

PSNC LPC and Implementation Support Subcommittee Minutes
of the meeting held on Wednesday 10th January 2018
at CCT Venues Barbican, 135-137 Aldersgate St, London EC1A 4JA

Present: Jas Heer, Mike King, Zoe Long, Melinda Mabbutt, Umesh Patel, Anil Sharma, Fin McCaul.

Apologies for absence

Apologies for absence were received from Sam Fisher, Peter Fulford and Kathryn Goodfellow.

Minutes of previous meeting and matters arising

The minutes of the meeting held on 10th October 2017 were approved.

Agenda and Subcommittee work

The draft workplan for LIS in 2018 was considered.

It was noted that in some areas of the plan there is common ground with other subcommittees, in particular SDS. The role of SDS is to develop the products (such as a new service); LIS is concerned with supporting the implementation of that service by the provision of guidance, training, and communications for LPCs and contractors.

Support on the contractual framework and local commissioning

1	Provide support and work to engage contractors on the CPCF, pharmacy funding, the changing NHS environment and local commissioning, and all other NHS matters relevant.
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Proposed Actions

Ensure PSNC is using social and digital media to best effect to engage with contractors and their teams	Ongoing
Meet with pharmacy press to look for ways to work together to support community pharmacy contractors and their teams in 2018, and write a plan	April (and ongoing)
Provide guidance and support to contractors on changes to the CPCF and funding	Ongoing
Monitor the ongoing development and impact of the STPs/Accountable Care Organisations (ACOs) and the changing commissioning environment on community pharmacy, to inform support and guidance to contractors, and highlight success and shared learning	Ongoing
Support contractors to engage and adapt to the changing environment for community pharmacy	Ongoing

The subcommittee approved this element of the workplan.

LPC development and operational support

- 2 Provide resources for LPCs to promote the local commissioning and effective implementation of evidence based services.

Proposed Actions

Produce resources for LPCs to help them to promote services	Ongoing
Provide guidance, based on the Ashridge report, on how to run local meetings with commissioners to identify and overcome barriers to local commissioning	May
Provide training and support for LPCs on each of the steps in the commissioning cycle	November
Consider conducting further research to understand the impact, priorities and directions of STPs and ACOs, as recommended in the Ashridge report	March
Provide support to LPCs involved in the setting up of a local provider company, and the ongoing relationship and governance between the LPC and the provider company, once established. Support local provider companies set up with LPC involvement, as appropriate.	Ongoing

The subcommittee approved this element of the workplan.

Subcommittee Action:

It was noted that the board of Community Provider Support Services (CPSS), trading as Healthcare Together (HT), had decided to wind up the company with effect from 31st January 2018. This was due a to negligible demand for its services and consequentially no income (other than funding from PSNC and NPA) since it began trading in 2016. The board had agreed that the HT brand and other IP rights would be transferred to PSNC and NPA to use if they wish. It was reported that PSNC and NPA were in discussion about continuity of the services provided by HT through PSNC and NPA.

The support PSNC is currently giving to the Greater Manchester provider company on their company structure will continue.

The subcommittee discussed the Ashridge report, noting that a briefing is being sent to LPCs on the report's recommendations and how they have been taken into account so far by PSNC. The subcommittee agreed that some of the recommendations from the report should feature at the national meeting of LPCs in March.

- 3 Promote collaboration and the sharing of knowledge, skills and resources across the LPC network.

Proposed Actions

Follow up the discussions at the LPC Conference 2017 on how PSNC and LPCs can collaborate more on the production of support material and make greater use of the expertise in LPCs	February
Create a database of individuals in LPCs with particular expertise/special interest	March
Share information from regional meetings across the LPC network	Ongoing
Consider additional channels for a wider LPC audience to share knowledge and information across the LPC network	February

Consider a networking event for LPCs Members and staff involved in communications and public affairs work	November
Survey of LPCs to assess current engagement with STPs and the development of ACO/ACS, to inform the LPC network and PSNCs support plans	February
Use the national meeting of LPCs in March to progress this workstream	March

The subcommittee approved this element of the workplan.

Last year LIS agreed that the LPC Chairs and Chief Officers meeting should not continue in its current format in 2018 and beyond; replaced by a national meeting for LPCs in the Spring (March 21st), with each LPC able to register two representatives as before but given flexibility to send LPC members and officers other than Chairs and Chief Officers if they wished. The half day LPC Chairs and Chief Officers meeting on the afternoon before the LPC conference was discontinued. The LPC Conference continues as a second national meeting of LPCs in the Autumn.

The subcommittee discussed the agenda for the national meeting of LPCs in March and agreed that as much time as possible should be given over to contributions from LPCs and table discussions to use the expertise and ideas from the audience. It was agreed that the agenda would need to be finalised nearer the time to be as topical as possible, with the subcommittee suggesting discussions building on PSNC's LPC size and structure briefing, the evolving roles of the LPCs, GDPR, sharing best practice, contractor engagement and delivery of services, and areas linked to the Ashridge report.

It was reported that further discussions with LPCs had been held to progress the support at last year's LPC Conference for greater PSNC/LPC collaborative working. LPCs would be consulted on suggestions for areas of collaborative work, some of which could feature at the March national meeting of LPCs. It was agreed that following consultations with LPCs and taking into account the subcommittee's suggestions, a draft agenda for the meeting be circulated to LIS members in the next few weeks. The subcommittee were advised that PSNC's policy is that only the PSNC and LIS Chair may claim expenses and allowances for attending the meeting.

4	Work with LPCs to get clarity and agreement on their changing role, and support them to improve their effectiveness, communications and structures in response to the changing needs of contractors, local commissioners and other bodies in the evolving local NHS environment.
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Proposed Actions

Update PSNC's self-evaluation framework to reflect the changing NHS environment	March
Develop PSNC's mentoring network to support the effectiveness of individuals in LPCs	March
Run training days for new LPC members following the LPC elections	May
Build on the PSNC's 'LPC size and structures' document to identify how LPCs need to adapt to the changing NHS environment	May
Continue to encourage LPC members to review the LPC structure and support those LPCs looking to make changes such a mergers or federation	Ongoing
Consult LPCs on training and other support needs to progress this workstream	March
Provide further templates for key areas of LPC work	Ongoing
Consider the additional support needs of the large LPCs that are resulting from mergers	March

Use PSNC's LPCs in the Spotlight feature to highlight success and inspire change	July
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The subcommittee approved this element of the workplan.

Building support at a time of change: communications and public affairs

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| 5 | Use PSNC communications, media work, lobbying and wider engagement activity to build broad support for community pharmacy and support for its changing role in the evolving NHS. |
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Proposed Actions

Produce resources to help LPCs to engage with local stakeholders	Ongoing
Produce a guide to community pharmacy for STPs and ACOs/ACSS	March
Seek a meeting with the LGA with the aim to follow up with joint work	April
From the results of the LPC survey, consider how local and national lobbying could help enhance engagement with STPs	June
Review options for and select a Parliamentary monitoring service	January
Review and maintain a rolling contacts list of key target peers and MPs	Ongoing
Review and respond to Parliamentary inquiries relevant to community pharmacy	Ongoing
Work with other pharmacy organisations to promote pharmacy in Parliament	Ongoing
Produce a year planner to support LPC local engagement and public affairs work	March
Produce further resources promoting the PwC work and Care Plan service	April
Identify key national media targets and provide a briefing for them	October
Review opportunities to exhibit at events in 2018 and agree plan with other pharmacy organisations	January
Create a rolling list of key target healthcare contacts and produce a briefing to help them to promote community pharmacy	August

The subcommittee approved this element of the workplan but asked that the guide to community pharmacy for STPs be moved to earlier in the year; it was agreed to change this to April.

The subcommittee agreed that the office should continue to include digital communications monitoring information in the LIS agendas, and stressed the need to be ambitious about how we can improve engagement with contractors in 2018. It was suggested that some resources on the website could be gated, and only made available to contractors who have shared an email address with us. The office will also explore whether resources such as the Prescription Charge Card could be sent out to contractors' NHS email addresses.

The subcommittee noted Kevin Barron's request in November for LPCs to help getting MPs to attend APPG meetings. The office will seek help from LPCs to do this ahead of future APPG meetings.

6 | Oversee all operational aspects of the PSNC rebrand and build support for the rebranded organisation.

Proposed Actions

Engage designer/font foundry and work up logo and colour scheme options	March
Draft brand guidance document	April
Draft internal launch plan to cover domain changes, website, emails etc.	April
Draft communications and external launch action plan	April
Write options paper for new CEO and Committee	May
Finalise brand guidance	June
Implement internal launch action plan	tbc
Implement communications and external launch action plan	tbc

The subcommittee approved this element of the workplan, noting the need for the new Chief Executive to be given the opportunity to oversee the rebrand.