

LPC Capacity Plan Clarification and Queries

How will we maintain working pharmacist expertise and how will this be chosen?

The job descriptions and person specifications have not been fully worked up yet for each of the positions. As the professional representative body for community pharmacy locally it is key that we ensure pharmacist expertise within the LPC office ideally within at least one of the Chief Officer or Lead roles. The committee is also available for input.

What happens to admin resource?

Administration has been included into all the job roles. We are a small organisation and it is important that each job undertakes an element of their own administration as well as recognising that roles must be able to support and step up into other job roles. The officers' roles will likely pick up a number of administrative tasks.

What is the additional cost exposure and have we cost benefitted this?

As outlined within the risks of the paper, the Executive Team is very mindful that this is additional cost but in order to continue to work in the environment we are operating this is very much needed. The Committee need to consider that if they do not put in this additional cost then some of the work streams must be de-prioritised and opportunities will be missed and not taken forward.

I think we need to add something around expectations of members working in their own time on pieces of work.

The hourly cost takes into account some of the preparation that may be required for pieces of work in their own time. By nature of the role, that the LPC member has nominated themselves to be part of the LPC, then they must also recognise that undertaking some work within their own time is part of their role as it brings benefits to their own job role and organisation.

How was the figure of £31.25 derived per hour for members?

This figure is based upon the hourly figure of what we currently reimburse members for at an LPC meeting of £250 for the day. LPC members are expected to be present at the LPC meeting from 9.00am – 5.00pm. Therefore £250 divided by 8 hours is equal to £31.25 which include travel expenses and preparation.

How was the figure of £25 derived per hour for members?

This figure was derived from what are currently accepted hourly rates for paying locum pharmacists. Please note that this is an expense/backfill as defined by HMRC.

At a time agreed with who... (Subcommittee meetings for two hours)?

The subcommittee would still continue to function as per the current terms of reference and led by the LPC Vice-Chair. There are no other changes suggested to the subcommittee.

What will be the settlement period?

The expenses policy fully outlines the settlement period and there are no changes which was included with the original email. Payment will be made to the LPC member 28 days following authorisation of the expense claim.

What will handover look like?

This has yet to be fully worked up. It is envisioned that the Deputy Executive Officer would have a clear work plan agreed in April about where certain pieces of work should be taken to by the end of December with clear transition and information communicated to other staff in the organisation.

Why so long?

The reason that there has been a long transition period with the Deputy Executive Officer in place is to support the changes to the office team as they are implemented which will take at least six months to work through. It would be inequitable for a new role to join in this environment and to pick up unfinished pieces of work.

What will happen to existing staff? Have we factored CLO in?

HR advice on how we move to the new structure has been sought. The implementation of the new structure and the process for this will be clearly outlined and communicated to staff in a clear way undertaken upon HR advice. It would be unfair to outline what this process will entail until this has been communicated to staff.

We are unclear what CLO stands for – please clarify.

How do we propose to engage the contractors with this change? How are we going to "sell" levy increases?

If the Committee choose to support this recommendation then the Committee members must also think about how to engage with contractors on this change.

This would be communicated to contractors in the usual way and carefully worded with the outcomes expected from the additional income. The LPC is only requesting what is needed in order to function in an optimum way and it is clearly outlined where these additional funds will be focused.

Would be good to understand the maths behind this.

The levy collection calculations have been based upon an average contractor size of 7000 dispensing items with an average value of £8.50 per item.

This has been based upon the LPC requiring a minimum of £21,000 levy required per month in 2019/20 (and using our reserves) and a minimum of £27,100 required per month in 2020/21 (to be zero accounting).

Suggested amendments to services lead job role.

The following bullet points have been added to the services lead job role as suggested:

- Horizon scan the landscape for new service provision
- Review Pharmaceutical Needs Assessments (PNAs) and Joint Strategic Needs Assessments (JSNA) for service opportunities
- Conduct impact and risk assessments
- Conduct/ review financial modelling

The Services and Engagement Leads have the same line in their job role "Lead for Localities as defined (eg East & North Herts or Herts Valleys Localities)" – how will this vary?

It is envisioned that the Services and Engagement Leads will support different geographies e.g. Services Lead = Herts Valleys CCG and Engagement Lead = East and North Herts CCG.

Who will the leads deputise for?

Both leads will deputise for the Chief Officer linked to their lead area of either services or engagement of the locality area which they support. This is clearly outlined in both job profiles.

The proposal paper has the services lead/ engagement lead interlinked. Would be worth replicating this.

This has now been updated.

How many hours is 1.0 WTE a week?

40 hours. All LPC contracts with office staff have this included.

What does reasonable mean e.g. evening meetings?

Reasonable means providing refreshments that are appropriate to the time of day that conform to expected society mealtimes. For example if a meeting was held during the lunchtime or dinner time period then it would be expected that the LPC would provide these meals. If a meeting was held outside of these time then only reasonable refreshments such as water, tea, coffee would be expected to be provided.

My overwhelming concern is affordability. We appear to be seeking a 34% increase in levy? The increase from 83.30 to 111.84 is 34%. Can we really justify such a large increase? I'm concerned at a 34% budgetary increase especially in the current climate.

The Executive Team has considered what is needed by the organisation in order to put forward an affordable plan. The budget has been presented that demonstrates the plan is affordable if an appropriate levy is collected from pharmacy contractors and the paper outlines the justification for putting in this levy based upon the needs of the organisation to reach a zero accounting status. If we work at a lower level, this can be adjusted before 20/21

My only other (small) comment is would it be worth purchasing an LPC office mobile – to save cost of phoning mobiles from the office landline? (Just a thought).

We think this may have been read incorrectly off the budget. The LPC office already has a office mobile and in addition we already have a contract with our landline phone provider about phoning mobiles. We do not incur additional costs for phoning mobile phones. There has been contingency put in the budget to recognise additional staff who may be working remotely and may therefore require mobile phones to be provided as part of their role.

The capacity plan looks good and clear. The new roles seem like they will help run a smoother not so all things are on one set of shoulders workload. It also seems promising that people will be able to step up if needed for holidays or sick which is great from a smooth LPC and to show professionalism to people outside of the LPC. My only question is the hiring of 1 WTE for the lead roles at the beginning. I understand we don't have it in the budget to make it 2 WTE so someone for each position, but is that going to be enough to handle the work load or are we going to have to scale back until the budget is increased and if so do we have an idea of what we will scale back on? Like I said I like the structure and the job roles and the plan and I think it will work I just want it to be implemented as we mean to go on if that makes sense, so cutting back on projects which aren't a priority until the budget fits the plan is fine but doing all things at 50% because we only have 50% of the staffing is not great.

It is proposed that we identify where the biggest opportunities are for the LPC and recognise that we will not be able to take forward all areas that we would like to. Therefore the LPC will need to be more robust and clearer on their priority work areas and recognise why some areas cannot be taken forward at the ideal pace with which we might like.