

PSNC Service Development Subcommittee Agenda
for the meeting to be held on Tuesday 11th October 2016
at Harte & Garter Hotel & Spa, 31 High Street, Windsor SL4 1PQ
commencing at 4pm

Members: Mike Hewitson, Marc Donovan, Clare Kerr, Sunil Kochhar, Faisal Tuddy, Gary Warner (Chairman)

Apologies for absence

Apologies for absence have been received from Marc Donovan.

Minutes of previous meeting and matters arising

The minutes of the meeting held on 12th July 2016 were shared with the subcommittee and are available on the PSNC website.

Agenda and Subcommittee Work

Below are set out progress and actions required on the subcommittee's work plan for the year. The Subcommittee is asked to consider the reports; to address any actions required; and to comment on the proposed next steps.

1	PSNC will make the case for the benefits to patients and the NHS of the services set out in the Pharmacy Five Point Forward Plan.	Status
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Report:

- **Community Pharmacy Forward View (CPFV)** – The Forward View was published on 30th August and can be downloaded from psnc.org.uk/forwardview. It has been well received by key stakeholders and has been used in lobbying activities at the political party conferences and in various presentations at LPC events, the Pharmacy Show and the Commissioning in Healthcare event. We will continue to use all opportunities to raise awareness within and beyond pharmacy via our communications channels, lobbying and speaking invitations.

Clare Kerr, Gary Warner and Alastair Buxton have been involved in discussions with Pharmacy Voice about how we can make the CPFV a reality; a verbal update on these discussions will be provided.

An additional SDS meeting was planned to be held during August/September to discuss the development of the care plan service and it was expected that implementing the CPFV would form part of these discussions. Unfortunately, a date where the majority of Subcommittee members could attend could not be identified. It was therefore suggested that the meeting could be held on the Wednesday afternoon of the October PSNC Committee meeting; however, now due to the in-depth content to be covered over the two days at the full Committee meeting it was felt that this would not be the best time to hold an additional meeting. It may be possible to hold an additional Subcommittee meeting on the afternoon of Wednesday 9th November (following the end of the Planning meeting).

- **Greater Manchester Care Plan Service** – Rosie Taylor attended a meeting at the start of September to assist with the development of the Community Pharmacy Greater Manchester Care Plan Service. The GM team has appointed a project manager, Sarah Wood, and the University of Manchester has been chosen to evaluate the service. The service is planned to start in January (recruitment will take place during January and February) and will end in August. The localities

have not yet been selected as CPGM have now decided to send out expressions of interest across Greater Manchester to determine where service provision would be most likely (originally they had selected two localities).

Rosie Taylor is currently finalising the service specification to incorporate changes to the original service plan and points that were not finalised prior to attending the meeting in September.

As discussed at the July Subcommittee meeting, PSNC needs to develop its proposals for a care plan service, using external support where appropriate. An additional SDS meeting was planned to be held during August/September to discuss this topic further but this was not possible (see above).

- **COPD** – a range of documents, based on the CPF1 work, to support the commissioning of a COPD rescue pack service have been drafted by Rosie Taylor and they are currently being reviewed internally. It is then intended that these will be shared with NHS England, as part of the work being undertaken on out of hospital urgent care, followed by publication.
- The Health Foundation announced in July twenty new innovative projects to be part of the fourth round of their £1.5 million innovation programme, Innovating for Improvement. One of these is 'Using community pharmacy for asthma patients not attending yearly reviews' which involves testing whether the community pharmacy providing these annual reviews could improve medicine use, and reduce unplanned GP visits and hospitalisation for these patients. Zainab Al-Kharsan has been in touch with Suffolk LPC as the pharmacy involved in the project falls within this LPC area; the LPC has advised they will let us know more details as the project progresses.

Subcommittee Action:

- Review the proposed next steps and prioritisation of work and suggest additional activities, if appropriate.

Next Steps:

- Update the current business case, template service specification and supporting documentation for Pharmacy First/minor ailments advice services for local use by LPCs;
- Use the commissioner section of the website and our emails to commissioners to promote the services within the Pharmacy Five Point Forward Plan;
- Develop a service proposal and collate existing evidence for a care plan service to support people with LTCs and seek the views of relevant stakeholders on the refinement of the service proposal;

Note – due to work supporting the re-commissioning of the flu vaccination service and the ongoing discussions with DH/NHS England being prioritised during the year, the following next steps have been deprioritised.

- Develop a business case, service specification and supporting documentation for a care plan service to support people with LTCs;
- Develop outline service specifications for integrated asthma and hypertension management services, which clearly describe the respective responsibilities of community pharmacy and GPs;
- Test and refine the outline service specifications for integrated asthma and hypertension management services with stakeholders;
- Develop business cases, template service specifications and supporting documentation for integrated asthma and hypertension management services;
- Review and update, where necessary, the business case for the COPD identification service (developed following the Community Pharmacy Future project);
- Develop a template service specification and supporting documentation for the COPD identification service.

2 PSNC will analyse the impact that a reduced pharmacy network and growth in the use of online pharmacies would have on patient care and the use of NHS resources. (Joint objective with PSNC and FunCon)	Status
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Report:

- **PwC work** – The assessment of the social value of community pharmacy that PwC has undertaken was published on 7th September at a launch event attended by David Mowat MP, other parliamentarians and stakeholders. The Minister spoke positively about the report and its findings and it has subsequently been referenced in correspondence from DH and NHS England.

The full report and the Executive Summary can both be downloaded from psnc.org.uk/valueofpharmacy. A copy of the Executive Summary is set out in **Appendix SDS 03/10/16 (attached separately at the end of the SDS agenda)** for information.

The findings of the report have been used in presentations to LPCs, pharmacy teams and commissioners at a number of the policy team’s recent speaking engagements and the topic will continue to be covered in future presentations, whenever this is appropriate to the event. The report has also been used in lobbying at the Party Conferences and it will be used at the RCGP conference.

A number of materials have been made available for use in local conversations with commissioners and other stakeholders and we have received reports that the report is being actively used by LPCs in their local conversations. An infographic that summarises the findings is set out in **Appendix SDS 04/10/16** for information.

PwC had been invited to present their findings at the October Committee meeting, but due to the need to prioritise consideration of the ongoing discussions with DH/NHS England, this will not now happen in October.

Subcommittee Action: Review the proposed next steps and suggest additional activities, if appropriate.

Next Steps:

- Continue to make use of the PwC report’s findings with stakeholders and in lobbying and consider options for further work which could be commissioned.

3 PSNC will seek the best outcome in negotiations with the Department of Health and NHS England, working to protect the interests of contractors. (Joint objective with FunCon)	Status
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Report:

- **Seasonal Influenza Vaccination Advanced Service** – The Flu Vaccination Service launched on 1st September, and although close to the deadline, all the revised paperwork for the service was published before this date. PSNC held a webinar the week before the service launched and more than 650 people tuned in. Alastair Buxton led the webinar and was supported by Sunil Kochhar and Lesley Grimes (Lead Pharmacist, learning development at CPPE). Feedback from the webinar was very positive with 99% of respondents to the feedback request saying that they found it useful or very useful.

The Services Team has also produced a number of news stories and briefings to support contractors with the delivery of the Flu Vaccination Service. Flu vaccination posters for use in pharmacies have been distributed via Community Pharmacy News and the FAQs on the website have been revised and added to. In addition, the team has been busy responding to queries on the service received from contractors, both on the phone and by email.

Over 260,000 flu vaccinations have been administered from community pharmacies in the first month (this figure is only taken from PharmOutcomes and Sonar data, therefore the total number of vaccinations is higher than this) and we will maintain our positive news coverage of the service in order to encourage pharmacy teams to maintain this level of vaccination activity, in the hope that the sector will exceed the number of vaccinations carried out last year (595,467 vaccinations).

Subcommittee Action:

- Review the proposed next steps and suggest additional activities, if appropriate.

4	Reflecting the growing importance of local relationships with commissioners, PSNC will support LPCs to secure locally commissioned services and build effective collaboration with other local health and care services. (Joint objective with LIS)	Status
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Report:

- **Review of template service specifications** - we are awaiting a decision from PHE on how they wish to move forward joint work to review and update the public health template service specifications previously developed with DH; pressure is being maintained on PHE to get them to make a decision on this matter.
- **Drinkaware** - Rosie Taylor is still in contact with Drinkaware regarding their project to develop resources to support identification and brief advice (IBA) in the community pharmacy setting. They have been put in touch with Community Pharmacy West Yorkshire, as Drinkaware wanted to speak to an LPC to gain insight into local commissioning from a 'practical' point of view and also with Pinnacle Health Partnership as they were interested in using PharmOutcomes for their pilot.
- **Pharmacy Show** – Alastair Buxton and Rosie Taylor chaired the PSNC Pharmacy Services Innovation Theatre at the Pharmacy Show in September and Alastair Buxton presented in the Keynote Theatre on 'The future outlook for community pharmacy services'.
- **AMR** - Rosie Taylor and Melinda Mabbutt have been working with representatives from PHE to promote the forthcoming Antibiotic Awareness campaign in November. An A4 poster will be included in the October edition of CPN as well as promoting the campaign through the normal PSNC communication channels.
- **STPs** - A webinar for LPC members on Sustainability and Transformation Plans (STPs) is planned for 10th October in which Alastair Buxton will be joined by a number of LPC representatives to talk about their experiences and key messages for other LPCs. The topic will also feature on the agenda of the LPC Conference.
- **PSNC Briefings** - The following PSNC Briefings have been published since the July 2016 meeting in addition to the monthly Health and Care Review Briefings:
 - PSNC Briefing 048/16: NHS Operational Planning and Contracting Guidance 2017-19 (September 2016)
 - PSNC Briefing 047/116: STP aides-mémoire (quick guides) (September 2016)
 - PSNC Briefing 046/16: An introduction to STPs (September 2016)
 - PSNC Briefing 045/16: An introduction to multispecialty community providers (MCPs) and the emerging contract framework (September 2016)
 - PSNC Briefing 044/16: Services Factsheet – Eligible groups for the Flu Vaccination Service (September 2016)

- PSNC Briefing 040/16: Guidance on the Seasonal Influenza Vaccination Advanced Service (September 2016)
- **Services database** - Zainab Al-Kharsan is continuing to add to and update the Services Database and spreadsheet and there are now 1,070 services listed on the database.
- **Commissioners email bulletin** - The Services Team is continuing to write and send the monthly email bulletin to Commissioners. Sign-ups have increased, from 973 in June 2016 to 1,093 in September 2016. The Comms Team has mapped the commissioners who are signed up to the mailing list to see where the gaps are in regards to CCG and local authorities. The Comms Team will now look at targeting certain LPCs to ask them to encourage commissioners to sign up to the newsletters.

Subcommittee Action: Review the proposed next steps and suggest additional activities, if appropriate.

Next Steps:

- The next steps under item 1 will all support LPCs with securing the commissioning of local services. These service areas will be prioritised for initial work and following completion of those tasks, other services will be considered where new business cases and associated support materials would be of value to the LPCs;
- Continue to collate information on community pharmacy services to keep the online services database up to date and use this to produce resources to support local service commissioning;
- Following the discussions with LPCs on STPs (webinar and at the LPC Conference) consider additional resources that they may need to support local work;
- Review and update the template service specifications previously developed with DH, potentially in collaboration with PHE.

5	PSNC will address operational issues affecting pharmacy practice, working to secure the best outcomes for contractors. (Joint objective with HPR and FunCon)	Status
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Report:

- **SCR** - PSNC has continued to work with NHS Digital to support the roll out of the NHS Summary Care Record (SCR). Repeated communications on the value of using SCR have been issued to try to counter the fact that many pharmacy teams have undertaken the training required for SCR access, but they have not then gone on to access the SCR. As of week commencing 26th September 2016:
 - 9,774 (84%) pharmacies have completed the face to face Implementation Session;
 - 8,216 pharmacies have completed the Acceptance User Agreement Form; and
 - 4,453 (39%) sites have gone live with viewing an SCR.

NHS Digital has provided statistics at an LPC level to help LPCs with motivating contractor take-up of SCR access.

PSNC is holding a webinar on 13th October on SCR and Harpreet Shergill, NHS Digital’s Community Pharmacy SCR Lead, will be presenting with Daniel Ah-Thion, EPS Lead, hosting the webinar. This will cover what is required to go live, the benefits of SCR usage, how to use SCR to improve efficiency, and top tips and experiences from users. A complementary webinar is also being organised by the NPA, as part of the wider campaign to get pharmacy teams to make greater use of the SCR.

Subcommittee Action: Review the proposed next steps and suggest additional activities, if appropriate.

Next Steps:

- Continue to work with NHS England and NHS Digital to support the roll out of SCR access to community pharmacies.

Any other business

- **Appointment of a PSNC Research Fellow** – Dr Nicky Hall has been appointed as the PSNC Research Fellow at the University of Sunderland’s Faculty of Health Sciences and Well-being. A verbal update will be provided on the initial discussions which have taken place with Nicky and Prof Scot Wilkes on the focus of her research.
- **NHS England’s independent review of clinical services (Murray Review)** – a verbal update will be provided by Gary Warner and Clare Kerr.
- **MUR research** – Research on patient satisfaction with MURs, conducted by the University of Reading, was identified following the agreement to work with the NPA to rapidly commission some research on MURs. The university were encouraged to publish a summary of the research so it could feed into the Murray Review; the summary is available at <http://psnc.org.uk/our-news/new-research-demonstrates-high-patient-satisfaction-with-murs/>. Discussions have continued with the NPA on what research could be rapidly commissioned to support the ongoing commissioning of MURs, but in light of the publication of the above research, which covers the area of qualitative research that we were considering commissioning and the quantitative research on MUR outcomes (using the MUR dataset information) being deemed to be impossible because PMR system support for the current dataset remains poor, it has been concluded that there are no immediately obvious other targets for rapid research.
- **National Association of Primary Care, Primary Care Home Pharmacy Forum** – PSNC was invited to join this newly formed group which has been set up by NAPC to provide pharmacy input into the development of the Primary Care Home new care model (which is linked to the Multispecialty Community Provider model). A verbal report will be provided by Gary Warner.

Value of Community Pharmacy infographic

Community pharmacy: providing great value for communities

Community pharmacies are vital parts of local communities, offering a range of services to support people's health and wellbeing. New research from PricewaterhouseCoopers (PwC) has shown just how important some of these services are to public spending.

The research

The research analysed 12 community pharmacy services across:



Public health



Medicines support



Support for self-care

The savings



The 12 services in 2015 delivered £3bn worth of net benefit to the NHS, public sector, patients and wider society.

This included:



£1.1bn NHS cash savings



£600m benefits to patients



£1bn benefits to the public sector and wider economy



£242m avoided NHS treatment costs

The benefits



Avoided NHS treatment costs

Avoided GP appointments



Cost efficiencies

Avoided social care costs



Reduced travel time

Increased economic output

Find out more at: psnc.org.uk/valueofpharmacy

Support the campaign for community pharmacy: supportyourlocalpharmacy.org

