

LEICESTERSHIRE & RUTLAND PHARMACEUTICAL COMMITTEE MEETING

Monday 24 September 2018

Holiday Inn Express, Raw Dykes Road, Filbert Way, Leicester, LE2 7FL

1.00pm to 5.30pm

Present:

Satyan Kotecha SK– Chair
 Adam Thomas (AT) – Treasurer
 Pallavi Dawda (PD)
 Jane Lumb (JL)
 Altaf Vaiya (AV)
 Mohammed Sattar (MS)
 Hasmukh Vyas (HV)
 Irfan Motala (IM)
 Chetan Parmar (CP)
 Ailsa Garner (AG)–Administrator

External Visitors

Garry Myers - PSNC Regional
 Representative
 Ahmed Aboo – Leicester School of
 Pharmacy

CLOSED SESSION

		<u>Action</u>
1.	<p><u>Welcome</u> SK welcomed everyone to the meeting</p> <p><u>Vision Mission and Values</u> SK gave a reminder about the Vision, Mission and Values of LLR LPC.</p> <p><u>Apologies for Absence</u> SK confirmed that apologies had been received from Luvjit Kandula – Chief Officer, Shezad Alimahomed – Vice Chair, Harmanpreet Kler, Rabiya Suleman and Mohammed Bharuchi. SK said Luvjit was currently on sick leave and her priority is to get well, and take the time needed to recover.</p> <p><u>Declarations of interest</u> Forms available for completion at every meeting which are to be circulated for review by members of the committee and amend if required. This practice will ensure that there is no opportunity for criticism in the future. Please ensure completed forms are passed to AG to retain.</p>	

2.	<p><u>Minutes of Meeting held on Tuesday 3 July 2018</u></p> <p>The minutes were read for accuracy and no changes were required. There were no matters arising. SK then asked for agreement of the minutes for the meeting held on Tuesday 3 July 2018; proposed by Mohammed Sattar and seconded by Adam Thomas.</p> <p><u>SK then signed the minutes as a true record.</u></p> <p>HV commented that he had found the attachments sent by email for the meeting very helpful and easy to access. The committee agreed this should continue with the link to dropbox if people preferred to access that way; it was good to receive all on one email for convenience.</p>	
3.	<p><u>Action log updates</u></p> <p>The Action Log was reviewed by SK and updated during the meeting, any actions from today's meeting will be added and then recirculated.</p> <p>HV has booked himself onto the PSNC NHS Regulations Day, CP cannot attend on the dates offered but will book himself on at the earliest time.</p> <p>PD said it would be good for the committee to receive an update following meetings attended either by LK or anyone else to get a greater understanding of what has been discussed. If the LPC knew more about what was discussed, then they might feel able to take a more active role and volunteer to attend meetings. SK agreed and said that anyone who attends should be very well prepared and ensure they have read all the papers in advance and be well versed with the content.</p> <p>At the last meeting SK had asked the committee to register onto SPS; he reiterated that it was a great opportunity to raise issues and get the big-ticket items on the agenda. He reminded everyone to register. This will remain on the actions log as outstanding.</p>	

4.	<p><u>Contractor Engagement</u></p> <p>SK opened this session by asking for updates from the committee about the contractor engagement, either by email or by phone calls. AT said he had more success this time, lots of contractor engagement through calls and not emails. He had also visited a contractor and spent time showing and explaining. AT planned to visit again in a month's time. He had also explained about virtual outcomes – really productive.</p> <p>SK said that engaging with contractors was really a productive way to pick up with contractors who may be struggling.</p> <p>HV suggested that VM should target his visits to contractors who had completed low numbers of MURs to support, VM confirmed that he was currently using the data available to visit those over 100 completed. He had looked at the data (which is not always correct and was targeting his visits).</p> <p>JL mentioned that although she had sent emails, the best response was to telephone calls, pharmacists are reactive as a profession. AV said that he had made calls and often the fear was worse than the reality – one example was the MUR form. VM mentioned the PSNC website as a valuable source of information, contractors should be encouraged to future proof their business, possible mindset change.</p> <p>AV said he had formally raised examples of surgery problems.</p> <p>SK asked if any what's app groups had been set up yet? none have been</p> <p>PD raised an issue about over ordering of Warfarin, SK confirmed the LPC is working with the contractor concerned and support being given.</p> <p><u>Waste Audit Campaign – stop, think, reorder</u></p> <p>SK talked about the work already started on this by AV, and the mock up art work produced, AV said it was important to do something locally. SK suggested that this was to be an item on the November LPC Meeting agenda and suggested a 30 - minute slot.</p> <p>AP 129 -LK/AG to include on agenda as requested</p> <p>HV asked if it was possible to access the savings information? What is the consequence and are there figures?</p> <p>SK said in Coventry there were initially great results and the information had been produced by the CCGs.</p> <p>PD was aware West Leics CCG have done some initial work</p> <p>AP 130 - SK to contact CCG as above for any information and also PSNC.</p> <p>SK then asked for a vote in response to the proposal to use approx. £1000 of LPC resources to fund the waste audit campaign- this was agreed unanimously to go ahead with this campaign, with a list of FAQs prepared and buy in from the CCGs.</p> <p>AP 131 – SK to engage with CCGs and get buy in for LPC to progress waste meds action</p> <p>SK then gave a brief update of the flu meeting he had attended to the meeting, and there were more details in his Chair's report</p>	
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5.	<p><u>Treasurer's Report</u></p> <p>AT has put a summary on dropbox; the main expense was for the AGM; also, still recouping money from NHS Digital for LK expenses. The LPC had agreed to extend LK's secondment to NHS Digital, however this is not continuing at her request and SK will cover this in more detail later in the meeting.</p> <p>There had been 2 overpayments to SK and VM; both had been paid back promptly and AT requested this be minuted.</p> <p>Agreed at previous LPC Meeting for a further levy holiday for contractors- at the Exec Meeting the months were agreed (December and January) this will be announced at the AGM later.</p> <p>There is budget for software changes to allow visibility of LK diary, currently in process of getting quotes. This will mean that LPC Committee have visibility of what is in the Chief Officer's diary going forward. There may also be an opportunity to channel telephone calls.</p> <p>Mandate change forms signed by AV & MB, these are still with the bank, and AT is chasing as a month is excessive.</p> <p>Next big payment due is to PSNC.</p> <p>LK – following review meeting AT has confirmed with JL and SK the percentages and uplift of agreed increase.</p> <p>Accounts will be presented at the AGM later tonight.</p> <p>SK thanked AT for all his hard work as treasurer.</p> <p><u>Survey Monkey</u></p> <p>Currently the LPC is using the account belonging to AV; but as a committee we do not want to be in breach of GDPR. SK proposed that AV should be reimbursed for the months the LPC have used his account, and it can then be set to dormant and closed. This was agreed unanimously.</p> <p>This will be picked up at Exec and a new LPC Survey Monkey account set up.</p>	
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6.	<p><u>Chair's Report</u></p> <p>The New committee has been in place for almost 5 months and I feel people are finding their feet in terms of the workings of the committee, the stakeholders, challenges etc. I have attended a number of meetings on behalf of the committee, with some outputs / actions with hopefully some outcomes to follow.</p> <p>The committee agreed to extend the chief officers secondment, but she has decided not to continue with this and the exec will work with Luvjit to plan her work for the coming year. We have performed Luvjit's annual review and agreed the KPIs that were met and work is in progress to finalise payments, set next year's etc.</p> <p>Meeting with East Leicestershire CCG HOM – Met with Vishal to discuss respiratory project, Boehringer has confirmed funds available. Vishal is keen to work with Community Pharmacy and at our meeting committed that the CCG has no plans focus on branded generics for QUIPP. I have asked if the LPC can be involved in this work from the beginning and how community pharmacy can contribute, Vishal felt this could be raised at the STP Meds Optimisation group where the LPC is invited.</p> <p>I attended the Flu Planning meeting and gave an update to the committee (albeit Whatsapp). Key challenges are the lack of Fluad with some GPs not having any. The flu group have reinforced guidance to GPs to ask them to sign post to CP – I did explain that we were behind the curve a little particularly as some pharmacies are relatively new to flu due to a lack of LES historically. I also offered that the LPC would do a poll of pharmacies asking if they were providing the service and if they had ordered Fluad to ensure GPs referred to the correct pharmacies.</p> <p>I was made to feel very welcome at LMSG and the three HOMs were all keen to see how they could work more closely with us. I managed to engage with a specialist heart failure nurse and also Kristy who are both devising discharge information for patients – they have agreed to encourage patients to speak to their community pharmacist for NMS or MUR – and Kristy has the hospital discharge work continuing working under the STP MO banner. I also reinforced the issue of self-care medicines and how GPs needed to appreciate the different licenses etc, Valproate safety was also discussed, and I highlighted the packs that have been received by CP</p> <p>At exec we have discussed structure and the chairs role and hopefully we will have a chance to shape this at the next LPC</p> <p><u>Confidential Issue update</u> – SK has picked this up as feels it may have contributed in some way to LK's ill health. A date had been proposed for the meeting, and invites sent but this had been cancelled at quite short notice. SK has asked for further suitable dates, but nothing has been heard and the matter is still unresolved. The latest situation is that SK is awaiting a response about another date for the meeting to be held.</p> <p>Actions following Chairs Report</p> <p>AP 132- SK to send out proposal for respiratory project</p> <p>AP 133 – SK to raise query with Flu group the query about patient vaccinated with incorrect vaccine – what action to take.</p>	
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7.	<p><u>LK Review Meeting</u></p> <p>JL gave an update to the committee about the review meeting held on 13 August (postponed from July at LK request) and the KPIs discussed by the Exec and Review committee. The role of Chief Officer is lots of things, it is an influencing role and sometimes difficulty to show outcomes – hence the review committee set and review the KPIs, measure the specifics to show contractors how their money is being spent. JL confirmed that LK had met 80% of the previous years KPIs and they had been set for the coming year with a couple of pieces to add. SK reiterated that VM is in place as Chief Officer Support and therefore LK should be able to focus on her health and leave the committee to deal with the priorities and decide and drive the work at present. AT is offering pastoral support to LK as agreed.</p> <p>Possible phased return to work for LK, but in meantime SK has suggested a curfew on work emails and what’s app; he reminded the meeting there is an audit trail for what’s app, and individuals can be asked to provide message content.</p> <p>This has raised the wider issue of messages sent late in the day and the sender should not always expect a response out of hours.</p> <p>SK suggested the F& G committee prepare a briefing document to include use of what’s app, emails and meeting protocol, with additions to the LPC’s Social Media Policy as required</p> <p>AP 134 – to F&G as above</p> <p>In the meantime, SK asked the committee not to cc LK into work emails while she is away from work, and to be mindful of any business information when what’s app messages are sent. SK reiterated that LK needs the time and space to get herself well and the LPC will support however it can to make this happen.</p> <p>SK suggested the LPC workplan was looked at in more detail at the November Meeting with support from an external person to facilitate. AG said that guests have already been invited and accepted, but time could be made available.</p> <p>AP 135 – LK/AG to include on November agenda</p> <p><u>Chief Officer’s Report - deferred to next meeting in absence of LK</u></p>	
8.	<p><u>LPN Chair Update</u></p> <p>PD’s update included the change of staff at NHSE – vacancies being filled and opportunities for community pharmacy to support transfer of care from hospital to home for patients.</p> <p>DMIRS – very well attended evening, since the portal opened 219 contractors in the East Midlands have signed up, PD confirmed that you don’t need to be a NUMSAS registered pharmacy to deliver DMIRS. Pharmacies already signed up will be involved in testing during October. Sign up sooner rather than later, please</p> <p>At the training event there was discussion about SOPs; not an issue for multiples and PD has one which can be shared with contractors who ask for it. It will need to be sent from the LPC with a caveat “Neither the LPC or NHSE can accept responsibility for the SOPs or their content, they are a template for you to amend as necessary”. PD has already received a couple of requests and asked if the committee would be happy for AG to send out with the caveat as above. This was agreed, and PD will forward any requests to AG to respond to.</p>	

9.	<p><u>Chief Officer Support Report</u></p> <p>VM introduced himself and gave an overview of the workstreams he is currently working on in his role as Chief Officer Support.</p> <p>Currently visiting pharmacies who have completed over 100 MURs, 60% of visits completed but this could be extended to cover the lower numbers. Using these visits to raise awareness of the AF screening project, applicable to all city pharmacies as that is where the highest number of undiagnosed AF patients live. VM has written the service specifications and is aware pharmacies will need to complete an expression of interest. The training event is on 17 October in Leicester and there is an Eventbrite for booking.</p> <p>BBV – VM now funded for half a day a week to support this AP 136 – SK to chase up NHSE funding of Walk in my Shoes project HV agreed to support VM– AP 137 – HV & VM to work together on this.</p> <p>COPD/Asthma business case completed, commissioned service as a top up to an MUR which would allow more to be done. AP138 - SK to chase CCG re COPD/ Asthma AP 139- SK to share contacts & protocols for AF screening with VM</p> <p>Hep C Meeting on Tuesday 25 September– VM attending with SK</p>	
10.	<p><u>PSNC Rag Rating – pre-work for November Meeting</u></p> <p>This will be on the November LPC Meeting agenda, in preparation AG will send out the results of the self- evaluation from 2014/15; please take the time to start to look at this document, and send back to LK/AG by the end of October so the results can be collated in good time for the meeting</p> <p>AP140- AG to send by email – also scan document and file in dropbox</p>	
11.	<p><u>Garry Myers (PSNC Regional Representative)</u></p> <p>Garry gave a confidential briefing to the committee and confirmed that the information can be shared as soon as it is in the public domain later this week. Quality Payments information would be announced at the LPC Conference on Wednesday 26 September and published on PNNC website.</p> <p>Garry will also present to the AGM later and answer any questions raised by contractors.</p>	

12.	<p><u>Preparation for AGM to follow LPC Meeting</u> Food and refreshments available from 6.15pm onwards, feedback forms will be available for contractors to complete on the night <u>Ahmed Aboo – Leicester School of Pharmacy</u> Ahmed thanked the LPC meeting for allowing him to visit this afternoon at short notice and confirmed Neena Lakhani is attending the AGM and will be presenting the results of the waste management audit completed by the DMU Pharmacy students. This was carried out to establish the reason why patients are over ordering unnecessarily. 71 Pharmacies were involved over a 4-week period, with analgesics being the most commonly returned group by quantity. The full report will be published in the new year Ahmed asked if there was a further opportunity for students to work with pharmacies, to increase collaboration. The committee felt that it would be good to look at NSAIDs prescribed without PPI protection. SK said that each committee member had a network of contractors and there should be no difficulty in recruiting pharmacies to take part. Ahmed agreed to provide further information to the LPC to cascade to contractors and then the LPC would seek expressions of interest. <u>Role of the LPC Chair</u> SK agreed at the May 2018 LPC meeting to stay on as chair until September, however as LK was away from work he did not want to leave the committee without a Chair and Chief Officer in place. SK asked the meeting if anyone wished to stand as Chair, no one wished to nominate themselves. SA had mentioned previously that he had thought of stepping into the role, but work commitments meant this was not something he could commit to. The job of chair is a big role, it includes support and management to the chief officer, with many other responsibilities and was not something that he thought could be achieved in two and a half days a week. At the Exec Meeting SA had suggested, with the approval of the committee, to appoint a professional paid chair, as an employee with more time available to do the role. JL led a discussion about this, there are funds available, but person must have capacity, knowledge and strategic leadership required to be Chair of the LPC. SK proposed that he stay on as chair in the interim and look to recruit a 1 day a week Chair with a job description for a defined role. SK agreed to send this proposal to the LPC to consider AP 141 – SK to email out his proposal for future role of LPC Chair. PD said the committee need to step up too, AV said that the LPC should wait until LK is back at work as this would need to be fully discussed and agreed, and its more about the support for LK going forward. IM said that if LK did not wish to return to Chief Officer role full time then we should consider employing someone for remainder of week. The meeting agreed that no further action would be taken in respect of the role of Chair until LK had returned to work and SK had explained the proposal fully.</p>	
	<p>AG will be working from home on Tuesday 25 September until lunchtime and reminded the meeting about her holiday on Monday 1 October and Tuesday 2 October; she will be back in the office on Monday 8 October. Meeting Closed at 6.09 pm</p>	

Date of next meeting is Tuesday 27 November 2018 9.00am to 5.00pm

Signed (Chair)

Name Date

last reviewed LK – 31/1/2017