

## LEICESTERSHIRE & RUTLAND PHARMACEUTICAL COMMITTEE MEETING

Monday 8 June 2020

Zoom call due to COVID-19 Meeting restrictions

09.00am to 11.00am

<b>Present:</b>	<p>Rita Patel (RP) - Chief Officer          Altaf Vaiya (AV) – Vice Chair          Mohammed Bharuchi (MB) – Treasurer          Satyan Kotecha (SK)          Shezad Alimahomed (SA)          Jane Lumb (JL)          Meyur Patel (MP)          Gurikbal Singh (GS)          David Evans (DE)          Clare Kerr (CK)          Hasmukh Vyas (HV)          Vinay Mistry (VM) – Service Development Lead          Ailsa Garner (AG)–Administrator</p>	
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### CLOSED SESSION

1.	<p><u>Welcome</u>          AV welcomed everyone to the meeting</p> <p><u>Reminder of LLR LPC Vision, Mission and Values to the committee</u></p> <p><u>Apologies for Absence</u> – none were received</p> <p><u>Declarations of interest</u></p> <p>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 were sent by email in advance of this meeting to all committee members, forms to be completed and returned to AG if information needs updating by Monday 15 June 2020.</p>	<b>Action</b>
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2.	<p><u>Minutes of meeting held on Monday 3 February 2020 amendments made as below</u></p> <ul style="list-style-type: none"> <li>• Removal of “dril” in the welcome</li> </ul> <p>With the above change made, AV then asked for agreement of the minutes for the meeting held on Monday 3 February 2020; proposed by MB and seconded by SK .</p> <p>AV signed the minutes as a true record, as vice chair; these will be uploaded to the LPC website</p> <p><u>Matters Arising – no matters arising all covered as agenda items</u></p> <p>RP suggested there should be minor amendments to the agenda so that there was sufficient time to cover all items- the committee agreed</p>	
3.	<p><b><u>Treasurer’s Report</u> - report circulated in advance of meeting</b></p> <p>MB gave an update to the committee about the financial situation of LLR LPC and the account balances. In particular, he highlighted the following</p> <ul style="list-style-type: none"> <li>• Received funding for Pharmalarm of £2808.00 which was previously covered by us from the training account. Rita will provide more detail of this later in the meeting.</li> <li>• Sharman-Fielding have been instructed to complete accounts. Awaiting finalised accounts, delays due to COVID.</li> <li>• All invoices are paid to date.</li> <li>• Account in a healthy state currently.</li> </ul> <p>Overall, financially we have had a stable year. Future cash flow planning will be dependent on the findings of the PSNC review published later this month.</p> <p>My thanks to Rita, Ailsa and Vinay for the immense support they have given to us all and our contractors during the challenges and difficulties we have all faced with COVID.</p> <p>Future planning is tricky as we are still waiting for the review to be completed.</p> <p>The treasurer then answered questions raised by the committee about the LPC finances, JL asked whether there might be an impact once the review report and recommendations is published.</p> <p>SK agreed it was difficult to pre-empt what the review might contain, there are many LPCs around the country and each one has a different financial status; he suggested we carry on as we are for the next couple of weeks and wait for the report to be available as it could be that there may be a proposed change of structure and that may mean we need to spend money to support any changes.</p> <p>CK said that as the timelines were now available for the review it was best to wait until it had been made available to the LPC.</p> <p>AV commented that he hoped COVID-19 activity had been taken into account as there had been a lot more engagement.</p> <p>CK replied that she thought this would have been considered, but all will be clearer very soon.</p>	

4.

**Service Development Lead - Update sent out in advance of meeting by email**

**Pre COVID – CPCS Readiness for LLRLPC & PQS**

MYS – Data via NHS England

- Started – 55% (09/09/2019)
- Finished 96% as of 15/11
- Update - 09/12/2019
- 20 contractors failed gateway
- Overturned 17/20 = 85%

CPCS Data via NHS England

- Started – 24% (09/09/2019)
- Finished – 98% (03/02/2020)
- 4 Contractors not registered
- Data via NHS England – gateway criteria and DoS
- Started 52% as of 14/11/2019
- Finished 97% as of 03/02/2020

New Contract Key deadlines to meet before the service goes live.

MYS registration no later than 15th October

CPCS registration by 29th Oct 2019

LLRLPC deadline 29th October for CPCS – service goes live 29th October

Read service spec.

Self assessment for the team

Sign post training CPPE/ VO

PQS deadlines

Gateway criteria

Audits .

Data source CPCS Reg: 29/11/2019 –email date same .

Total . = 232

Minus Multiples = 58

Minus DSP = 12

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Total indep = 162

	<p>Non reg = 4----- ----- 158 / 162 = 98%</p> <p><b>SCR</b> - resolved 20 log in issues before submission starts.  <b>Pharmalarm</b>-business case approved for 60, delivered and implemented, with funding for another 40 to be implemented.  <b>CPPE</b> – training places (24) increased with CO intervention to 50.  <b>Lipco Collaboration</b> - Last minute LIPCO collaboration meeting – Re-new contract before LPC – 14 attendees, after LPC involvement 75 attended.</p>	
5.	<p><b><u>Chief Officer’s Report – sent out in advance by email</u></b></p> <p>RP explained that the presentation sent in advance of the meeting had captured both her workstreams and those of VM. There was more information to share with the committee, however it was important to start with the changes to working by the office team in response to the instruction to work from home wherever possible. There had been a lot of effort over the last few months to support contractors.</p> <p>The LPC office team had to reorganise themselves so work could continue at home – both RP and AG have LPC laptops and VM kindly agreed to use his own laptop (this will need to be discussed at a future Exec Meeting). In addition to support the need to send comms to contractors all week, AG offered to be flexible with her hours and work to cover the week and need to send comms out. This may also be something the Exec needs to consider at a future meeting if they wish to continue with this arrangement. RP said she wanted to thank both VM and AG for their flexibility.</p> <p>RP said she also wanted to highlight that LLR LPC Office resource was much lower than that of other LPCs and this was something to be mindful of. The website had been updated to have a dedicated section on COVID-19; daily calls and messages, and urgent actions are assigned in the team to ensure dealt with in a timely way.</p> <p>The LLR LPC newsletter was being sent out on amore regular basis, and in response to feedback we made a change to the format of the comms to make them much more easy to see and clearer information has been given to contractors with key dates.</p> <p>AG has created a comms log to record all comms sent to contractors from 9 March 2020 onwards – 65 COVID-19 related comms sent out from 9 March to June.</p> <p>To support and reiterate the email comms VM has set up a local what’s app group to reiterate the messages.</p> <p>It is important to speak to our contractors about the comm sent out and how they want to receive them. So, in summary over the last 3 months the office team has sent more emails, answered and made more call to support contractors.</p>	

6.

**Independent PSNC/LPC pharmacy review – Update and key dates**

CK confirmed the timeline for the publication of the findings of the independent review into community pharmacy contractor support and representation, Professor David Wright, has announced that he will publish his report before the summer – on **Friday 19th June**.

PSNC and LPCs will receive the report two days earlier – on **Wednesday 17th June** – to allow them time to consider any media responses that they want to give to the report.

Following publication of the report, there are a number of actions for LPCs to take:

- LPCs will be encouraged to meet shortly after the 19th June to discuss the report and its recommendations
- LPCs will have until **COP Friday 3rd July** to submit initial questions about the report to Professor Wright. These should be sent as one list, as agreed by the LPC.
- LPCs will be asked to have **up to two attendees each** at a Digital Meeting to be held on the morning of **Wednesday 8th July**

At the digital event on July 8th, Professor Wright will talk through his recommendations, explaining why he made them and addressing the questions submitted by PSNC and LPCs. In addition, Professor Wright will hold a webinar for contractors to hear and ask questions about the review on **Monday 29th June**.

RP said it was for the committee to agree the next steps and future meeting dates needed to be planned. CK said that the previous meeting in February had been very productive and suggested the whole committee should run a similar exercise to look at the report. SK suggested the committee should have time to consider the report and suggested a meeting in the morning on 22 June (2 hours) to draw out thoughts and questions, and he was happy to support the debate.

AV asked if anyone could help RP and lead this within the committee.

SK confirmed he had offered to lead and had the capacity to support RP.

CK suggested another meeting should be held after 8 July – RP & AG will look at the diary and suggest a suitable date.

AV asked the committee if they had further comments to make.

JL said time was needed to read the report and it was a good idea for SK to lead.

RP confirmed there would be a 2-hour virtual meeting on Monday 22 June at 8am dedicated to the review, prior to this date RP and SK would circulate thoughts and questions. If anyone cannot attend they could submit by email.

A decision would be made on 22 June as to whether another meeting was needed before our questions are submitted by 3 July.

The committee agreed RP and SK should attend the virtual meeting on 8 July.

7.	<p><b><u>Discussion to agree next steps for vacant chair position</u></b></p> <p>RP said it was important for the committee to agree the next steps following Sue's departure on 3 February 2020 and asked what they would want now so that it could be minuted. The committee need to agree whether to employ a chair, leave as things are for now until review published or hold elections.</p> <p>RP reminded the committee that her contract is for 3 days a week and she would like to revert to that arrangement, as working additional days could not be sustained.</p> <p>AV said he had taken on additional work as vice chair to support RP after Sue's departure. SK said that in right of the review he proposed that the committee should wait, as it is likely the review will inform our structure. It should be an agenda item for the meeting after July to make sure the committee have given it full consideration. The bigger question was how to get the best out of the committee, if the committee agreed there could be elections from July 2020 with the post holders remaining until April 2022.</p> <p>JL said that in the current situation it would be inappropriate to employ a chair, however it had highlighted there was gaps in communication from the executive committee. Elections should have been held in April 2020 – the committee had not been updated by the exec to say delayed or deferred, and not to mention is remiss.</p>	
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7a.	<p><b><u>Comms discussion followed from the above summarised below</u></b></p> <p>AV agreed a meeting should have taken place earlier, but this was unprecedented times; the Exec had discussed the chair vacancy in addition to the lack of contracts for VM &amp; RP. It was clear the committee were not aware of these discussions and communication should be improved.</p> <p>MP said as a new member of the Exec committee, he needs more clarity about what they should be doing, was there a calendar with key dates which would help? It was a fine balance with comms as too much was as bad as too little- however this was not a criticism.</p> <p>VM said it feels the planning work and how the committee plans for workload is very reactive and should be more proactive.</p> <p>SK shared that he felt there are statutory functions of the LPC which the chair should lead, and there is a leadership function, with the lines blurred between the two. Clearly there are things which should happen, transparency and keeping the committee updated are key. Leadership is different to the governance of a committee. SK also asked if there should be a mechanism to comment on the Exec minutes?</p> <p>AV said he thought the committee was not seeing everything in one place suggested Monday.com or similar applications will help us be more transparent but will also better manage our tasks and the wider committee.</p> <p>DE commented that there should have been a communication to the committee which summarised the discussion around the chair position and agreed a plan for the future not least as our contractors as part of an open culture.</p> <p>SA said it was important not to beat ourselves up and not to dwell too much on this.</p> <p>CK agreed and said that one thing to consider was to hold more frequent meetings for a shorter time so the committee were updated regularly.</p>	
	<p>RP summarised the discussion as below:-</p> <ul style="list-style-type: none"> <li>• Communication on what we are doing is not as clear as what we have done</li> <li>• Mindful of the impact of COVID-19 on current workload</li> <li>• RP - Thank you to all who have responded to my requests for help</li> <li>• Chair position will be added as an agenda item for next LPC Meeting</li> <li>• The election process will be looked at for the committees, and an agenda item</li> <li>• Need to have a subgroup who are knowledgeable about governance and will own it and inform us what we need to do.</li> <li>• All comments are useful, an should be considered as this and not criticism</li> <li>• RP and Exec Committee will communicate more often on what we are doing.</li> <li>• A planning meeting is required to ensure all actions are captured</li> </ul>	

8.

**Domestic Abuse & Pharmacy -update on implementation**

SA gave an update to the committee, from 1 May 2020, victims of domestic abuse will be able to access safe spaces at Boots pharmacy consultation rooms across the country, where they can contact specialist domestic abuse services for support and advice. The scheme is in response to the desperate situation facing many victims who are isolating with perpetrators during lockdown. SA said Boots hope that by making their consultation rooms safe spaces, they can help people find the support they need at this difficult time, when many other options are temporarily unavailable. This is something Boots pharmacy teams feel very passionately about.

SA then shared 2 examples where safe spaces had been used in Coventry, after staff had noticed something was awry and took action to ensure the victim was safe. He said it was the right thing to do to look out for vulnerable people, and he hoped pharmacies would step into this space.

RP thanked SA for the update and asked the committee if they felt it should be rolled out across LLR- a suggestion had come to her from Richard Chaman GPhC Inspector. RP asked how east it would be to implement if the committee agreed to go ahead.

HV asked was it a request from Richard personally or on behalf of GPhC?

RP replied that he had approached her as chief officer to ask if this could be implemented and what was the committee's feeling.

AV said that there was increased domestic violence within shared housing presently, as homeless people had been moved into accommodation.

SK said that what Boots had done was amazing, it's what pharmacy does day in and day out, however he voiced his concern that something could be created in the pharmacy space and vulnerable people could become reliant on pharmacy especially as GPs were not seeing patients at present. In summary, he felt it was an additional pressure.

JL said she had received a lot of information and had this available in the consultation rooms.

RP suggested she prepare a comms for contractors with support from SA which would signpost resources available and materials to advertise and it would then be the choice of individual contractors.

The committee agreed this was the correct approach.

9.

**HR & Recruitment Committee update**

Contracts

GS updated the committee and confirmed the contract for VM had been completed and he hoped RP's contract would be completed soon. He apologised that it had taken so long, due to his workload.

AV said the whole team had worked very hard and there would be an appraisal with RP and KPIs set, very soon.

Reviews for Office team

GS said the 1<sup>st</sup> review would be with RP and then reviews will be done with VM and AG – thank you for your patience.

GP-CPCS Pilot

VM will be leading on behalf of the LPC on the GP-CPCS Pilot – the purpose of which is to reduce the burden on General Practice by referring patients requiring advice and treatment for certain low acuity conditions from a GP practice to a community pharmacist. 1 day a week resource secured.

Role of the LPC

To implement the GP-CPCS service across the MH and Bosworth PCN geography  
To engage and work with all stakeholders; Midlands NHSE&I team, Market Harborough GP Practice, NHSE&I, PhiF & Evaluation team, NHSBSA & all 5 community pharmacies

KPIs

Once the KPIs had been agreed these would be communicated to the committee. SK reminded the committee that this was an extraordinary time, and everyone had stepped up to work extra with no gripes to complete work that had not been planned for.

AV suggested the KPIs should be set with COVID-19 as an additional workstream.

AG thanked the committee for their support during the period her husband was unwell; this had been appreciated, especially RP who had offered prayers and support to them both and this was ongoing.

10.	<p><u>Current workstreams – COVID -19 activity</u></p> <p>Implemented LLR LPC initiative – COVID 110 Posters for independents/multiples  Facilitated and organised Emergency PPE supply via Military for independents/multiples – 20 pharmacies have used this service.  Supported &amp; clarified new SOP opening hours with GP surgeries and contractors – thank you to JL for her support.  Sourced and agreed local British Red Cross volunteer delivery service – 34 pharmacies have accessed this and are delighted with support given.  LPC sourced free visors for all the contractors  Collaborated with Leicestershire Fire &amp; Rescue for emergency delivery in 2-4hour window</p> <p>Drove Pharmacy budding via PCN across the patch with 95% uptake  Facilitated care home access to PPE – e.g. Yakub’s  Supported and owned the local testing process - (Thank you to AG who offered to own this piece of work and support contractors)</p> <p>Care home support to CCGs/NHSE  Gained agreement from Turning point to fund contractors for loss of income  LDC – Local Dental Committee – designed Flow .Now adopted as National template.</p> <p>Risk Management – facilitated collaboration between pharmacies to agree opening hours – e.g. Medicare</p> <p>Contractor query log introduced to ensure we had a mechanism to record queries</p> <p>Palliative care and EOL drugs</p> <p>LPC status elevated – invited to key groups via virtual meetings which have continued during this time</p> <p>Bank Holiday opening hours – liaising with key stakeholders, worked to the line with Easter opening and were able to provide GPS on the afternoon of Maundy Thursday with a list of pharmacies who were open on Good Friday &amp; Easter Monday.</p> <p>Pandemic Delivery Service -rules, queries and funding activity. LLR LPC have asked to be made aware of any investigation within our patch</p> <p>PharmAlarm -New contract 1<sup>st</sup> May 2020 – 30<sup>th</sup> April 2021, additional 37 new alarms available</p> <p><b><u>Working Collaboratively</u></b></p> <p>PSNC and the Rapid Action Teams</p> <p>GPhC Inspector</p> <p>Community Trusts, NHS Trusts &amp; Mental Health Trusts</p>	
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11.	<p><u>Post COVID-19 discussion -Workstreams</u></p> <p><b><u>The New Normal – Future</u></b></p> <p>RP said it was very important to start now to look at how the Office team and Committee would implement the “new normal”</p> <p><u>Workstreams to consider</u></p> <p>PNA delayed until 2022  LPC Relationship Building – LPC and GP Federations  GP – CPCS Pilot  New ways of working – contractors to fill out a query template to ensure they are taking ownership  BAME Support  Flu  TCAM – starts 15 June 2020  e-RD  Rejuvenate CPCS/PQS/MUR/NMS</p> <p><u>Review of Decisions to be made by committee</u></p> <p><b>AGM</b> – When, Where, Content, Guests, Budget (sponsorship ?)</p> <p><b>LPC Meetings (Future Meetings)</b> - Agree next date  <b>Committee Support</b> - to own content, venue, agree guests and draft agenda for meetings</p> <p><b>Domestic Abuse Support</b> -as discussed following SA update and suggestion that LLR LPC may wish to implement.</p> <p><b>Post Chair</b> - Committee to decide way forward, will be an agenda item for next LPC Meeting</p> <p><b>PSNC/LPC Review</b> - Dates for meetings, and process for collating and submitting questions - next meeting set for Monday 22 June at 8am, RP &amp; AG to look at suitable dates for a meeting post 8 July.</p> <p>Finally, RP shared a slide showing some of the messages sent to the LPC Office team expressing their gratitude for the help and support given by the office team; these are just a sample of the emails received from a cross section of all contractors including multiples.</p>	
12.	<p><u>Update on PCNs</u></p> <p>SK gave the committee an update on PCNs, as the work has largely been halted due to the pressures in pharmacy with COVID-19. The PCN Lead training day planned for Wednesday 1 April did not take place, and hopefully will happen later in the year.  eRD agenda has been taken forward by some of the PCN Leads, who had also helped proving evidence of 56- day prescribing which had been very useful.</p>	

13.	<p><u>Dates of future meetings for 2020 including AGM</u></p> <p>RP reminded the committee that future meeting dates need to be set including looking at the AGM – the next virtual meeting will be held on Monday 22 June at 8am, and a decision made on the day about a further meeting.</p> <p>DE suggested the AGM could be held virtually like the NHS evening webinar.</p> <p>SK said the committee would need to consider the AGM packs, postal voting etc and how we can engage with our contractors.</p>	
14.	<p><u>Any other business and Review of meeting</u></p> <ul style="list-style-type: none"> <li>• Thank you to the office team(HV)</li> <li>• Feedback from contractors shows how much they have been supported (JL)</li> <li>• Need to work on communication (MP)</li> <li>• Need to look at the 5-year plan and decide if it is fit for purpose (CK)</li> <li>• Thank you to everyone, little and often meetings would really support that (SK)</li> <li>• Worked well as a team and meeting went well (MB)</li> <li>• Happy with way the meeting went (GS)</li> </ul> <p>Meeting closed at 11.15am by AV who reminded the committee to forward their expense claim form to MB and thanked everyone for joining.</p>	

**Date of next meeting is Monday 22 June at 8am via Zoom**

Signed ..... (Vice Chair)

Name .....

Date.....

22/6/2020 – minutes amended to change HK to HV.

Acceptance of minutes – proposed by SK and seconded by MP

To be signed by AV (vice chair) as a true record of meeting