

**Pharmaceutical Services Negotiating Committee**  
**LPC and Contractor Support (LCS) Subcommittee Agenda**  
**Wednesday 6th February 13:30**  
**PSNC, Hosier Lane, London, EC1A 9LQ**

**Members:** Sam Fisher (Chair), Alice Hare, Fin McCaul, Lucy Morton-Channon, Umesh Patel, Jay Patel, Sian Retallick, Anil Sharma

1. Welcome from Chair
2. Apologies for absence
3. Conflicts or declaration of interest
4. Minutes of the last meeting
5. Matters Arising

**Action**

6. Provider companies
7. LPC Self-evaluation and LPC Dashboard (**Appendix 03/02/2019**)
8. Pastoral Support (**Appendix 04/02/2019**)
9. Primary Care Networks (**Appendix 05/02/2019**)
10. Quality Payments (**Appendix 06/02/2019**)

**Report**

11. HMRC and advice to LPCs – Gordon to report at the meeting
12. LPC Support Reports (**Appendix 07/02/2019**)
13. Training and events (**Appendix 08/02/2019**)
14. Any other business

Subject	LPC Self Evaluation and Dashboard
Date of meeting	6th February 2019
Committee/Subcommittee	LPC and Contractor Support
Status	Not confidential
Overview	Review of LPC self-evaluation and plans for the LPC Dashboard.
Proposed action(s)	Support needs identified by the self-evaluation, and any further changes to the assessment; discussion on elements for the proposed LPC Dashboard.
Author(s) of the paper	Mike King

## Introduction

PSNC's LPC self-evaluation provides a framework for LPCs to assess and traffic light their performance against criteria in the following areas:

- Business and strategic planning;
- Governance;
- LPC management and structure;
- Financial management;
- Communication contract development;
- Stakeholder relationships

The self-evaluation, originally a Word document, moved to the PharmOutcomes platform in recent years.

The purpose of the evaluation is to set a framework to help ensure a consistency in quality of service delivered by LPCs; helping to show LPCs what good looks like; a resource for LPCs that identifies areas that may need more work; providing information to LPC members to support their core role in managing the LPC and achieving the highest possible standards

The template, reviewed annually by PSNC, was updated in May last year for 2018/2019. The template for the current self-evaluation is attached separately with the agenda papers.

## Update

At the last meeting LCS agreed to encourage those who hadn't completed the assessment to do so, through regional representatives, CCA and AIMp LPC members. As a result, 52 LPCs have now completed the self-evaluation (the figure was 24 in at the October LCS meeting). PSNC uses the data from the self-evaluation to identify areas where a significant number of LPCs have potential concerns so we can offer support if needed.

From the examination of the results so far, there are two areas where several LPCs have an Amber (potential concerns) rating: Agendas and Minutes not routinely available to contractors (7) and LPC has not formally considered member training needs in the last 15 months (6).

We will prepare a template to help all LPCs assess LPC members training needs. One LPC has 23 areas of potential concerns and we will contact the LPC to discuss how we can help. Other LPCs have far fewer and the best approach may be to allow them to work on those before contacting them. A reminder will be sent to LPCs members to continually review the assessment and take steps to make improvements where necessary.

### Key performance indicators

Following discussions an LPC Chief Officer and Vice Chair, and the LCS Chair it was felt that the LPC Self Evaluation covers all the areas that would be key performance indicators with a method of tracking progress on each indicator. It was also felt that to create another key performance assessment would be duplication and could cause confusion and overlap.

### LPC Dashboard

An LPC Dashboard is a way for LPCs to capture key information about the LPC (staff, levy rates and other financial information for example) providing a way for the LPC to demonstrate to their

contractors in a more transparent way, key data about the LPC and the service it provides. The Dashboard would also provide at a glance management data for LPC members to help support their role.

The LPC Dashboard is a natural extension of the self-assessment tool and we will explore with PharmOutcomes the possibility of the two sitting together on that platform.

### **Action and next steps**

The view of LCS on the proposals for the self-evaluation to form the basis of LPC key indicators, sitting alongside an LPC Dashboard are welcome.

Although it has been less than a year since the last update of the self-evaluation, LCS is asked to consider if a further review of the assessment is needed.

A list of potential elements for the LPC Dashboard will be circulated to LCS members for their views and suggested additions – suggestions will also be welcome at the LCS meeting. A group of LPC Chief Officers will be involved in the design and content of the Dashboard.

Subject	Pastoral Support
Date of meeting	6th February 2019
Committee/Subcommittee	LPC and Contractor Support
Status	Not confidential
Overview	Proposals for pastoral support working with Pharmacist Support
Proposed action(s)	To review a proposal from Pharmacist Support for joint working with PSNC
Author(s) of the paper	Mike King and Kate Westbrook (Pharmacist Support)

## Introduction

At the PSNC planning meeting in November last year, the committee identified an expected growing need for support to help contractors suffering health and similar problems resulting from the funding and other pressures. Such support would not include business advice.

Following discussions with ex PSNC Steve Lutener, who is now chair of Pharmacist Support, the organisation offered to prepare a proposal for working with PSNC to raise the profile of Pharmacist Support amongst LPCs. That proposal is below.

## Action

LCS is asked to consider the proposal from Pharmacist Support as a channel for providing pastoral support and to suggest other ways that LPCs may signpost to such care.

## Proposal for Joint working with Pharmacist Support

PSNC has identified concerns about stress in the workplace, and particularly for pharmacy contractors facing continuing financial pressures caused by the NHS cuts to funding.

Since 2015 Pharmacist Support, the profession's independent charity for pharmacists and their families, former pharmacists and pharmacy students in need, has hosted information stands and delivered wellbeing workshops at a number of PSNC / LPC events, including the PSNC Annual Conference and LPC events in the Greater Manchester, Stockport, Sefton, Cambridgeshire & Peterborough, Leicestershire & Rutland areas.

Informal discussions have determined that there may be an opportunity for PSNC to build on this experience, to help Pharmacist Support to reach more contractors and their staff. Currently, the charity offers wellbeing workshops free of charge primarily through host partners who provide the venue and manage delegate booking. LPCs would seem to be ideal potential hosts as there are no organisations so closely linked with pharmacy contractors. Whilst Pharmacist Support has been able to provide the wellbeing workshops with individual LPCs, the support of PSNC to encourage even greater coverage could help address some of PSNC's concern about the stresses faced by contractors. Details of the Charity and the Wellbeing Service and how the workshops are arranged are set out below.

The Committee is asked to consider whether it wishes to work with the Charity to encourage LPCs to take up the opportunity for hosting wellbeing workshops for their contractors and staff, and also to use its own communications, such as Community Pharmacy News to promote the Charity not only for the valued services it provides, but also to stimulate donors to consider Pharmacist Support as the Charity of Choice for contractors and their staff.

## About the charity

Formerly the profession's 'Benevolent Fund', Pharmacist Support is the profession's independent charity for pharmacists and their families, former pharmacists and pharmacy students in need. Free and confidential support includes an information and enquiry service, a stress helpline (Listening Friends), financial assistance in times of difficulty, debt, benefits and employment advice, careers coaching, addiction support (ranging from drug and alcohol issues to gambling and eating disorders) and a wellbeing service.

## Impact

Since re-launching in 2008 the charity has provided:

- over 20,000 individual acts of support to those in the profession during times of need

- over £2m in financial assistance to more than 1,400 individuals experiencing hardship

and secured:

- over £10m in financial gains to service users via state benefits, debt rescheduling /consolidation or write-off and outstanding pay entitlements.

The charity relies on donations from pharmacists, their families and pharmacy organisations to enable it to continue to provide these essential support services.

## **Wardley Wellbeing service**

In 2014, following a legacy left to the charity by pharmacist Robert Wardley (who wanted to support pharmacists struggling with stress), the charity was able to research, develop and launch a wellbeing programme. Now well established and highly regarded by those in the sector, this service incorporates four workshops, a Listening Friends telephone service and a range of online resources including factsheets and webinars. A Wellbeing Poster Pack containing some simple exercises and a 5 Ways to Wellbeing poster for display in the pharmacy/staff area is also available.

### **Wellbeing workshops**

The free wellbeing workshops are packed with information, tools and techniques to identify and the signs and symptoms of stress and deal with everyday pressures. The workshops cover a range of topics and are specifically tailored to meet the needs of those in the pharmacy profession. These sessions can be tailored to group size and signpost attendees to further resources. They also count towards CPD.

#### *Introduction to Wellbeing (2 hrs)*

- the science of stress and anxiety and its effect on you
- techniques for when you're feeling under pressure, including mindfulness and time management
- tips to inspire a more positive lifestyle
- tools like cognitive behavioural therapy (CBT), positive self-reflection and the five ways to wellbeing.

#### *Introduction to Assertiveness (2 hrs)*

- different communication styles and how to recognise them
- encouraging positive relationships
- how to set boundaries
- understanding assertiveness and the benefits it can provide in the workplace.

#### *Stress Management and Building Resilience (2 hrs):*

- the science of stress and anxiety and its effect on you
- encouraging a positive outlook
- recognising your strengths
- techniques for when you're feeling under pressure, including cognitive behavioural therapy (CBT), positive self-reflection and the five ways to wellbeing.

Please note that the *Stress Management and Building Resilience* workshops include two videos and so also require facility to play audio at the venue.

*Time Management* (90 mins):

- understanding how you currently manage your time
- ideas and tips to help you manage time more effectively
- planning and prioritising including the urgent and important
- when to delegate.

### **Who is eligible to attend a Wardley wellbeing workshop?**

The Charity's deeds allow Pharmacist Support to provide free services to pharmacists, pre-registration trainees and MPharm students. Other pharmacy staff (e.g. technicians) are welcome to attend but they (or the workshop host) will need to cover fees (details of which are available on request).

### **Hosting a workshop**

Pharmacist Support will provide the following services free of charge for a minimum of 20 eligible attendees:-

- a wellbeing trainer
- workshop materials and resources
- help to plan and promote the workshop
- a feedback report
- wellbeing follow-up work with attendees.

The host is responsible for arranging a suitable venue (with projector, screen, flipchart and pens) and any refreshments.

While there is no maximum number of attendees, it is recommended that where possible, there are no more than 40 people per group. Please note that the Charity may cancel workshops with less than 20 attendees and look to claim any unrecoverable costs from the host.

Subject	Primary Care Networks
Date of meeting	6th February 2019
Committee/Subcommittee	LPC and Contractor Support
Status	Not confidential
Overview	An update action to support LPC engagement with Primary Care Networks and other local structures
Proposed action(s)	To review current activity and consider any additional support
Author(s) of the paper	Mike King

## Introduction

From discussions with LPCs on their priorities and challenges for 2019, engagement with Primary Care Networks (PCNs) and other local structures invariable features in the list, often at the top.

LPCs are struggling to get to grips with PCNs – how to ‘service’ a large number across the LPC patch and what to say/offer to PCNs. They are also keen to find out what the picture across the country is like, what others are doing and learn from those who have made some progress. This is not just limited to PCNs but also Integrated Care Systems, CCGs and GP federations.

## Support to date and planned.

A webinar on STPs, new models of care and ACSs was delivered by PSNC and there have been PSNC briefings, and discussions and presentations at LPC events including conferences and regional meetings.

A short survey is being prepared to provide a snapshot to share with LPCs at the upcoming national meeting of LPCs, forming the background for presentations from LPCs and table discussions to plan a strategy for engagement. Several LPCs have commented that PCNs whilst important, may not be a priority – CCGs and GP federations could yield better results they suggest. These views will be explored in the survey and further discussions. A meeting with RPS identified this area for potential joint working.

## Action

LCS is asked to review the current and planned support and identify any possible further actions.

Subject	Quality Payments Scheme Update
Date of meeting	6th February 2019
Committee/Subcommittee	LCS
Status	Not confidential
Overview	The February review point of the Quality Payments Scheme (15th February 2019) is fast approaching and the Services Team has, and will continue, to provide support to contractors to meet the gateway and quality criteria. This report provides a summary of the support which the PSNC Services Team has provided to contractors to assist them with all aspects of the Scheme and an update on where contractors are with meeting the gateway criteria ahead of the review point.
Proposed action(s)	Identify any options for further support which could be provided to contractors.
Author(s) of the paper	Rosie Taylor

## Introduction

The February review point of the Quality Payments Scheme (15th February 2019) is fast approaching and the Services Team has, and will continue, to provide support to contractors to meet the gateway and quality criteria.

The Services Team held a live webinar in October 2018 to provide contractors with as much information as possible before the NHS England guidance was published. A recorded presentation was then published in December 2018 after further details had been confirmed with NHS England and more PSNC resources had been published (viewing figures can be found in the Communications and Public Affairs Committee agenda). Further information on the collaborative working with other organisations which has taken place and communications to support contractors with meeting the criteria of the Scheme can be found below.

## Collaborative working with other organisations

The Services Team has continued to work closely with the teams at NHS England and the NHS Business Services Authority (NHSBSA) to ensure contractors are kept up to date on the latest developments, resources, etc. for the Quality Payments Scheme. The Services Team reviewed the NHS England guidance before publication in November, as well as reviewing the information to be included about Quality Payments on the NHSBSA website, the content of the emails to be sent out to contractors around signing up for the Manage Your Service (MYS) application and the WES criterion, and the wording to be included in the MYS application / Snap Survey tool when contractors make their declaration. The Services Team also facilitated the collection of head office email addresses for those AIMp and CCA companies who confirmed they would prefer emails about MYS and WES to be sent to a representative at their head office, rather than the pharmacy premises shared NHSmail accounts.

In addition, the Team has worked with the Community Pharmacy Patient Safety Group to update the patient safety report resources and create risk review resources, the Specialist Pharmacy Service team on making changes to the NSAID audit, the team at Pinnacle Health Partnership to update and design new Quality Payments services on PharmOutcomes, as well as contributed to teleconferences with the team at the Centre for Pharmacy Postgraduate Education (CPPE) around the risk review and HLP quality criteria.

Early collaborative work with CPPE and NHS England focused on operationalising the various training and assessment packages in a way that worked for all pharmacy team members. This required a new approach to assessment to be agreed by all parties, with significant subsequent work by CPPE to implement that in a timely manner.

## Gateway criteria

For the February review point of the Quality Payments Scheme, the NHSBSA has been producing a weekly report which details contractors who have been assessed, using national datasets, as meeting four of the five gateway criteria (Advanced Services, NHS website, Community Pharmacy Patient Questionnaire (CPPQ) and NHSmail).

The figures from the last report (18th January 2019) are detailed below:

Gateway criterion	Number of contractors currently meeting the gateway criterion
NHS website	6,707 (58%)
Advanced Services	11,441 (99%)
Community Pharmacy Patient Questionnaire (CPPQ)	10,660 (92%)
NHSmail	9,266 (80%)

#### NHS website gateway criterion

The report also shows that 2,207 contractors have only updated/validated one or two sections, not the required THREE sections, of their NHS website profile and are therefore, not currently meeting the NHS website gateway criterion.

The table below shows the breakdown of contractors who have updated/validated at least one section but not the required three sections:

Sections updated/validated	Sections NOT updated/validated	Number of pharmacies
Opening times	Services and Facilities	358
Opening times and Services	Facilities	43
Opening times and Facilities	Services	1,779
Services	Opening times and Facilities	7
Services and Facilities	Opening times	19
Facilities	Opening times and services	1
<b>Total number of pharmacies who have not updated all three sections and are therefore currently NOT meeting the NHS website gateway criterion</b>		<b>2,207</b>

In addition, the report shows that 36 contractors have updated all three sections but are not showing as having met the NHS website gateway criterion as they do not have Medicines Use Reviews or the New Medicine Service listed as a service offered from their pharmacy on their profile. If contractors are intending to meet the Advanced Services gateway criterion as they offer either of these services, the service must be listed on their NHS website profile, otherwise their profile will not be up-to-date, and they will therefore not meet the NHS website gateway criterion.

For cyber security reasons, PSNC requested that confirmation of meeting the fifth gateway criterion – compliance with the NHS Digital Warranted Environment Specification (WES) – be sent by NHSBSA to each contractor’s shared NHSmail account.

#### PSNC communications to assist contractors with meeting the gateway criteria

The Services Team has been monitoring the number of contractors who have met the four gateway criteria since the first report was published on 7th December 2018. Compliance with the gateway criteria has generally been increasing since the first report; however, the team has been publishing comms to try to assist with increasing the number of contractors meeting the criteria, which include:

- Reminder news stories and News Alerts about updating NHS website profiles and checking that these have been updated correctly;

- Publishing a new PSNC Briefing on NHSmail, news story and News Alert which includes a checklist to work through to help contractors ensure they are compliant;
- Publishing a weekly news story to alert contractors that the NHSBSA weekly report has been updated and encouraging them to check this;
- Adding an LPC column to the NHSBSA weekly gateway criteria report each week when the report is updated and sending this to the gaggle group for the LPCs to review and enable them to target support to their contractors;
- Sending out a gateway criteria special newsletter to all subscribers highlighting the main points to assist contractors with meeting the five gateway criteria; and
- Approaching C+D to publish a feature on Quality Payments (due to be published week commencing 28th January 2019).

### **PSNC communications to assist contractors with meeting the quality criteria**

As well as supporting contractors to meet the gateway criteria, the Services Team has reviewed and updated several Quality Payments Briefings (listed in the Communications and Public Affairs Committee agenda), as well as publishing a high number of news stories on the PSNC website and sending out PSNC news alerts.

### **Claiming for a Quality Payment – Declaration process**

For the February 2019 review point, contractors will be able to claim for a quality payment via two routes:

1. MYS application; or
2. SNAP survey tool (as used for previous declarations).

Originally the NHSBSA proposed that only the MYS application be used; however, following discussions with NHSBSA around the process for signing up to MYS and the testing of the application, along with all the other new requirements of the Quality Payments Scheme, the Services Team explained that this approach was not acceptable and gained agreement from NHSBSA and NHS England that both options would be available for contractors, allowing contractors to choose which route they would prefer to use to make their declaration.

### **Future support**

The Services Team has planned communications to continue to assist contractors with all aspects of the Quality Payments Scheme until the Scheme finishes.

Subject	LPC Support
Date of meeting	6th February 2019
Committee/Subcommittee	LPC and Contractor Support
Status	Not confidential
Overview	An update on LPC support activity
Proposed action(s)	To receive the report with any questions or comments
Author(s) of the paper	Mike King

### **LPC engagement officers**

LPCs are being contacted, asking for those with Engagement Officers or similar to contact the office. Those responding will be followed up for further information including the benefits or otherwise of the role, JDs and ways of working. Using this information, we will be able to encourage and help other LPCs considering employing such a person.

### **LPC Structures**

We continue to promote structural change, particularly around the federated model (where an overarching structure supports several LPCs). Some LPCs in the West Midlands are planning such an approach. At a future LCS meeting there will be a review of new emerging NHS footprints and the LPC alignments to identify LPCs that may need additional support to adapt their structures. This runs alongside the work on provider companies: as potentially more and larger provider companies become established this could give greater impetus for LPCs to review their structures to align themselves with these organisations.

### **LPC Spotlight**

The latest LPC Spotlight has been published featuring the work of Tees LPC – which provides a good example of contractor engagement.

### **Community pharmacy – the need to adapt**

Mike Dent has spoken at several regional meetings and individual LPC meetings with a frank assessment of pharmacy finance and challenges, urging LPCs to spread the messages to their contractors: the dangers of making illogical business decisions on the false assumption that funding will improve, and the need to adapt business models to respond to the changing world around them.

### **Manage Your Submission (MYS)**

We have continued to support NHS BSA raise the profile and understanding of MYS through presentations at PSNC regional meetings.

Subject	LPC Training and events
Date of meeting	6th February 2019
Committee/Subcommittee	LPC and Contractor Support
Status	Not confidential
Overview	An update of PSNC's training and event programme
Proposed action(s)	To receive the report with any questions or comments
Author(s) of the paper	Mike King

## National meeting of LPCs

Formally the LPC Chairs and Chief Officer meeting, this event is being held on 20th March in London. Ed Waller will speak at the beginning of the day, followed by LPC presentations and table discussions on Primary Care Networks, the NHS Long Term Plan and PSNC updates. The Secretary of State has also been invited to speak at the event.

## LPC members days

With new content to provide a better reflection of the core training needs for all those involved in the running and management of LPC operations including:

- LPC management, LPC finance, LPC structures and ways of working, leadership in difficult times, expectations on LPCs and LPC members, LPCs – what good looks like, resources for LPC members, local services database and updates on the latest issue affecting contractors
- The role and powers of the LPC, governance, NHS regulations
- The NHS landscape and architecture, commissioning, LPC engagement with the new local NHS structures, provider companies

The events are on 14th March in London, 27th March in Leeds/Brighouse and 1st May Coventry.

We are reviewing the training programme which will begin with a survey of LPCs training needs and options for additional channels of delivery.

## Leadership

Although the Leadership Academy meetings continue to result in excellent feedback we are planning to build on that success with new and challenging external contributors to stretch delegates and to widen the audience for the events. We will be consulting with LPCs and discussing further internally and with LCS members.

## LPC Treasurers meeting

This regular event for LPC Treasurers will be held on 15th May with a focus on financial management.