Assurance Framework (CPAF) visits to contractors.
- Introductory meeting with new Lloyds Area Manager to agree ways of working in the future.
- Attendance at PSNC meeting for LPC Chief Officers to outline the community pharmacy contract future plans. Presented to the LPC at April 2018 meeting.
- PSNC regional meeting with Bedfordshire, Northamptonshire and Milton Keynes and Essex LPC Chief Officers to update on information.
- National meeting of LPCs – update from Sue Sharpe and incoming Chief Executive, Simon Dukes, update on community pharmacy contractual changes, changes to

- LPC members reimbursement, LPC collaborative working and NHS BSA outline of MUR and NMS Post Payment Verification (PPV) process.
- Contractor “red flag” event to update led by CPPE and local GP.
 - Sigma Pharmaceutical reopening tour following refurbishment.
 - PSNC complying with GDPR webinar – to help inform support to contractors.
 - Implementation of Integrated Urgent Care (IUC) successful bid and provide input from community pharmacy where appropriate.
 - Teleconferences with Hertfordshire Community Trust (HCT) and other stakeholders to discuss new prescribed product labelling for changes to the food and liquid descriptors for modification of food texture and liquid consistency in swallowing difficulties.
 - Meeting with Pfizer to discuss opportunities of collaborative working.
 - Meeting with Hertfordshire Urgent Care (HUC) pharmacist lead and communications lead to discuss how to increase referrals to community pharmacy.
 - Meeting with Mike Harrison, Director of Innovation & Consolidation to discuss potential joint LMC/LPC dinner and ways in which the LMC and LPC can work together in the future.
 - Meeting with Nicky Currie to discuss EPS and electronic Repeat Dispensing issues. Item included as update on LPC open agenda.
 - Meeting with LPC member to support on engagement with volume of LPC information and ways in which to work together in the future.

9. HR and Office Administration

- Induction meetings with Deputy Executive Officer.
- Catch up meetings with Implementation Manager, Deputy Executive Officer and Office Coordinator (particularly around finance updates/queries).
- LPC budget preparation meeting for 2018-19 with LPC Treasurer.
- Executive Office Team Meeting with Chair, Vice Chair and Treasurer to sign off final repeat management statement and agree a way forward on some LPC priorities.

UPDATE FROM THE OFFICE TEAM SINCE 24 JANUARY 2018

UPDATE FROM THE OFFICE TEAM SINCE JANUARY 2018

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 teams support pharmacies with their questions, sending relevant communication.

The following gives an idea of some of the tasks the team have undertaken since the last report in January 2018. 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 with queries.

Implementation Manager (Jeanette Edwards)

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.

I attended 61 meetings as at 31 May 2018 since the last report in January 2018. This works out at about 3-4 meetings a week and these meetings fell under the following topics and progress was made as outlined.

1. Contractor Support

- Attendance at two CPAF visits to observe the NHS England procedures and to enable future support for the pharmacies.
- Support for two contractors interested in becoming a Healthy Living Pharmacy and also keen to offer NUMSAS, stop smoking and EHC.
- Visit to all 17 pharmacies who are participating in the diabetes pilot in St Albans and Harpenden to support them with this, ensure they are all set up on PharmOutcomes and have all of the relevant documents necessary.
- NUMSAS – Conference call with Helen and I together with NHS England, Hertfordshire DOS team to catch-up around the NUMSAS service. Following the meeting I will chase the 100 hour pharmacies to ensure that as many as possible are signed up to offer NUMSAS and will also chase again the pharmacies who have signed up but still haven't responded to the test emails.

2. Public Health

- Tobacco Control Alliance – this is in general a fact finding and presentations meeting. Robin Trevellion of Public Health presented and during this he explained how community pharmacy has been involved in Audit C for alcohol and they discussed alcohol and smoking working together more.
- Hertfordshire Sexual Health Network - an interesting and thought-provoking presentation from Hertfordshire Constabulary on Modern Slavery. The presentation will be available shortly to add to the website to raise awareness of this little talked about crime. They reported that the feedback on the condom wallets has been good and they are planning on removing the C-cards.
- Two Flu meetings - the group mentioned that they are awaiting clarification if pharmacies and GPs have already ordered flu vaccines for 2018 and had to swap the vaccine what was the procedure. Communication between GPs and pharmacies was discussed. It was reported that pharmacies are not telling GPs in advance that they are going into care homes to do vaccinations. For the 2018/19 season one element of training will concentrate on stock and the wastage of flu vaccines. The May flu meeting will be extended by 30

minutes to include time to discuss GP/CP engagement/collaboration. The easy read leaflets to be used by pharmacies for learning disability patients will be finalised and used for the 2018/19 season. A further meeting has been added for April 2018 to commence the planning for 2018/19. Flu data was issued - however there were concerns of how accurate the data is. PharmOutcomes is as yet to be commissioned for the 2018/19 season. GP Practice Managers will be invited to the meetings. Can a pharmacist attend too?

- Attendance at the drugs and alcohol meeting with Rachel.
- Flu planning meeting with Ingrid, NHS England's plan for 2018 (detailed in the flu plan sent 26.03) is to have all vaccinations completed by the end of November! Flu vaccination ordering was discussed and the importance of all CP & GP's having ordered enough. Communications – to have joint communications, ie GP's & CP together in the same communications to give the joined-up thinking – from NHSE. Joint training was discussed too – problems will occur as CP prefer evening and GP's prefer daytimes. At the next meeting (May) all flu data should be available, by area and by GP & CP. Poster for learning disabilities will be sent to us and Bedfordshire to review. Discussions were around the conflict between CP & GP's and the following was planned: -By the second week in May, each of the CCG's to identify some GP's who they feel it would be good to get around the table to discuss the concerns, planning, the way forward.... – These to be forward to the relevant LPC's to identify CP within those areas who would also be good to get around the table. 5 separate meetings will be set up in June (1 for each CCG) – Public Health England to facilitate and to be run as a clinical review & audit. (Herts LPC to advise MK LPC)Herts Valley CCG meeting has been arranged 26.06.2018 and I am currently trying to engage CP to attend.
- Further Flu meeting. The starting of the planning around the winter 2018 season. As mentioned above the group are putting together 5 separate meetings for each of the 5 different CCG's. These meetings will be attended by both GP's and CP to discuss collaborative working for the flu season and will have an external facilitator. The intended outcome is to use these meetings as an initial pilot and is hoped to start to work towards a better relationship and working together.
- Dementia Strategy – Discussed Dementia action week – 21-27 May 2018 – added information to weekly e-news including toolkits. Discussed annual health check for people with dementia – they are unsure if these are still happening as no statistics on them and carers are reporting they are not being done. They were unsure if funding had run out. Could this be something in time that CP could undertake?
- Attended the Public Health meeting with Girish, Helen & Ingrid. The pharmacies who didn't meet the criteria 31.03.2018 can re-apply for public health contracts in July 2018. The same applies to pharmacies who were not signed up to offer the services, they can apply from July 2018 and public health will be notifying all pharmacies of this. Phase 2 pharmacies will be reviewed in October 2018 and those who haven't met the criteria will be removed.
- EMOP – I attended a meeting in Newmarket (the first of regular meetings to be held every 3 months) around the new scheme. The greatest challenges to each area have been around the various IT systems and getting them to configure. Emails have been sent to all CP's in Hertfordshire to advise them that they are automatically signed up to receive EMOP referrals and should they wish to opt out they have to complete a form and return it to us. Currently only one pharmacy has returned their opt out form however there are many more that still haven't responded to the emails that are currently being followed up.

3. Other meetings

- Signpost training - meeting with Helen to understand how Herts Valley CCG are communicating to the GP receptionists and Practice Managers to signpost to community pharmacy.

- Hertfordshire Health Improvement Service – attendance at the meeting for the new database, stop smoking service.
- Support committee - evening meeting.
- Hertfordshire Health & Physical activity working group - presentations around Year of Physical Activity (YOPA) 2018. Links to the website and newsletter will be sent to all pharmacies via the weekly e-news. Each month has a different theme ie. April – older adults month, May – walking month. Signposting to all of the activities will be via hertshelp.
- Attendance at the LPC meeting for the day.
- Dementia Strategy Group – topics included location devices and the technology and ethics around using them.
- “What do carers want from Herts Valley CCG Carers strategy” - reviewing the strategy 2015-18. Morning event with workshops. There were around 30 carers attending. Interaction with carers and the frustrations they have with knowing about the services. During the bus stop session, the queries/comments I received about community pharmacy were changes to medication, weekly and monthly medications and how helpful it is that some of the pharmacies now offer a delivery service of medications. A summary from the meeting will be sent to all of the attendees.
- Primary Care Workforce and Education Network (PCWEN) - the STP primary care workforce plan update will be shared with the LPC.
- Liver group - this was organised by IQIVA and Rachel attended too, being the lead on drugs and alcohol. Although many good ideas were raised the outcome of the meeting came to a very clear line that we need to have the 'right' people around the table who could make decisions and who could support ideas moving forward financially. Helen has a meeting with the pharma company in June 2018 to discuss a proposal he would like to make and following this our continued involvement in the meeting will be made.
- Visit to a local office furniture company to obtain a quotation for new office chairs.
- Support committee - evening meeting.
- Attendance at the LPC meeting for the day, 18.04
- 19.04 – PCWEN - Primary care workforce and education network meeting. The next meeting, Joint STP will combine Herts Valley with E&N Herts for better working together.

4. Communications

- I met with Judith Poulton of Avon LPC/ VirtualOutcomes – they are promoting webinars to LPCs for us to provide online training for all of our contractors and their teams in the comfort of their own pharmacy. To support pharmacy from 2018 they are facilitating an online webinar service that will make available a range of key learning materials for CP to use. These modules will drive the development of the whole team on site allowing all individuals to have access to key messages and will ensure that new standards of excellence are met.
 - Monthly Healthy Living Pharmacy training webinars.
 - All you need to deliver a high standard public health campaign.
 - These will link in with national campaigns or be topical for the time of the year.
 - Making Every Contact Count.
 - Training on how to have difficult conversation.
 - Instigation of interventions with patients in a non-threatening and non-judgemental way.
 - CPAF.
 - Support around contract monitoring.
 - The follow on to the Quality Payment Scheme.
 - It is expected that QPS 2 or another initiative will be launched soon.

- Once released there will be a series of webinars to explain the key points to the pharmacies

Included will also be webinars to share best practice regarding making it work in your pharmacy and the key areas to focus on.

- NHS flu vaccinations.

During the summer there will be a webinar to support pharmacies in maximising flu vaccination season.

Certain modules, for example the Healthy Living Pharmacy modules will contain a final set of questions to assess the delegates understanding of the topic. Successful candidates will be able to print off CPD certificates to add to their HLP portfolio. All webinar materials will be branded with our LPC logo to ensure consistency of branding for our contractors. The costs are £3460.00 including VAT per year. This works out at £14.07 per pharmacy per year (based on 246 pharmacies) and if we collaborated with Beds LPC we can reduce the costs further.

They can also provide us with data, ie. knowing how many pharmacies and staff have accessed the training.

- I met Mark Prisk MP at a pharmacy to discuss the services the pharmacy is offering. The visit came on the back of the pharmacy integration fund email to all MPs. Photo opportunity with a press release sent to the local newspapers.
- Integrated urgent care pharmacists programme with Ingrid. The IUC pharmacist programme is a collaborative approach to the employment of clinical pharmacists into IUC across Herts, Beds & Luton. Funding from Pharmacy integration fund. Training via Derbyshire university. If the new employee is not an independent prescriber then as part of the training must become one. IUC recruiting for 4 people. They will look internally and to CP too.

5. Voluntary Sector Engagement

- Hertswise Steering Group - Age Matters Magazine is currently on hold pending a new launch date. Hertswise is now one year old and they presented how many people with dementia and carers they had accessed during this year and that they had exceeded their targets. A carer presented, he is a film maker with the BBC and is offering to make a film for Hertswise. They will work on the topic to promote Hertswise potentially to the younger generation via social media with the aim of further awareness.
- Young carers conference – included workshops. In particular one of the workshops concentrated on communication and how the young carers are often excluded from conversations with GP's Pharmacies and hospitals but that they are the ones administering medications and supporting the carer and should be included.
- Meeting with Tim Anfilogoff – Integration Lead, (HVCCG) with a discussion around Carers week in June 2018 and how community pharmacy can be involved. A proposal is currently being worked on.
- I attended the Dacorum Carers pilot - To focus attention on the needs of Carers in Dacorum in order to inform the development of a new plan STP Carer Strategy proposed for 2018. In order to build a stronger network of carer leads and key organisations, that are able to identify ways to reduce the negative health impact of caring. To secure Carer involvement. In readiness for the next meeting I have prepared a document around the benefits of community pharmacy to carers. This group is continuing to look at the communications from primary care to carers.

- Met with Lynne Misner, Small acts of Kindness, they distribute gift bags to older people struggling to keep warm in their homes. Some are faced with the almost impossible choice between heating their homes and buying food. Being cold can lead to raised blood pressure resulting in increased risk of strokes and heart attacks. Warm In Winter gift packs contain a blanket, thermal socks, gloves and hat, a mug, hot drinks and soup. We discussed how to communicate the service to CP which will be implemented.

6. NHS 111

- I attended two monthly Integrated Urgent Care stakeholder meetings. Discussions around the numbers now signed up to NUMSAS. Additional reporting requested to split the CCG areas and obtain a guide to how many referrals to NUMSAS other areas in the East are having
- A presented around the benefits of community pharmacy and the services that CP can offer to the new recruits at 111
- I attend the monthly Herts Urgent Care stakeholders meeting
- Discussions included the numbers now signed up to NUMSAS and the NUMSAS report.
- They also had a short presentation by the comms team who are came to meet with Helen and I to discuss communicating the services and support of 111 to the pharmacy teams. Communications meeting with HUC. They presented a report showing how many calls were referred to CP however the SITREP shows that a large proportion of calls are going to the HUC pharmacist and many of these calls could probably be referred to CP. They will obtain a further report with the breakdown of what is going to the HUC pharmacist and the outcomes. We discussed the referrals to the HUC pharmacist and requested further data to see if some of the calls can be referred to CP
- I have two presentations to the new recruits around the benefits of community pharmacy and giving them confidence why to signpost

7. Pharmaceutical companies

- Meeting with Abbott, pharma company regarding adult nutrition and what support they can offer to the LPC now and in the future
- I met with Dipesh and Sebastian of Teva. They are keen on supporting an LPC meeting or training events in 2018.
- Helen and I met with Kerry from Pfizer – part of the discussions were around sessions they can facilitate for clinical improvement

8. 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.

9. Events

- Planning the events, working with Sara to book the venues
- Putting together the flyer and ensuring the communications are sent to all contractors and put into the weekly newsletter.
- Approaching pharma companies for sponsorship
- Ensuring the venues have the correct details.
- Ensuring the agendas, documents and attendance sheets are produced.

- Attendance at the events, 14.03.18/EMOP & 21.03.18/ Red Flag
- Attendance at the events
- 17.04 – MECC/Safeguarding. The event was aimed at the pharmacy team and HLP champions. 31 attendees plus 5 different local organisations in attendance, ie Herts Help, Carers in Herts to make the pharmacies aware of their services.
- 18.04 – St Albans & Harpenden locality meeting. This is the first of the locality meetings to encourage better communication between themselves and information sharing. Evening meeting held in a pub in Standon
- 25.04 – Locality lead meeting – evening meeting in the LPC office
- 14.05 – Lower Lea Valley locality evening meeting
- 24.05 – Support committee evening meeting

Additional work

- Continue to lead on the maintenance of NUMSAS. This requires checking the national Q codes data on a weekly basis and the administration necessary to administer the new pharmacies signed up to deliver the service along with putting a report together for the integrated urgent care group on a monthly basis. Chasing up many pharmacies who although they have signed up for the service had not acknowledged the test emails and this achieve more pharmacies now live with the service. Currently 73 pharmacies.
- Support Helen with the planning and preparation of the weekly newsletter. In Sally's absence entering onto mailchimp and circulating to all contractors and stakeholders on the database.
- Calls to many pharmacies who have not fulfilled their public health contracts for stop smoking and sexual health.
- Calls and emails to the pharmacies signed up to offer Naloxone to ensure they have ordered their packs and understand the claim process.
- Weekly diabetes pilot email to the contractors who are signed up to it to advise them of the progress of the scheme and offer support.
- Communication with one of the pharmacies and AAH regarding delivery problems.
- Planning the AGM date
- Locality lead meetings, these are involving: -
 - Planning the dates
 - Sending a "save the date" email to all within the locality to be aware of the upcoming meeting
 - Sourcing venues, liaison regarding availability/pricing/food and obtaining contracts
 - Sourcing a pharma company to sponsor
 - Putting the agenda together
 - Once the date is fixed, sending a draft agenda to all within the locality, asking for attendances to be confirmed
 - Follow up email to obtain as many people attending as possible
 - Further liaison with the pharma company and venue to finalise details
 - Attending the events
 - Any follow up following the events, outcomes etc...
- CPPQ – input of questionnaires in Sally's absence
- Following the safeguarding/mecc event, chasing non-attendances, sending certificates and website links to all who attended. Emails of thanks to all who stall holders and trainers
- Working on carers week in June, emails to all of the committee to obtain feedback before it is communicated to all pharmacies
- LPC meetings, liaising and securing pharm companies' attendance, ensuring they are invoice for their attendance and chasing any non-payments
- Revalidation, liaison as potential second date to be arranged and obtaining prices to have the existing evening filmed to put onto our website for those who were unable to attend.

OFFICE COORDINATOR (part time) – Sara Norwood

- LPC Elections – prepare paperwork for contractors, collate votes, inform candidates and PSNC of outcome. Prepare governance forms for new members.
- Prepare governance forms for 2018.
- 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
- Preparing the end of year accounts – chase up outstanding payments
- 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
- LPC meeting papers including Q4 budget paper and member reports
- Supporting Executive Officer with diary management by booking in meetings and confirming availability
- Contract applications – inform Executive Officer and Contract Lead of new applications, updates on existing applications and updating the database.
- Daily emails/queries/telephone calls
- Writing minutes from LPC meeting
- Updating contractor database
- Contractor updates
- 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
- CPPQ – input of questionnaires in Sally's absence
- Printing and collation of papers for LPC events
- Supporting Executive Officer requests
- Collating evaluation summaries, adding to the report
- Processing the flipchart work from the recent EMOP events

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.
- 9050 survey forms completed with another 3675 to complete, in total 13725 survey forms will have been processed onto Survey Monkey for CPPQ 2017/18
- Managing HLP Champion training for community pharmacies - spreadsheet updates, sending new applications to Buttercups and chasing those who have not yet completed their training
- Sending out the LPC newsletter weekly and uploading to website
- Daily emails/queries/telephone calls
- Printing and collation of papers for LPC events
- Supporting the Executive Officer/ Implementation Manager/Office Coordinator requests
- PLEASE NOTE SALLY IS CURRENTLY ON SICK LEAVE.