

**PSNC LPC and Implementation Support Subcommittee Minutes**  
**for the PSNC meeting held on 14th March 2017**  
**at Radisson Blu Hotel, 1 The Light, The Headrow, Leeds, LS1 8TL**  
**commencing at 3:30pm**

**Members:** Sam Fisher, Peter Fulford, Kathryn Goodfellow, Jas Heer, Fin McCaul, Umesh Patel, Anil Sharma.

**In attendance:** Alastair Buxton, Gordon Hockey, Mike King, Janice Perkins, Zoe Smeaton, Rosie Taylor, Stephen Thomas, Gary Warner.

**Apologies for absence**

No apologies for absence were received, and Fin McCaul was welcomed to LIS as our newest member.

**Minutes of previous meeting and matters arising**

The minutes of the meeting held on 10th January 2017 were approved by the subcommittee.

**Agenda and Subcommittee Work**

The 2017 work plan, including progress updates, was agreed by the subcommittee noting the dependence on, and collaboration that will be required with other subcommittees on certain elements.

**Changes to the contractual framework and local commissioning**

1	Providing support and guidance to contractors and LPCs related to the 2017/18 changes to the CPCF	Status
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The Chair highlighted the fantastic range of resources on Quality Payments that have been published by the Services Team and it was noted by the subcommittee that these had been timely and useful. The subcommittee noted the need to carefully think through the language being used when talking to GPs (Asthma Referral GP material) about the imposed requirements and it was agreed that any feedback or proposed revisions should be passed on to the office. It was also noted that the Services Team are reporting queries raised by contractors as FAQs on the website every week.

In January the subcommittee had asked whether PharmOutcomes could offer support for the HLP framework under the PSNC licence. Alastair Buxton reported that discussions with Pinnacle had confirmed that such support could be created under the PSNC licence. However, this is not considered to be necessary as the support is included within the PharmOutcomes module that some commissioners have purchased already and the HLP document workbook on the website is now available to all contractors.

The subcommittee considered the dashboard showing contractors' progress on Quality Payments and agreed that it would be useful to continue including and reviewing this at future meetings.

It was agreed that Alastair Buxton would circulate the draft contractor online declaration (for claiming Quality Payments) to LIS for prompt comment considering an anticipated tight turnaround, and that any other Committee member that was interested in reviewing to contact the Services Team.

2	Develop template service specifications, business cases and other resources (SDS) and offer support for local commissioning of services (LIS)	Status
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Zoe Smeaton reported on the stand which PSNC, working with the NPA and PV, organised at the Local Government Association's Public Health Conference on March 9<sup>th</sup>. The event led to a number of productive conversations with Councillors which the office will follow up on with the local LPCs. Several Councillors approached the stand saying that they would like more information about community pharmacy services and how they could work, so there is clearly a need to better promote the resources on the commissioners hub to Councillors. The email newsletters to Councillors due to launch this month will be a key vehicle for that work.

Liz Colling and Louise Baglole from Healthcare Together gave an overview of the services they are providing and could provide. This includes the tender scanning service which LPCs already receive free of charge, tender writing services, and help setting up and working as provider companies. Although there has been interest in these services from the 12 existing LPC provider companies and proposals have been worked up for some, as yet none have paid for any Healthcare Together services.

Healthcare Together have been working to promote their services eg through the pharmacy press and using PSNC and NPA communications channels. They are considering whether their scanning services could be offered to other markets in order to generate income, recognising the need to work through any potential conflicts of interest.

There is a concern that opportunities are being missed for community pharmacy to bid for tenders while LPCs and contractors focus on other things such as managing the funding imposition. It was suggested that it would be helpful for Healthcare Together to quantify the lost opportunity from a monetary contract value perspective, to further understand what LPCs and contractors are not capitalising on.

The subcommittee considered the revised proposal from Ashridge Communications. It was noted that the workshops should take as wide a view as possible of the new care formats being adopted to enable us to understand more about the emerging environment. However, although CCGs may not exist forever, they remain important stakeholders / commissioners as the STPs as yet have no statutory powers, and the people commissioning within CCGs are likely be the people who move to any new leading organisations. It was agreed to take the plans forward, and noted that when considering the geographical profiles of the workshops there would be a need to take into account STPs, mapping which areas have additional accelerator funding, upcoming devolution and what stages of development they are at. The workshops should also cover areas and commissioning groups with varying levels of engagement with community pharmacy.

The subcommittee considered the results of the Integration Survey and noted that this work is closely aligned to, and further supports the need for the Ashridge workshops . The workshops will be a good start, but there will be a need to do more of this sort of work in the future. There is also a need to use the outputs of both the survey and the workshops to help LPCs to have the right

conversations in the right places; this may include providing a template for them to hold stakeholder workshops themselves.

It was noted that following work by Rosie Taylor to draft the survey, and then feedback given by the Services and Communications Teams in January on a first draft of the survey report, Pharmacy Voice had supplied a revised version of the report just before the PSNC meeting. The office will review this and a call is planned with PV this week. The subcommittee agreed on the need to engage with different audiences and in particular it was noted that the survey should be used to help LPCs to adopt successful engagement actions. This could be done by showcasing how those LPCs who reported good engagement from commissioners had managed to achieve that.

3 Seek to ensure that education and training providers have a clear understanding of the CPFV to ensure relevant skills and training programmes are developed that can underpin future service developments	Status
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The subcommittee will re-visit this item later in the year.

### External relationships and lobbying

4 Working with partner organisations at local and national levels, to use communications and lobbying to ensuring the recognition and acceptance of the role of community pharmacy within all stakeholder groups and the benefits of implementing the CPFV. This will include a focus on ensuring the sector has strong relationships with stakeholders within Parliament and local government, who will act as advocates for community pharmacy (PSNC/LIS)	Status
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The information in the agenda was noted, and it was reported that the campaign working group had met earlier in the day to discuss the next stages of campaigning work.

5 Working with partner organisations, to develop and implement a work plan to support the implementation of the key recommendations of the Murray Review (SDS/LIS)	Status
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The subcommittee will consider this once SDS has met and had a discussion on it.

6 Develop a productive dialogue with GP and CCG leaders to secure their support for the implementation of the CPFV (SDS/LIS)	Status
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The subcommittee will consider this once SDS has met and had a discussion on it.

### LPC communications, development and operational support

7 Support LPCs to improve their effectiveness to respond to the changing	Status
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needs of contractors and service commissioners through the provision of resources, information, training and sharing good practice	
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The subcommittee agreed that the office should proceed with the proposal for a mentoring scheme and work this up in more detail.

The subcommittee considered the proposals for the November 2017 and March and October LPC events in 2018. The November event allows LPCs to have discussions that can feed into PSNC's annual planning cycle; and both events give an opportunity to update LPCs and for them to network and learn from one another, particularly showcasing best practice. The subcommittee agreed that the events could be opened up to other LPC representatives as suggested in the paper, but stressed that the March meeting should continue to exclude the media to allow for confidential updates to be given to the LPCs. It was noted that the minister David Mowat had offered to return to address the November conference again in 2017 following his speech at the 2016 event.

8 Support LPC communications to help them to give the best possible information to contractors and other stakeholders	Status
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The report from the office was noted.

9 Oversee PSNC communications channels and engage with the media to ensure that PSNC is engaging with contractors, LPCs and others in the best possible way (joint work with PSNC).	Status
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The report from the office was noted, and the subcommittee considered the paper on a possible PSNC App, noting that this included a number of good ideas. It was noted that the last three ideas could have significant overlap with PDS work.

Gary Warner clarified that the original idea for the app had been to mimic the C+D app ie simply giving an app version of CPN magazine. Users would then have to go online to get some of the more interactive content. It was suggested that the app could be developed in a two-phase project, firstly developing an app that gives information already on the PSNC website. This should be more manageable in terms of cost, workload and initial design, and would also give an opportunity to analyse how people are using the app before investing in further development.

It was agreed that members of the subcommittee would give any more detailed feedback on the paper to the office by email, and that the office will continue to work up cost and technical information on the possible app with EBI for further consideration by the subcommittee.

### Any other business

None.