

PSNC LPC and Implementation Support Subcommittee Report
for the PSNC meeting to be held on 8th and 9th March 2016
at Bristol Marriott Royal, College Green, Bristol, BS1 5TA

Minutes and matters arising

The minutes of the meeting held on 12th January 2015 will be shared for approval at the next meeting of the subcommittee in May.

Agenda and Subcommittee Work

Below we set out progress on the work plan areas for the year. The next steps identified at the last meeting with passed target dates remain as a reference.

1	Support LPCs and contractors to respond to changes to community pharmacy finance, the contractual framework and models of delivery.	Status
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Report: the report for this item forms a paper on LPC engagement on the main PSNC agenda.

Next Steps: As well as the PSNC actions listed below we will stay in regular contact with the other pharmacy organisations to ensure all work stays aligned. Joint work over the next month will include a day of activity on March 24th to promote the campaign and encourage patients to engage with the social media activity and sign petitions against the changes. Further details are included in the campaign report to PSNC.

LIS to agree a detailed plan for supporting contractors and LPCs once the situation has been considered by PSNC and following the LPC Chairs and Chief Officers meeting.	Resources published on PSNC website
Keep LPC Officers informed of developments	Ongoing
Offer support on media/Parliamentary/other campaigning work	Ongoing
Update the resources and briefing documents	March and Ongoing

2	Help LPCs to improve local stakeholder understanding of community pharmacy and promote opportunities for collaborative working to secure locally commissioned services	Status
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Report: We have now published eleven service prospectuses on the commissioners portal and so are nearing the end of our original list of planned prospectuses. Once these are complete we will consider whether any additional services should be covered. The services database has 885 entries and the services team continue to work with LPCs to gather information for this. Many of the Think Pharmacy materials are already on the website, and we are reviewing the remaining materials to see if anything else is still relevant and should be added.

The hub of statistics and figures on community pharmacy has been launched and is available on the PSNC website at: <http://psnc.org.uk/services-commissioning/essential-facts-stats-and-quotes-relating-to-pharmacy-and-pharmacy-professionals/> We will continue to add to this and to update the figures.

Hampshire LPC and their local patient groups are now piloting the flyer to help promote electronic repeat dispensing and we will share the results and outputs from this work nationally as soon as it is available. We have also produced a flyer showing the value of community pharmacy services which we will make available to all LPCs for use in their local lobbying work and discussions.

Our first webinar of the year will be a joint one with the NPA to inform contractors about the Government's proposed changes for community pharmacy and help them to take part in the campaign on this topic.

Similarly, the campaign has dictated the content of our MP guidance and we have published new guidance for LPCs on approaching MPs as well as a template briefing document for use in discussions with MPs.

Bearing in mind the priority to influence the Government's proposals for community pharmacy, we have decided this year to focus conference efforts on the political party conferences (we are currently agreeing plans working with the other pharmacy organisations) and the NHS Expo. We will also again attend the RCGP conference working with the other negotiators and we are in the process of booking an exhibition stand.

Next Steps:

Produce a resource or flyer for local authorities to highlight the value of community pharmacy and the potential for them to make better use of it	March
Publish the final service prospectuses	Ongoing – complete in March
Revise the Think Pharmacy materials developed by a number of LPCs for use in all areas	Under Review
Refresh and promote the commissioner section of the PSNC website	March
Send regular updates to commissioners via the email newsletters	Ongoing
Analyse commissioner email subscribers to identify any NHS England local teams/LAs/CCGs who are not yet receiving them	April
Create email lists for LAs, CCG and NHS England local team email subscribers and design targeted email newsletters for each group	April
Arrange meeting with the LGA to discuss tactics to better reach LAs, and following this produce a plan for further engagement with LAs for LIS to consider	March
Promote the local business cases and documentation being produced by SDS	Dependent on SDS completion
Pilot the repeat dispensing leaflet in Hampshire and then make it available nationally	January/February (pilot) and March
Share best practice and toolkit to help improve understanding and uptake of repeat dispensing	tbc (dependent on Hampshire work)
Attend the RCGP annual conference to promote pharmacy to GPs	Autumn
Hold a PSNC webinar on working with GPs	March
Create online hub containing key community pharmacy statistics and quotes	Hub launched
Update and promote guidance on hosting MP visits and key messages	Complete
Consider conferences to attend/exhibit at in 2016 to promote pharmacy	Complete

3	Support LPCs in addressing contracting challenges: including structures devolution and single point service provision	Status
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Report: Following the appointment of the three PSNC directors for the national provider company at the last PSNC meeting, we are awaiting notification from the NPA of their three directors after which incorporation can be completed. A provisional date of 18th March has been set for the first meeting of the board and a draft agenda is being prepared.

We continue to keep in contact and support the Manchester LPCs in their DevoManc discussions. The 7 LPCs in Greater Manchester have agreed to merge and the new GM LPC is expected to go live in October. Hereford and Worcestershire are merging with effect from 1st April. The SurveyMonkey analysis set out at the end of the agenda papers provides a report on the commissioning and decommissioning of services. There is still currently no strong demand for single point providers but this is expected to change .

Next Steps:

Continue to develop and work with the national support hub for provider companies	Ongoing
Continue to support LPCs involved with DevoManc and use the experience to	Ongoing

support LPCs in other areas with similarly devolved budgets; monitor and provide reports to LIS	
Review existing support material and update as necessary	March
Ensure LPCs are aware of HR matters when restructuring	Ongoing
Consider impact on LPCs and PSNC regions of changes to NHS England local team geography	Ongoing
Continue the LPCs in the Spotlight series	Ongoing
Continue to encourage LPCs to report successes and share good practice	Ongoing
Support as required LPCs planning to merge using each as a case study on the process, structure, ways of working and benefits from the reorganisation	Ongoing
Give examples of good LPC structures	Ongoing
Provide support for LPCs involved with third party provider companies (e.g. Virgin Care)	Ongoing
Share good practice and experiences of LPC involvement with provider companies	Ongoing
Work on a one-to-one basis with LPCs considering facilitating the setting up of a provider company	Ongoing
Monitor commissioning trends to tailor support needs	Ongoing

4 Support contractor delivery of services	Status
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Report: Reminders and information to help contractors to meet their contractual requirements and to offer services are regularly published on the PSNC website and in Community Pharmacy News. These often include top tips articles and case studies. A list of the PSNC Briefing documents published so far in 2016 is included in **Appendix LIS 01/03/16**.

Next Steps:

Highlight learning from successful local services	Ongoing
Review and update the funding pages of the website to ensure they provide the best possible information and advice	June
Hold a series of webinars, with the first to be on electronic prescriptions	April and ongoing
Continue to produce information and resources to help contractors to manage service and regulatory changes, with detailed plans to be produced for any major changes	Ongoing
Continue to publish PSNC Briefings on important topics for contractors	Ongoing

5 Support LPCs to improve their effectiveness by provision of resources, information, support, sharing good practice and training	Status
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Report: The 12 successful applicants for the PSNC Leadership academy have been published to LPCs through LPC News and to the wider audience in CPN. The first development meeting is due to be held on 3rd March. These channels will publicise the progress and activity of the group. A programme for established leaders has been discussed with potential providers and a sample of LPC COs and Chairs will be consulted.

At the last LIS meeting, Capita's plan to change the arrangements for LPC levy was reported. We also consulted LPCs where there was some concern about the changes. We have had further discussions with Capita and they have agreed not to make any changes to the arrangements for LPCs.

Guidance for LPCs on ZBB has been completed and is on the PSNC website in the LPC members area. An accounts template will be discussed at the LPC Treasurers meeting being held on 17th May in London. Podcast development is progressing and dates have been set for the following training courses in 2016: media skills, regulations master class, new members' days, chairing and facilitation skills and financial management.

Next Steps:

Use the PSNC Leadership Academy to promote the value of strong LPC leadership; publicise the progress and activity of the first intake	May
Consult with established LPC leaders on development needs and networking	April
Continue to support LPCs relationship with Capita as the changes to Primary Care Services roll out.	On-going
Provide guidance to LPCs on zero based budgeting	April
Provide template to LPCs on budgeting and annual accounts	April
Expand LPOSS with an accountancy partner for advice to LPCs and services including auditing accounts	March
Organise a national meeting for LPC treasurers	April
Review the format of the LPC Conference for any changes for the next conference on 2nd November 2016.	March
Work with the organisations supporting LMCs, LDCs and LOCs to promote the role of LRCs and develop more collaborative working	On-going
Provide training for LPCs to support local communication and influencing including digital and social media; provide core training for new LPC members, LPC chairs and treasurers; continue to provide regulations workshops; training and other resources to support LPCs in securing locally commissioned services and build effective collaboration with other local health and care services. Introduce more alternative training channels such as online, video, podcasts and webinars. Other training will be agreed as part of the LPC support package in item 1 above	November
Promote use of the LPC self-evaluation tool on PharmOutcomes, identify LPCs who have not completed the evaluation and encourage participation. Review content for any updating required	On-going
Review the HR and other LPC business and administration material PSNC provides for LPCs	April
Highlight LPC news and good practice in PSNC communications	Ongoing

6	Support LPC communications, helping them to give the best possible information to contractors and other stakeholders.	Status
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Report:

The communications support provided to LPCs so far this year has been mostly focused on the campaign against the proposed changes to community pharmacy. As outlined in the PSNC papers, this has included the publication of a range of resources and guidance to help them to lobby at a local level, as well as ad hoc guidance and advice given by both the office and Luther Pendragon on local media and Parliamentary issues.

Following a successful communications session at the NE Regional meeting in January, and a session at the London-wide LPC meeting to explain the campaign, the communications team will be attending a number of other regional meetings to talk to LPCs about communications. We will also publish revised LPC communications guidance, to sit alongside the template stakeholder map published as part of the campaign support, in March.

We now have more than 300 new photographs saved and available for LPCs to download and use in their local communications. And we have continued to highlight good examples of LPC communications.

Next Steps:

Continue to highlight recent developments on the LPC websites and accompanying user guidance to LPCs	Ongoing
Produce top tips emails to help LPC website managers to get the most out of their websites	Ongoing (every other month)
Produce guidance to help LPCs with email newsletters following interest in this topic	March

Plan LPC social and digital media training event	Date tbc (spring date expected)
Highlight examples of LPCs getting local press coverage to help them with this task	Ongoing
Produce updated and refreshed LPC communications guidance	March
Highlight key communications topics and issues to LPCs, producing draft press releases, key messages and newsletters to support as appropriate	Ongoing – much focused on campaign at the moment
Review and update the communications pages of the website to ensure they contain the best possible resources for LPCs and others	June
Produce LPC website guidance on Google Analytics and event system	Guidance complete
Update photo library for LPCs to use in communications	300 photos uploaded

Any other matters

PSNC Briefings – January and February 2016

PSNC Briefing 001/16: Equality Act 2010

This PSNC Briefing updates “PSNC Briefing 084/13: Equality Act 2010” on the Equality Act 2010 (incorporating its predecessor legislation the Disability Discrimination Act 1995).

PSNC Briefing 002/16: Update on the Health and Care Landscape (December 2015)

This briefing is part of a series issued regularly by PSNC to inform pharmacy contractors and LPCs of developments in the wider health and care landscape beyond community pharmacy.

PSNC Briefing 003/16: Contract Factsheet – Pharmacy Opening Hours

PSNC’s Regulations and Support Team are often asked questions about the requirements in the terms of service relating to opening hours. This briefing contains a quick reference guide for 2016.

PSNC Briefing 004/16: Update on the Health and Care Landscape (January 2016)

This briefing is part of a series issued regularly by PSNC to inform pharmacy contractors and LPCs of developments in the wider health and care landscape beyond community pharmacy.

PSNC Briefing 005/16: NHS mandate 2016/17

The Department of Health has published its annual *NHS mandate 2016/17*. The mandate helps set direction for the NHS and helps to ensure the NHS is accountable to Parliament and the public. This PSNC Briefing summarises the elements of the mandate that are of most relevance to community pharmacy.

PSNC Briefing 006/16: Delivering the Forward View: NHS planning guidance 2016/17 to 2020/21

In late December 2015, the national health and care leadership bodies in England published *Delivering the Forward View: NHS planning guidance 2016/17 – 2020/21*. The NHS Five Year Forward View sets out a vision for the future of the NHS. This PSNC Briefing summarises the elements of the plan which are of most relevance to community pharmacy.

PSNC Briefing 007/16: Campaigning guidance for LPCs

On 17th December 2015 the Government announced a number of plans for community pharmacy via an open letter to PSNC. PSNC and other national pharmacy organisations believe the proposals pose significant threats to both the community pharmacy network and patient care, and we are working together to coordinate campaigning work to influence the Government and NHS. This briefing sets out a number of ways in which LPCs can contribute to that campaigning work.

This briefing refers to a number of other documents which have been developed to support LPCs in their campaigning work, namely: *Key campaign messages*; *Template LPC stakeholder map*; *Briefing for MPs on community pharmacy campaign*; and *Campaigning guidance for contractors*. All of these documents can be downloaded from the briefing page.

PSNC Briefing 008/16: EPS factsheet – Reconcile EPS prescription figures

PSNC are often asked questions about reconciling EPS prescriptions. This briefing contains a quick reference guide.

PSNC Briefing 009/16: The National Information Board (NIB)

This PSNC Briefing outlines the role of the National Information Board and the work that it is undertaking. Much of this work will impact on the future development of community pharmacy IT and it is therefore likely to be of interest to pharmacy teams and LPC members.

PSNC Briefing 010/16: The NIB and health apps

This briefing provides pharmacy contractors and LPCs with a summary of the National Information Board's work to support the development of high quality health apps which can be used by health and care professionals and citizens.

PSNC Briefing 011/16: The NIB's work promoting a paperless and interoperable NHS

This PSNC Briefing outlines the National Information Board's work to promote a paperless and interoperable NHS. This work will be of interest to community pharmacy teams and also to LPC members who may be asked to be involved in local work to develop interoperable IT systems.

PSNC Briefing 012/16: Update on Patient Facing Services (PFS)

This PSNC Briefing describes patient facing services being provided via NHS and GP IT systems. Such services increasingly allow patients to use the internet to view their electronic medical record, order repeat prescriptions, communicate with their GP practice and book GP appointments. Community pharmacy teams may want to ensure they understand how these services are being used in their area in order to allow them to provide appropriate advice to patients.

PSNC Briefing 013/16: The EPS Service model

This PSNC Briefing provides pharmacy teams with information about the service model of the Electronic Prescription Service Release 2. The EPS service model determines how issues are to be raised, dealt with, escalated (where needed) and resolved. The service model should also involve relevant parties, such as pharmacy system providers, performing root-cause analyses of incidents to prevent them from reoccurring in the future.

PSNC Briefing 014/16: Advice on dealing with Smartcard issues

This PSNC Briefing provides pharmacy teams and LPCs with a summary of how Smartcards are used in the Electronic Prescription Service Release 2, information about the NHS Smartcard model and advice about the escalation process when Registration Authority Smartcard matters cannot be resolved.

PSNC Briefing 015/16: Update on EPS Phase 4

This PSNC Briefing provides an update on the future development of the Electronic Prescription Service Release 2, which is described as EPS Phase 4. This should provide information which is relevant to all pharmacy team members involved in the dispensing of prescriptions.

PSNC Briefing 016/16: Community Pharmacy Westminster Hall Debate

On Tuesday 23rd February 2016, a parliamentary debate was held in Westminster Hall. The debate very clearly demonstrated the value of pharmacy presenting a united front, as numerous MPs told Pharmacy Minister Alastair Burt to stop and think again on his proposals for community pharmacy. This briefing provides a summary of the debate, along with suggestions for LPCs to engage with MPs.