

PSNC LPC and Implementation Support Subcommittee Agenda

for the meeting to be held on Tuesday 8th July 2014

at Thistle Hotel, Kings Road, Brighton, BN1 2GS.

Starting at 4pm

Members: Christine Burbage (Chairman), Mark Collins, John Evans, Raj Morjaria, Kirit Patel, Umesh Patel, Chris Perrington, Anil Sharma

1. Apologies for absence

At the time of setting the agenda there were apologies from John Evans.

2. Appointment of Vice Chair

To appoint a Vice Chair.

3. Minutes

The minutes of the meeting held on 13th May 2014 were shared with the subcommittee.

4. Matters arising

To consider any matters arising from the minutes not otherwise dealt with in the agenda.

ACTION

5. LPC Self-Evaluation on PharmOutcomes

PSNC provides to LPCs a Self-Evaluation tool giving an example of what a good LPC looks like, how the LPC is rated against that and the areas that require improvement (identified by RAG rating). The tool has been updated over the years (particularly as NHS structures and commissioning arrangements have changed) with the involvement of a group of LPCs and it is currently in version 5.

To date the document has been available in Word format only. Since the last meeting the document has been updated further and placed on the PharmOutcomes platform by Pinnacle Health. There has been some testing of the new format with the LPC Secretaries in Gary Warner's region and the comments from the LPCs are attached as **Appendix LIS 02A/05/14**.

Development based on those comments is now complete and Gary will present a demonstration of the LPC Self-Evaluation tool on PharmOutcomes to show the added functionality for the subcommittee's thoughts to decide what further needs to be done.

Attached in **Appendix LIS 02B/05/14 (to be found at the end of the PSNC meeting papers pack)** are:

- The LPC Self-Evaluation assessment
- The overview which shows relative performance by LPC – LIS View (to be circulated at the meeting);
- The dashboard which shows relative performance by question – LIS View;
- Anonymised assessment overview – LPC View;
- An example format of a pdf that LPCs could put on their website to show contractors how they are performing with the self-evaluation (this is an exemplar using a HLP evaluation)

The subcommittee may also want to consider the questions in the self-evaluation and is also asked to consider how best to promote and secure engagement of LPCs with the new platform (the Word version will continue to be available).

6. Template Memorandum and Articles of Association for a provider company

At the last meeting PSNC approved the proposal to instruct lawyers to prepare a draft Memorandum and Articles of Association for the setting up of a provider company for community pharmacy in an LPC area.

Steve Lutener will present an update on the work of Penningtons who were instructed to carry out the work. Penningtons has undertaken to provide the drafts in time for the meeting and these will be circulated before the meeting if possible.

7. LPC Conference 2014

The LPC Conference takes place on Wednesday 15th October at the Queens Hotel Leeds. Regional LPC groups are invited to submit topics for discussion using the template on the PSNC website/ LPC Resources Centre. The timetable for the run up to the Conference was approved by the subcommittee at its last meeting and provides that the closing date for submitting topics is 19th September. By the 29th the top topics will be identified and discussed with the LPCs concerned, and on the 1st October the Conference papers will be published. The subcommittee will consider the response to the topics at its next meeting

The Conference begins at 10.30am to allow time for as many LPCs as possible to travel on the day, closing at 4pm. During discussions in the office it was suggested that a session for LPC Secretaries and Chairs is held on the afternoon of Tuesday 14th October from 2pm for a private PSNC briefing and networking event (the opportunity to network was highly rated at the LPC Secretaries and Chairs meeting). The meeting will finish at 6pm and attendees staying over in Leeds will disperse for dinner. The additional cost for the meeting on the day before the Conference will therefore be limited to ½ day room hire and a mid-afternoon coffee break.

The subcommittee is asked to consider this suggestion.

We have been exploring interactive technology to help ensure delegates get the best opportunities to engage during the Conference and the subcommittee is asked to consider the proposal in **Appendix LIS 04/07/14 (to be found at the end of the PSNC meeting papers pack)**.

8. Regional Representatives reports to LIS and issues raised by contractors

At the last meeting PSNC regional representatives agreed to reinstate the regional representative reports to LIS. The format of these reports varied overtime from freestyle, to report form template and set questions. They were discontinued as there were doubts about the value of the reports (mainly raising issues we were fully aware of), and the resources involved in providing feedback to LPCs on the action taken on each of the points raised. Since that time PSNC has published all non-confidential agendas and minutes on the website to provide transparency on business.

The subcommittee is asked to consider the proposed reintroduction of the reports following comments from the office.

9. Issues raised by contractors

There are two issues that have been raised with the office by contractors:

- Problems arising from the way some LPC budgets are presented to LPCs by LPC Treasurers
- Governance concerns when LPCs across an Area Team meet with the Area Team, with LPC Chairs and Secretaries as the representatives rather than a group that reflects the contractor mix in the area

Mike King will outline the concerns raised and the proposed guidance to LPCs as a result.

REPORT

10. PSNC workshop for LPCs – Supporting Independent Living

Following the PSNC workshop for LPCs in April on community pharmacy flu vaccination services a further event is being planned for 26th September. The feature of the flu event was a practical 'how to' approach, sharing good practice, and this second event will follow the same style.

The focus for the September workshop is supporting independent living. LPCs with success in this area will be invited to contribute to give ideas to other LPCs. A Director of Public Health, Carers UK and Virgin Care are also being considered for contributions. The programme is being put together and an update will be given at the meeting.

11. LIS Work Plan

The LIS Work plan is set out in **Appendix LIS 05/07/14** for review.

12. LPC model constitution changes – update on amendments

At the last meeting, the subcommittee considered draft changes to the LPC model constitution. The amended draft constitution was then presented to the LPC Secretaries and Chairs meeting on 11th June. There have been minor changes since the last LIS meeting and Steve Lutener will highlight those changes and the comments made by the LPC Secretaries and Chairs. The track changed constitution as it stands at the moment has been posted on the PSNC website for LPCs to comment on by 1st September. The final draft for formal approval will be presented to the subcommittee's October meeting. LPCs have been advised to plan a meeting to adopt the revised constitution in November/December.

At the LPC Secretaries and Chairs meeting the proposal from NHS England for a standardised levy rate across an Area Team, with a lead LPC to carry out the administration and distribute levies to other LPCs, was reported and there was strong opposition from LPCs. The office is preparing a response to counter this proposal at the next meeting with David Geddes at NHS England.

13. LPC Secretaries and Chairs meeting report

The report is set out in **Appendix LIS 06/07/14**.

14. LPC budgets

PSNC provides guidance to LPCs on preparing budgets linked to a business plan delivered in PSNC's regular seminars for LPC Treasurers and LPC members. The CCA also provides a budgeting template for LPCs.

To note that we will be working with the CCA to produce single written guidance for LPCs on preparing a budget that PSNC will provide to LPCs and that the CCA will provide to its LPC representatives.

15. Flu vaccination service

Last year Pinnacle Health worked with PSNC to develop an exemplar business case which brought together the experiences of the Isle of Wight, other evidence and the most recent PharmOutcomes® data. An updated version of the business case is now available from psnc.org.uk/fluservice and has been publicised in LPC News. The same LPC News also reminded LPCs of the availability of the flu vaccination template service specification, other flu vaccination resources and other PSNC service specifications.

Regional Representatives have also been contacted by Gary Warner for an update on the commissioning of the flu service across the regions and the collated report will be circulated at the meeting.

16. LPC Structures dinners

The report is set out in **Appendix LIS 07/07/14**.

17. LPN database

PSNC is working with the RPS and PV to support LPNs and as part of this work we are creating a database of Area Team personnel including LPN members. Within each AT we are also trying to clarify pharmacists' involvement in AHSNs, CCGs, CSUs and HWBs and we are also collating this data. This database is for LPNs and pharmacy bodies such as LPCs and LPFs. We have made the database full open access allowing those with the link to add to the information on the database. The link has been sent to LPCs and others including NHS England.

18. LPC training report

To note the report in **Appendix LIS 08/07/14**.

19. PSNC Website

Since the downtime issues with the website earlier this year we have moved the site to an alternative host offering a more resilient service with a state-of-the art diagnostic and recovery facility. We have also been working on a revised Service Level Agreement to set out the terms of our new arrangement with JellyHaus, who we hope will be able to continue development work on our website to improve the site and its functionality. Geoff Mackay, our IT expert, has been taking these discussions forward and is currently reviewing options. He expects to be able to reach a conclusion soon and at that point we will be able to continue to progress our plans to further develop the website and our digital communications.

20. Any other business

LPC Self Evaluation on PharmOutcomes - responses from LPCs in the testing

Response 1:

I found it very user friendly - similar to the HLP assessment tool we use. I like the visual impact of Red, Amber and Green - it shows where we are much more clearly than the paper spreadsheet, which involved totting up points. If other LPCs use the points system then an automatic totalling as we go along would be useful.

Currently we have the spreadsheet on the website, I don't know if anyone has ever looked at it. How can this be made available to our pharmacy contractors in the same way?

Finally the Action Plan and evidence boxes made me think more critically as to whether we really do meet some levels, but also that there are a couple of Levels I don't really agree with and wouldn't intend to aspire to achieve - but that's not what this exercise is about!

Pinnacle Action – Provide ability to download PDF of Overview

Response 2:

Ok- so I have input our data and written some notes in the plans section just to get a feel for it. I much prefer this to the PSNC spreadsheet/ word format.....so much easier to use.

I have some concerns about the level descriptors but that is a separate issue.

I'd like to be able to:

- Pull off a report of the action plans or evidence as well as the overall summary
- Record the action plans as smart objectives so would want a “what are we doing” and “when”
- See a score and perhaps a record of score over time to demonstrate improvement
- Record where the LPC has agreed that level 2 is the appropriate level for them

I like the visual of the colours – I used to do the same with the old framework by filling the background colour – really easy to see where the work is needed.

However there is an assumption that we need to be level 3 on everything and there are some where that would not be a good use of resources for contractors or may not reflect the way we work so I wonder if it's possible to have an option of replacing that box with an additional box which might show up as a different colour to demonstrate that this is an LPC specific rating.

Pinnacle Comment – The first three bullet points are already part of the system

Pinnacle Action – Provide ability to add commentary to the assessment that is visible to others - COMPLETE

Response 3:

I have completed the assessment and here is my initial feedback.

The CO and Secs employments question is a problem. It appears under Governance and again under Structure and Management, the former required monthly meetings for level 3 and the latter requires quarterly meetings for level 3. I think the entry under Governance is not needed and monthly 'meetings with line manager' is a little unreasonable as its likely to be the Chair- for whom this is not the day job. Regular contact and regular reviews of performance through the year should be sufficient for level 3.

Not sure about the level 3 requirement for the Minutes. If I have referred a contractor to the minutes of one of our meetings, is that sufficient? Contractors rarely want to know what's in the minutes, they mostly want their problem solved and find out what are we doing about services/training/script switching etc. Not sure this level 3 requirement for the minutes adds value. I think it's the strategic work plan that informs contractors on what the LPC is doing and why.

Also in the contractor engagement section- I can't see us calling a selection of contractors ahead of an LPC meeting but happy to hear what the others think.

Response 4:

The view by question is useful for the reasons Fiona has said, it is especially interesting to be able to see areas where we are different to our neighbouring LPCs, and where there is a common outcome. It that view could incorporate a simple visual to show which segment our own LPC is then that would be the most useful view for contractors and committee.

The other view is more detailed. I am a bit disappointed that four reds(which like Fiona are in some cases areas we may not be prioritising) against 21 greens and 10 ambers still gives us a red rating. I would be reluctant to publicise this to contractors as it might give them an impression of us as a failing LPC which I do not agree with.

Pinnacle Action – Provide ability to give de minimis threshold for overall rating (so you can have, for example, three reds and still be amber)

Response 5:

I find the combination of the two reports that you have supplied useful – having the information across the group of LPCs gives us a good starting point for a discussion at the South Central Forum concerning the questions that we have responded to differently and explore what the different LPCs are doing differently to achieve the rating shown.

Also items which are completely green across all areas may reflect what is now "standard practice" and my require different questions to differentiate and stretch LPC expectations of their role?

Your question about areas tending to red – whether this indicates support needs or lower priority – is interesting. Rating about priorities would probably be of more interest to contractors? There were issues on the evaluation where the committee set a low score, but actually had no ambition to spend time and resources attaining a higher level.

Response 6:

This is really useful, providing the LPCs actually do it and I think there are real opportunities to enable targeted support to LPCs

Just a thought can it be grouped Regionally ? In which case this is something the Regional Reps could help support/promote ? I think this could encourage some healthy competition as well, like we saw with HLP !!

Pinnacle Action – This will happen naturally over the coming months with the introduction of sub-groups as part of a wider work plan

Response 7:

I have completed this with my thoughts as to where we are in terms of performance rather than two of the members of the committee (not officers) as would be normal practice in Dorset.

This has been a useful task and the system is very easy to administer.

Regional data is useful for discussions and looking at trends for neighbouring LPCs.

I would like to see timelines on there to show when it was last reviewed and amended.

I did not complete any of the evidence boxes but certainly would wish to do this for any areas that were marked as level 1 or 2 as sometimes an LPC is almost at the higher level but does not reach it because of the way the next level is worded and yet the LPC is doing so much more than the lower level.

I would not wish to publish this report without some robust explanation as it could be misinterpreted!

2014 Work Plan for the LPC and Implementation Support Subcommittee

The 2014 work plan for the LPC and Implementation Support subcommittee covers all items agreed at the November 2013 planning meeting.

Key for RAG coding: Red – needs attention / not started / high risk
 Amber – underway / in progress
 Green – completed / no further attention

Target Plans	Target date	Comment / Update on progress	R/A/G
<p>In 2014 PSNC will seek to:</p> <ul style="list-style-type: none"> provide information, advice and support to contractors and LPCs on the CPCF and related matters; support LPCs to develop strong and productive relationships with NHS England Area Teams, CCGs and local government [with SDS]; support pharmacy contractors and LPCs with the implementation of any agreed changes to the CPCF; support LPCs and contractors to increase local commissioning and delivery of community pharmacy services [with SDS]. ensure that all pharmacy contractors fully understand the need to embrace a service-led contract in order to secure the future of the sector; promote adoption of standardised service commissioning [with SDS]; implement its Vision for community pharmacy by: <ul style="list-style-type: none"> influencing the development of NHS England’s plans for primary care, ensuring that they include a substantial and central role for community pharmacy [with SDS]; collaborating with LPCs and others to build the evidence base for existing and prospective community pharmacy services, including the value of those services to patients and commissioners [with SDS]; build alliances within and outside pharmacy to promote pharmacy contractors’ interests; develop recognition of the value and potential of community pharmacy service provision and the community pharmacy network in meeting the health needs of our population; improve community pharmacy’s credibility and attractiveness as a provider of services; develop stronger and productive relationships with NHS England and Public Health England [with FunCon and SDS]; 			
<p>Publish a series of articles and videos in CPN and on the PSNC website on the winners of the Evidence Awards to promote good practice to contractors and LPCs.</p>	<p>January to June</p>	<p>Interviews have all been carried out and continue to be published in Community Pharmacy News and on the PSNC website. Further content from these and other LPCs will be used to help promote the new services database over the coming months.</p>	<p>Amber</p>

Contribute articles to the pharmacy media to further promote PSNC's Vision for community pharmacy and the need to embrace service delivery.	January and ongoing	Published articles have included a SWOT analysis of community pharmacy; a range of comment pieces; and articles about what comes next following the Call to Action. We have recently contributed comments on the challenges facing the NHS and on asthma and will be working on articles to promote examples from the services database and, after a settlement, to help pharmacies develop services.	Amber
Prepare and implement a communications plan following a funding settlement.	tbc	Timing dependent on the timing of a settlement, but we have begun work in the office to ensure that the funding pages of the website will be updated and complete when the settlement is announced.	Red
Continue joint working with the Royal Pharmaceutical Society and Pharmacy Voice to support LPNs – agree a joint work plan for 2014.	February and ongoing	Further meeting held with PV and RPS to discuss a joint work plan – report at the May meeting. The three organisations supported the LPN chairs meeting at the RPS on 16th June and have a joint open access database. Further meeting planned to discuss progress.	Amber
Promote the PSNC work plan and subcommittee plans to LPCs along with guidance on the elements of a good LPC business plan and how LPC business plans could be framed to support PSNCs work at local level.	February	A summary of the PSNC work plans was produced and highlighted to LPCs and contractors in Community Pharmacy News and on the PSNC website. Work plans were further discussed in the video featuring interviews with subcommittee chairs. Guidance on LPC business plans is on the website and featured at the LPC Secretaries and Chairs meeting.	Green
Learning from the CPAF compliance results obtained from PharmOutcomes, provide additional support or guidance for contractors to help them meet the requirements.	March	The compliance results are being discussed with NHS England to get agreement on terms and changes to CPAF which will support contractors meet the requirements particularly where due to the current terms noncompliance is flagged when this is not the case.	Red
Promote PSNC's business case templates (which are being updated as part of the SDS work plan) and updated template service specifications and associated documents to LPCs and to commissioners to promote standardised commissioning of services from contractors.	March	Business case templates have been promoted on the PSNC website, via LPC emails and in CPN articles. In particular the flu template was promoted at the LPC flu training day and the business cases were all promoted on the PSNC video of subcommittee chairs.	Green

Consider proposals for structures to provide commissioning solutions for LPCs and contractors.	March and ongoing	Discussion at the January LIS meeting and as no LIS meeting in March discussions continued at the May and July meeting. Penningtons solicitors have been instructed to prepare drafts for LIS to consider at the July meeting. This was also discussed at the LPC Chairs and Secretaries meeting - see the report to July LIS.	Amber
Review PSNC communications to LPCs and contractors. This will include surveys on the use and effectiveness of the various PSNC communications and different channels.	March	The office has run general and LPC surveys and sought views from individual pharmacies and by attending LPC meetings. Summaries of findings were discussed by LIS in May. A number of the suggested improvements, and particularly those related to LPC communications, depend on website development and these will be taken forward once we have agreed the SLA with JellyHaus as per the update in the LIS agenda. Recent communications on prescription pricing have followed the principles set out (eg making them appropriate for pharmacy staff and including visual explanations) and we are now working to apply these elsewhere on the website, beginning with the funding section. A further update on this work will be given in October.	Green
Run a series of features in CPN to talk contractors through each area of the PSNC website and the resources available within them.	March launch	Articles in CPN have so far promoted the revised prescription sorting pages of the website and the local lobbying resources. This month we consider some of the general features of the site, and hope to cover the funding pages over the coming months, post-settlement. We will be taking forward our plans to further develop the website to enhance our communications once we have agreed an SLA with JellyHaus, as explained in the update on the site in the LIS agenda. These developments will then be highlighted as part of this series in CPN.	Amber
Use the Community Pharmacy Conference programme to support LPCs to develop relationships locally, e.g. through speakers to share best practice and experience from commissioners.	April	Following the cancellation of the April date for the Community Pharmacy Conference due to the current uncertainty in the NHS this element will be progressed when a future CPC is considered.	Red
Provide training on preparing bids and business cases to support local commissioning.	May	Training has been organised and will be delivered on 18 th June in Manchester, 25 th June in London.	Green

Prepare briefing sheets with key messages on each of the service business cases being developed in the SDS work plan for LPCs to use with local commissioners.	June	The office is finalising the briefing sheets on flu and minor ailments and these will be published shortly. Further briefings will follow as business cases are published.	Amber
Draft articles on CPCF and other relevant issues for LPCs to use in newsletters and on their websites.	June	LPCs were sent a number of possible newsletter articles to promote their work on the Call to Action in the New Year and as the consultation drew to a close. Other articles available on the website cover prescription sorting resources and a possible briefing for use with MPs or other pharmacy visitors, and we will continue to publish these as issues arise.	Green
Provide media skills training for LPC members to support the promotion of community pharmacy services.	June	The earlier trainer identified was unable to carry out the training and this event has now been scheduled for 10th October and will be run by Luther Pendragon.	Amber
Keep in contact with attendees following the training in order to support their local communications work and to maintain a network of individuals who can be used for communications work in the future.	tbc	This will follow the training day in October.	Red
Undertake communications to promote examples of best practice from the services database to both LPCs and local commissioners.	June	Timing dependent on the official launch of the services database – the database is now on the website and we expect to publicise it over the summer once we have been able to add more services.	Amber
Record video interviews with PSNC Subcommittee chairs and committee members to explain PSNC's work and encourage contractors to embrace services.	June	A video featuring interviews with the subcommittee chairs and explaining more about PSNC's work was published on the website in April. We are also planning further interviews with new committee members, and once a settlement has been agreed.	Green
Provide training for LPCs on PNAs allowing LPCs to invite Local Authority and Area Team colleagues to support relationship building.	July	PSNC Market Entry Master Class with in -depth examination of PNAs in the context of the market entry regulations takes place on 17th September	Amber
Provide guidance to LPCs on identifying and supporting contractors who are underperforming on service delivery.	September	Discuss at the 11 th June LPC Secretaries and Chairs meeting then work with 5 LPC CEOs to work up guidance to be published by 1 st September 2014	Red

Keep the LPOSS prospectus updated and use CPN and the PSNC website to promote it as a central hub for LPC PSNC support.	November	LPOSS updated January and April promoted in January CPN and LPC News with and further promotion in May, June and July LPC News. Covered in depth at PSNC Induction Day for new LPC members on 30 th April and will be promoted at the New Members Days on 7, 15 and 21 st May.	Amber
Consider repeating the PSNC service development seminar and/or hosting additional events to engage with key stakeholders.	October	A working seminar on community pharmacy's potential role in providing care for people with asthma has been planned for October 7th and invitations will be sent out shortly.	Amber
Undertake communications to encourage LPCs and contractors to submit responses to NHS England's Call to Action on community pharmacy and any other elements of their work to define future plans for primary care and provide guidance to support LPC and contractor submissions.	January	Key resources to help LPCs to respond to the Call to Action were published in January and we hosted a number of events to support them further. Communications via email, the website and the pharmacy press encouraged pharmacies and LPCs to respond to the Call to Action, and a list of key messages and top tips was published to help people draft their responses.	Green
Support LPCs to engage with local stakeholders, such as patient groups, to encourage them to submit responses to the NHS England Call to Action on community pharmacy.	January	Key resources to help LPCs to respond to the Call to Action were published and these included template letters to send to stakeholders to encourage them to respond to the Call to Action.	Green
Undertake communications to encourage national patient groups to submit responses to the NHS England Call to Action on community pharmacy.	January	This was coordinated with the other pharmacy bodies with PSNC and others contacting a range of patient organisations and charities, seeking support for our own responses and encouraging them to respond themselves.	Green
Include coaching skills training as part of PSNC's LPC training programme to support LPCs work.	February	Two seminars were held in February / March and a further date following demand from LPCs	Green
Review and update PSNC's guides and briefings on local lobbying to include key messages for LPCs and contractors to consider and guidance on hosting MP visits.	February	The guide to hosting local visits has been updated on the PSNC website, and a list of key messages published. This will be updated as messages and priorities change. Both guides have also been promoted in an article in Today's Pharmacist magazine.	Green

Promote the PowerPoint on the PSNC Vision to LPCs for use at contractor meetings to reinforce the need to embrace a service based contract.	March	Promoted in LPC News in January, February and May.	Green
Develop briefings on community pharmacy service developments for use with key Parliamentarians.	March	As part of our Call to Action support LPCs were given key briefing messages for use with local MPs and letters to use to invite them for visits. We have also produced a briefing for MPs on our vision for pharmacy and our wishes for NHS England following the CTA that LPCs can use locally. Further briefings will follow to encourage LPCs to engage with the All-Party Pharmacy Group, and to cover topics of importance as they arise.	Green
Provide new members seminars following the LPC elections and training for new LPC chairs.	May	Three dates in May have been organised for LPC members days in London, Coventry and Manchester. A PSNC Induction Day for new LPC members was held on 30 th April.	Green

LPC Secretaries and Chairs Annual Meeting

11th June London

Number of delegates: 76

Feedback form results: 1= very poor; 5 = very good

	1	2	3	4	5	
Presentations	-	2	13	30	10	
Value of discussions	-	2	14	25	11	
Meeting objectives met?	-	5	14	30	4	
Venue	-	1	13	23	15	
Overall	-	3	13	30	7	

Comments –delegates were asked about additional support needs:

- KPIs for services/delivery
- Some centralised functions to on behalf of LPCs to avoid duplication
- National model for commissioning vehicle/ pharmacy prime provider
- Contracting advice

LPCs **not** represented: Barnsley, Bolton, Camden Islington, Cheshire and Wirral, City Hackney, Devon, Durham and Darlington, Derbyshire, Halton St Helens and Knowsley, Hampshire, Hertfordshire, Humber, Kent, Lancashire, Lambeth Southwark Lewisham, Manchester, North Yorkshire, Nottinghamshire, North Staffs, Sheffield, Shropshire, South Staffs, Tees, West Yorkshire, Worcestershire.

Agenda

PSNC update and Q&A

LPCs in the new commissioning structure: the statutory roles of LPCs in the new commissioning environment; relationship with commissioners

Table discussion to identify: What other roles do LPCs carry out; any further support needs; problems and challenges faced by LPCs

LPCs in the new commissioning structure: identifying the main problems and challenges identified in the morning discussion

Further table discussions on the major issues; feedback to expand on issues raised and what action PSNC can take

LPC constitution – changes for the future

Table discussions

Problems and challenges identified:

- Need to commission with a single body
- Persuading commissioners to use community pharmacy
- Problems building relationships and engaging with CCGs and LAs
- LPC resources and capacities of members
- Securing delivery from contractors
- Working with GPs- conflict and resistance

Summary of support needs identified:

- *National LLP/ company for commissioning vehicle*
- *Briefing for LPCs on persuading commissioners to use community pharmacy*
- *Engaging with LAs and CCGs –negotiation and presentation skills training*
- *Update Chief Officer job descriptions*
- *Breakdown of PSNC levy*
- *Contractor delivery is an issue- need data for benchmarking*

If time allows LIS will discuss the support needs otherwise there will be an update at the next meeting on the action taken in response. In the meantime negotiation and presentation skills training will be included in the training programme, the Chief Officer JDs are being updated, and PSNCs support for use with commissioners promoted.

Report on LPC structures dinners**28th May- Arden, Hereford and Worcester Area Team LPCs**

This dinner involved LPCs from Coventry, Warwickshire, Hereford and Worcestershire. Hereford is the smallest LPC in the country with 24 contractors; Coventry and Warwickshire LPCs currently have chief officer vacancies following the passing away of Les Yeates.

The dinner discussed both the vacancies and the difficulties in Herefordshire with such a small income and a Secretary working less than a day a week.

Options for mergers federated working and sharing resources were considered. There are some geographical challenges for Herefordshire and some concerns about merging Coventry and Warwickshire due to the differences between the two areas.

It was agreed that the LPCs would reflect on the discussions and talk to their respective LPC members and meet again. Mike King has set this up and is meeting the LPCs again on the evening of Thursday 3rd July and will update the subcommittee at the LIS meeting.

29th May- Surrey and Sussex Area Team LPCs

This dinner involved East Sussex, West Sussex and Surrey LPCs which have been discussed the possibility of restructuring in past but some reluctance from one of the LPCs. The LPC Secretaries are retiring but not in the immediate future. From the discussions it seems unlikely that there will be significant changes in structures until the Secretaries retire and we offered our support when that happens. The LPCs currently collaborate well and share resources.

18th June – Thames Valley Area Team LPCs

The dinner involved Oxfordshire, Berkshire and Buckinghamshire LPCs. There is a vacancy for a Chief Officer in Oxfordshire; Buckinghamshire recently lost a chunk of its area (Milton Keynes) in the recent changes to NHS boundaries.

Again the options for federating and merging were considered and although there is good collaboration between the Chief Officers who have been leading the setting up of an overarching tier there was enthusiasm from some on the LPC members for a fresh approach. There was resistance to change from some or having temporary measures for the time being – others felt the sooner the better for sorting out a more permanent structure from others. The LPCs will reflect on the discussions at their LPCs and the offer to support a further meeting to progress matters has been welcomed.

LPC training report

Preparing Bids and Business Cases

18th June Manchester

25th June London

Number of delegates: 42

Seminar leaders: BRR Consulting

Feedback form results:

	1	2	3	4	5	
Presentation	-	1	3	15	21	
Value of exercises	-	-	3	18	21	
Meet training objectives?	-	4	5	17	15	
Venue	-	-	2	23	16	
Overall	-	1	5	16	18	

Comments predominantly very positive

LPCs represented: Barnsley, Bolton, Camden Islington, Cheshire and Wirral, City Hackney, Devon, Durham and Darlington, Derbyshire, Halton St Helens and Knowsley, Hampshire, Hertfordshire, Humber, Kent, Lancashire, Lambeth Southwark Lewisham, Manchester, North Yorkshire, Nottinghamshire, North Staffs, Sheffield, Shropshire, South Staffs, Tess, West Yorkshire, Worcestershire.

Course outline:

- Defining the need for the service
- Identifying the case for the service
- Building the business case
- How to bring it all together
- Presenting to a commissioner

Upcoming training for LPCs

Chairing and meeting skills – 2nd and 11th July

Market entry Master Class -17th September

Media skills – 10th October