

LEICESTERSHIRE & RUTLAND PHARMACEUTICAL COMMITTEE MEETING

Monday 23 September 2019

Holiday Inn Express, Raw Dykes Road, Leicester

2.45pm to 5.15pm

Present:	<p>Sue Hind (SH) – Chair Rita Patel (RP) - Chief Officer Altaf Vaiya (AV) – Vice Chair Mohammed Bharuchi (MB) – Treasurer Satyan Kotecha (SK) Shezad Alimahomed (SA) Jane Lumb (JL) David Evans (DE) Gurikbal Singh (GS) Vinay Mistry (VM) – Service Development Lead Ailsa Garner (AG)–Administrator</p>	
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CLOSED SESSION

		<u>Action</u>
1.	<p><u>Welcome</u> SH welcomed everyone to the meeting and introduced Gurikbal Singh to the committee, as this was his first meeting having joined as CCA representative for Lloyds. Gurikbal gave an outline of his career to date and the committee introduced themselves. GS said he was looking forward to working with LLR LPC. SH also introduced and welcomed David Evans as the AiMP representative on the LPC.</p> <p><u>Apologies for Absence</u> Harmanpreet Kler (HK), Meyur Patel (MP), and Hasmukh Vyas (HV) sent their apologies in advance of the meeting</p> <p><u>Declarations of interest</u> Forms available for completion at every meeting which are to be circulated for review by individual members of the committee and amended if required. This practice will ensure that there is no opportunity for criticism in the future. Declarations of interest forms have been uploaded to the LPC website.</p>	

2.	<p><u>Minutes of Meeting held on Tuesday 2 July 2019</u></p> <p>SH asked the committee to read through the minutes and ask for any alteration or amendments. No changes were required for the minutes of the meeting held on Tuesday 2 July; SH then asked for agreement of the minutes for the meeting held on Tuesday 2 July 2019; proposed by JL and seconded by AV.</p> <p>SH signed the minutes as a true record, these will be uploaded to the LPC website by AG.</p> <p><u>Matters Arising</u></p> <p><u>From 2 July 2019 minutes - Optimising Respiratory MURs & NMS</u></p> <p>This had been a great opportunity to work with the CCGs, feedback from the 3 events had been very positive and SH had shared with the committee. It had been hoped to have a mop up event in September, but this had been difficult to arrange, and SH confirmed this would likely happen in the new year. SK suggested that as the full committee had already indicated its support, we should continue to keep this in mind, and further update the committee and contractors when another date was agreed. RP said there was to be another conference call on 30/9/2019, and the committee would be updated afterwards. SH proposed that another event is held, possibly in the New Year, and this was agreed by all the committee, with the suggestion TCAMS could be included as a topic for discussion.</p> <p>JL asked about communications to our contractors, and what progress is being made to ensure we as an LPC are using the correct email addresses. JL also asked whether regular newsletters were being sent out. SH confirmed a summer newsletter had been sent and one was planned for Autumn/Winter 2019. AG had contacted the CCA and AIMP to ensure the database was showing the correct email addresses, a letter had also been included in the AGM packs and replies had been received. AG had also asked NHSE (Mel Burdett) for support and was regularly chasing a response. AP 189 – AG to continue to chase u and ensure master database is updated.</p> <p>The LPC Business plan needs to be updated with the additional workstreams AP 190 SH/RP . A slimmed down version had been provided to all contractors in their AGM packs.</p>	
3.	<p><u>Action log updates</u></p> <p>The Action Log was reviewed and updated with closed actions. AG has ensured the action log is updated with actions taken and new actions from the LPC meetings, are added after each LPC meeting.</p>	

4.	<p><u>Contractor Feedback</u></p> <ul style="list-style-type: none"> • RP spoke about a contractor who had concerns about TCAMS and did not want the responsibility and had contacted her for support and advice. RP said it had been a very productive call, and the contractor was feeling more positive. • RP stressed to the committee that she was very happy for her phone number to be given to contractors and SH was also available to support. • Very positive feedback about MYS • PCN leads – have received interest from a couple of pharmacists locally and these were being collated on a spreadsheet. • Masons 100% compliant on CPCF – well done • SK mentioned an incident of patient direction, whereby a pharmacist working in general practice was diverting patients to his own pharmacy for blood pressure checks and more lately flu jabs. SK has made the lead GP at the practice aware and provided evidence, and the GP may raise with NHSE. The committee felt the LPC should support contractors by providing guidance to practices about direction of scripts, maintaining ethical behaviours and audits. AP 191- SH to formulate letter to send to NHSE • AV mentioned removal of 3rd party ordering in Leicester City CCG 	
5.	<p><u>CCA representative on Contracts Committee</u></p> <p>JL reminded the committee that there needs to be a CCA rep on the contracts committee, for governance. There is one relocation application at present, which requires a response by mid-October. Only JL & HV respond to any applications currently and provide feedback to SH & AG for the LPC response. SA agreed to have a look at the latest application and provide feedback from a CCA standpoint. DE asked if every application is circulated to the whole committee, this process is followed in another LPC he attends, and this ensures any interested parties are not missed out. This is something which could be adopted, and the committee agreed this suggestion should be adopted for future applications. In the meantime, AP 192 – AG to circulate the contracts grid with the papers prior to each meeting.</p> <p>SH has been in touch with PSNC about a distance selling application and has received a response.</p> <p>DE agreed to join the contracts committee and offered to look at the latest application before the AGM and provide comments. The LPC response needs to be sent by 14 October 2019.</p>	
6.	<p><u>Treasurer’s Report</u></p> <p>MB gave a financial overview to the committee and confirmed LLR LPC is in a strong financial position; keeping one levy payment as a buffer. PCN work as discussed earlier in the workshop will cost a lot of money, but there is still the 15K “walk in my shoes” money, and monies in the training budget which has been agreed to use for MUR training, and Virtual Outcomes.</p> <p>Pharmalarm was discussed at a previous LPC meeting as a suggestion to support all contractors and SH agreed to look into the cost of providing, AP 193-SA/RP to look into whether this would be possible for CCAs to use. SA to contact Boots Head Office and RP to check with Well in MP’s absence.</p> <p>MB confirmed all contractors had been sent and emailed a copy of the LPC accounts and these would be presented later at the AGM.</p>	

7.	<p><u>Chair's Report – sent out in advance by email</u></p> <p>Meeting reports on dropbox for the PSNC roadshow, NHSE meeting re TCAM and Roche diagnostics.</p> <p>PSNC roadshow on 15th in Peterborough was very poorly attended with only a handful of LLR contractors, disappointing. The content was interesting and outlined the new contract and some of the finer details. (see report)</p> <p>Had a meeting with Ajay Chauhan who is keen to set up pharmacies in the city with diagnostic check machines that have been bought by the CCGs and not in use. He has sent some ideas about schemes in other areas and happy to circulate these for ideas on how we can persuade the CCGs to send the service towards pharmacy. (report on dropbox)</p> <p>Rita and I had a meeting with Pallavi and Mel at NHSe to discuss TCAM and the PCN (report on dropbox). But also mentioned was the consultation that is going on within NHSe regarding staffing requirements. It seems they are looking at reducing the staffing levels of the contract team. Typical now we have established a good relationship with Mel. The upshot of this is I have contacted the person in charge to put forward our initial concerns as an LPC. I have received a reply and they would welcome further comments. I pointed out the support contractors will need going forward with the new contract etc. I did ask for any comments please from the wider committee so that I could formulate and forward on to make sure our representation is heard. (none arrived)</p> <p>An enquiry was sent to medicines information regarding the prescribing of Potassium products since SlowK has been discontinued. The prescribers should be using licenced products. This was also brought up at the next LMSG meeting in September so that official prescribing guidance will be sent out.</p> <p>The AGM reports and business plan have all been printed and posted. An email has already been sent to the contractors. (thank you Ailsa)</p> <p>We are considering the members appraisals and the best way to deal with them as soon as possible, and I will let you know when we have worked it out. They are now planned for the November meeting.</p> <p>Ailsa, Rita and I (couldn't do it without Ailsa! Thank you) sent out comms to the contractors reminding them about all current issues.</p> <p>Had a query from City CCG regarding MDS supply, been replied to and dealt with. I have had some thoughts about DBS. If we no longer can get free DBS checks for pharmacies through NHSE (I have started enquiries) it actually costs £25 +VAT to register as a DBS checker, could we perhaps offer this as a service to pharmacists in LLR who require a new DBS?</p> <p>WALK IN MY SHOES</p> <p>We still have £15K in the bank account that should be spent on walk in my shoes. Looking for best ways to fulfil this. 1) hold small locality meetings jointly with local practises? 2) provide approx. £90 for each contractor to cover back fill for them to spend a morning for example at the local practice with their practice pharmacist and invite them back to the pharmacy. This could potentially cover a fairly wide proportion of pharmacies? Need to contact Dr Kirk Moore as he attended the January 2019 LPC Meeting and was very keen to work with us.</p>	
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	<p>DE mentioned he had met with his local GP to talk referrals and felt the relationship had improved.</p> <p>Trying to chase up delayed payments from NHSE,will update as soon as I hear back</p> <p>Emailed Gordon at the PSNC with a contract related issue and DSP, will follow up at the conference next week. Have had an update which was shared</p>	
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7.

Chief Officer's Report- circulated in advance

Firstly, thank you all for all your support over the past few months, I am now 5 months into the role and what a busy 5 months it has been – so much change and so many challenges for Community pharmacy to navigate. I am pleased to say over the past 5 months I have begun the process of establishing good working relationships across LLR. Thank you to JL for support with TCAMs.

HR

- I am pleased to say I have been signed off on my probation period – thank you to Jane and Sat for your support and feedback.

LMSG Meeting

- Brexit - Every month the discussions start around the potential impact of Brexit. Whilst there are lots of debates on various issues around Brexit, there is little certainty about what is likely to happen or indeed when.
- Melatonin - Heavy discussions around Melatonin, licence vs non licence. FAQs available on PSNC.
Agreed action- GPs to change to tablet (crush) format for children and where child cannot take tablets then GP to prescribe the branded product.

IM&T Meeting

- Request to encourage patients to download NHS app.
- Request to Community Pharmacy (LPC) to continue to raise profile of plus SCR via patient leaflets and posters. All GP surgeries will be encouraged to put up posters to promote. This will be beneficial when CPCS starts. Comms out to contractors earlier this month.
- Bonus of the IM&T meeting is relationship building – sat next to PCN clinical director Aruna Garcia.

Removal of Third-Party Ordering (City CCG)

- City CCG announced they are eager to support practices makes changes to how repeat prescriptions are ordered across Leic City CCG bringing them in line with ELR CCG and WL CCG.
WL CCG implemented this change with single uniform date however it is anticipated that for Leic CCG it will be a phased implementation, as practices are at different stages of readiness.
The phase out will be purely dependent upon on GP Practices readiness, the phase out will not be CCG led.
Practices will be provided with a support pack (as per WL CCG) which would require GP practices to communicate to local pharmacies of their intended “go-live date”.
EL CCG is supportive of changes as of the 30th September however it is highly unlikely that any practices will go live as of that date.
LPC have requested that the CCG communicate this via a letter to all City pharmacies alongside a supply of leaflets. (not provided for WL/ EL).

In the coming weeks more work needs to be done on this – i.e. constantly chasing CCG to request go live data, encouraging pharmacies to talk to their surgery 1-2-1 to look at how best to implement this change. Using Pharmedata to understand when a surgery goes live where the biggest impact will be and how best to support that pharmacy.

SLAs

- Updated SLAs sent to all pharmacies on 1st July from Turning Point, LPC chasing return of these (36 pharmacies)

Switching

- Highlighted via LPC member some switches coming through without pre warning, MOGG will provide an updated list that I will share as soon as received.

TCAM

- Over the past 4 weeks TCAM referrals are on the up.
- On average we are taking 8/10 TCAM queries – contractors asking for support which we are able to provide however as the numbers increase we will reach out to the LPC members to support us via the allocated pharmacies per committee member route.
- Additionally we have approached Anthony Oxley (thanks to Sat) to support via documentation on upskilling our contractors on outcomes / next steps of TCAM for particular patient groups.
- I have had conversations last week with both Shezad and Meyer from a multiples perspective to ensure all channels are receiving consistent support.
- I would like to say a particular thank you to Jane for her valuable support and hands on feedback on TCAM
- UHL TCAM - Please be mindful that UHL are currently working on their IT system to implement TCAM mid/ end October, understandably there will be a large uptick in referrals and therefore I am knocking on all possible doors to ensure we are part of the implementation process.

MYS/ CPCS

- To date the multiples are doing very well on registering for MYS. Boots, Masons & Lloyds are at 100% compliance.
- So, to aid this in our Independent sector - Vinay has started a piece of work to encourage contractors to register for MYS and understand the importance of this. So far, we have received positive praise on doing so.

W/C	MYS compliance	CPCS compliance
9 th Sept	56%	7.8%
16 th Sept	60%	12.5%

Communication

The exercise described above to drive MYS/CPCS (and other incidents over the past 3 months) has highlighted a real need for an additional line of communication to be implemented, one that will enable us to quickly and efficiently reach all contractors with important information. We appreciate that emails are not always the most effective format, especially with independent contractors. To this effect I wish to propose the following:

Telegram

With regards to communication between the LPC and contractors I have considered a few options and believe the best choice for the LPC would be to explore the use of the platform 'Telegram' in addition to our current communication process of using emails. I believe Telegram would allow the LPC to communicate in a more effective and time-efficient way for numerous reasons;

1. Unlike other platforms such as WhatsApp, Telegram is a professional platform with a reputation of being used for business purposes rather than being used as a social media platform for personal use.
2. Telegram allows members of a group/channel to see the number of members within that group however hides the details of the participants such as names and phone numbers. This provides a level of data protection for contractors should they consent to using the Telegram platform.
3. Telegram is a free service and is available to use on multiple platforms and so is compatible for all devices. Telegram should be an easy platform for our contractors to use and will allow them to receive communications on all devices.
4. Telegram channels/groups allow one-way communication giving the LPC full control of content and information delivered. Having one-way communication also allows the LPC to refine and limit the amount of information broadcasted through the channel so that contractors are not overwhelmed and understand any information communicated through Telegram is of importance.

Multiples - I appreciate this may not be practical or permissible for your teams. Can we discuss this further individually?

Please also note that I have discussed this with PSNC and they have confirmed that this is already in use with other LPCs and is proven to be an effective channel.

RP having given an overview of how the system worked, asked the committee if they would indicate by show of hands if Telegram could be set up as a pilot within the Leicester City Contractors? If successful, it could be used in the whole of LLR to support communications with our contractors.

The committee agreed unanimously to support RP in starting a trial of the system, within Leicester City.

8.

Forthcoming Contractor Events

MB updated the committee about a Lipco event taking place on Wednesday 2 October, about the new contract and suggested the LPC could work together to ensure contractors were updated with as much information as possible. At present the event is for Lipco members only and the venue is quite small. MB said that he felt if the LPC wanted to support this event and work collaboratively, a larger venue could be used, and more contractors could attend. A vote was taken to establish whether the LPC wanted to collaborate at this event? This was agreed unanimously.

JL asked how the contractors would be advised about the event? For speed an email will be sent to all contractors and Eventbrite set up to record attendance. Time is short to arrange but SH/SK and RP will work together to ensure the communications to contractors is engaging.

SK updated the meeting about the DOAC Pharmacy Educational meeting on Wednesday 30th October 2019 at the Peepul Centre, support will be required from the LPC to promote to contractors but there will be no cost to the LPC as the event is fully funded. The agenda and promotional flyer will be circulated to all contractors, and support with an Eventbrite invitation to monitor attendance. Dr Yassir Javaid will be speaking at the event. Please support within your networks.

New Contract discussion

Multiples – support for new contract is not required, all CCA covered and their head offices will provide support, back fill will be paid to committee members to provide support. SA suggested it would be easier for the CCA to go to one regional manager or area manager and he offered to work with GS to ensure all communication was shared. He asked for a list of all CCA within LLR and AG agreed to email this by end of Tuesday (24 September).

DE agreed to pick up AiMP members within LLR.

MB confirmed there was budget available for SH and VM to work 1 day a week extra during the month of October (a maximum of 10 days total) and the committee voted to accept the proposal that LPC resource should be used to support contractors. AV asked that the data being used by VM currently is shared so targeted support can be provided to independent contractors. It was also agreed by the committee that if RP needed additional support, the LPC should fund this and the treasurer and one other exec committee member has the autonomy to agree this use of LPC funds.

RP said there needs to be a task and finish group set up to capture and assign workstreams and this will be discussed next.

9.	<p><u>Task and Finish Group</u></p> <p>SH offered to lead and shape the project with support from RP, SK, VM, DE and AG using their skills and capability, and the committee agreed. SH committed the mapping of the PCNs to contractors using information from NHSE would be completed next week with AG. AP 194 – SH/AG to complete mapping. SK said it was important to sit down and work out how the landscape looks and map out where we are today and put milestones in place, and therefore some of this work will have to be done by him. It is imperative that when the LPC go to the meeting in December we can showcase the work we have done. Administration support will be vital to the project and AG has agreed to support when required. SK asked the committee to vote on a proposal to use his expertise that of DE, SH, RP, VM, AG what needs to be done and produce a proposal, using half a day. The committee agreed unanimously with this proposal and to start the ball rolling RP to coordinate a time and date to meet. In the meantime, SK will start to look at the work required.</p> <p>The next LPC meeting is due to be held on 26 November, and the meeting felt this should be brought forward possibly to 5 November in view of the PCN work required, and the timescales. Venues for the November meeting were discussed and at present we will use the current venue.</p> <p><u>PCN workshop</u></p> <p>The notes from the earlier workshop will be typed up and circulated.</p>	
10.	<p><u>AGM</u></p> <p>SH told the meeting that due to a misunderstanding of new guidance for the CCA's, we have omitted to send out the LPC accounts and bulk postal vote form for our AGM to the head office for each CCA. Each branch had all the information by email and in hard copy 30 days before the event as per the constitution. As soon as we were made aware the letters were drafted on 20 September by AG and emailed the same day with a copy of the accounts, and treasurers report. We have kept the new guidance for next year's AGM.</p>	
11.	<p><u>AOB</u></p> <p>No items of any other business were raised</p>	
12	<p><u>Review of Meeting</u></p> <ul style="list-style-type: none"> • Felt a long day • Lots to think about with PCN work ahead • Lipco event – useful collaboration 	
	<p>Meeting closed at 4.56pm</p>	

**Date of next meeting is Tuesday 26 November 2019 – amended and agreed in meeting to bring forward to Tuesday 5 November 2019
LPC member reviews will take place prior to this meeting**

Location and timings to be agreed

Signed (Chair)

Name

Date.....