

**PSNC LPC and Contractor Support Subcommittee Agenda**  
**for the meeting to be held on Wednesday 27th November 2019**  
**at 14 Hosier Lane, London, EC1A 9LQ**  
**commencing at 11:30**

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

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

**Action**

6. LPC and PSNC Review (**Verbal Update Only**)
7. LPC Dashboard (**Appendix LCS 03/11/2019**)
8. Primary Care Networks LPC and Contractor Support (**Appendix LCS 04/11/2019**)
9. LPC Conference 2019 (**Appendix LCS 05/11/2019**)
10. Pharmacy Quality Scheme update (**Appendix LCS 06/11/2019**)
11. Flu Vaccination Service – support for contractors (**Appendix LCS 07/11/2019**)
12. Community Pharmacist Consultation Service – support for LPCs and contractors (please refer to **Appendix SDS 02/11/2019**)
13. Expenses Policy Update

**Report**

14. Future LPC training days (**Appendix LCS 09/11/2019**)
15. Provider Companies (**Appendix LCS 10/11/2019**)
16. Any other business

Subject	LPC Dashboard
Date of meeting	27th November 2019
Committee/Subcommittee	LCS
Status	Public
Overview	This paper provides an overview of the summary and progress to date.
Proposed action	To review progress and updates relating to the LPC Dashboard and agree/review the proposed next steps outlined in the paper.
Author of the paper	Luvjit Kandula

## Background

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 which is being updated.

## The Purpose of the LPC dashboard

1. To ensure the LPC can demonstrate value to contractors by ensuring that LPC funds are used effectively for contractor benefit.
2. To enable LPCs to use the dashboard as a self-evaluation tool to inform planning and changes in LPC management using comparator LPC data.
3. It was agreed at the September LCS meeting to review the release date and ensure that 2018/19 data is incorporated into the dashboard to ensure the data is current and relevant.

## Current Activity

1. PQS data, EPS, eRD and flu data has now been incorporated into the latest version.
2. LPC Financial data based on 2017/18 has now been incorporated into the latest version of the LPC dashboard.
3. LPCs are currently sending in 2018/19 accounts to the Finance team which can be used to populate the dashboard with 2018/19 data once a complete data set is available.
4. Several LPCs have reviewed the LPC dashboard for feedback and comments.
5. It has been agreed at the last LCS that locally enhanced services data will not be included due to the lack of consistent data availability. The last updated copy has been shared with the review group at the last teleconference meeting that took place.

## What further data is required?

1. LPCs will be requested to complete a set of questions via an online PSNC form which will be used to populate the LPC dashboard. This is a dataset which is currently not available through the accounts and will allow greater visibility of how LPC funds are utilised and ensuring funds can be used more effectively to support contractors.
2. The form has been simplified to minimise the administrative burden.
3. The data requested includes; employment costs, LPC member costs, honoraria, Office/admin costs, costs of LPC board meetings, events/training, number of board members, number of staff employed, and hours worked.
4. The draft form for completion is available on the PSNC website.
5. This form can be sent to LPCs to complete in January 2020 to ensure that the LPC dashboard 2018/19 version can be completed and shared in April 2020.

## Feedback from LPCs

LPC Chief Officers have provided their views and feedback.

1. The design of the dashboard was considered simple and easy to use. The feedback has been surveyed and no further amends were required.
2. The LPCs raised concerns regarding the purpose of the dashboard. There was also a concern that the LPC dashboard will be used as a performance management and comparison tool which may lead to decisions and actions which are not beneficial to contractors. e.g. this may

lead to driving down of costs and compromise support to contractors due to a lack of resource.

3. The decision to use comparator LPCs based on size was considered inappropriate as this does not consider rurality. However, if such a methodology was employed, this is likely to over-complicate the process of the dashboard development.
4. The LPCs also proposed the inclusion of STP, PCNs, surgeries, CCGs and trusts which would provide a more accurate indicator of workload.
5. In addition, there needs to be registration process for access to the LPC data to ensure this is controlled and tracking of access to the data can be monitored.

### **Next Steps**

- An online form has been developed for review to collect data from LPCs to complete the dashboard dataset.
- 2018/19 LPC Finance data is currently being integrated and added to the dashboard.
- Further datasets such as PQS, CPCS and other CPCF data could be considered as data is made available.

### **Future developments under consideration further to the last meeting**

- To add key financial data relating to LPC finances which will be obtained through the completion of an online form by LPCs via the PNSC site.
- To consider adding data from CPCF, PQS, CPCS and eRD data to allow further value and usage for LPCs to support contractors.
- To consider automated reports to contractors as a tool to support performance and compliance to national requirements.

### **Key limitations**

- The provision of data is a useful starting point for discussions however the data needs to be interpreted in the context of the local area. e.g. some affluent areas have contactors who dispense low numbers of prescription and therefore the opportunity to provide national services is much lower than other areas.
- The data would need to be based on audited accounts for the previous year to ensure the data is correct and all LPCs provide data for the same period.

## Measuring the value of an LPC

- There was feedback that LPCs should be ranked in order of performance however this could limit engagement and create distrust within the network.
- In addition, there is also a question about the basis on which LPCs are ranked. i.e. how do you measure the value of an LPC considering its role and function as a representative body and therefore not being directly accountable for the performance of independent's, AIM or CCA contractors.
- The activity of an LPC is not solely quantitatively measurable (e.g. mitigation, stakeholder engagement, training, communications). This may require a wider discussion to clearly define the expectations of an LPC and ensure there is a fair and equitable assessment of LPC performance based on agreed parameters should this be required in the near future.

## Key points for discussion by the LCS Subcommittee

- LCS to consider approval of the dashboard for review and rollout in March 2020 once the 2018/19 financial data has been incorporated.
- LCS to approve the online form to request LPCs for a specific breakdown information relating to LPC finances and resource. (N.B. this data would need to be requested in January to ensure the dashboard has the complete set of information required for a launch in March.)
- LCS to agree the scope of the future developments and the scope of the dashboard.
- LCS to advise what should be included in future iterations.

Subject	Primary Care Networks
Date of meeting	27th November 2019
Committee/Subcommittee	LCS
Status	Public
Overview	This paper provides an update on support provided to LPCs to support engagement with Primary Care Networks and other local structures.
Proposed action	To review the proposal and support for LPC/contractor engagement with PCNs.
Author of the paper	Luvjit Kandula

## Introduction

Primary Care Network engagement is now included in the revised CCPF as part of the Pharmacy Quality Scheme (PQS).

The Quality criteria to be met is:

*“Demonstrate that pharmacies in a PCN area have agreed a collaborative approach to engaging with their PCN, including agreement on a single channel of communication, e.g. by appointing a lead representative for all community pharmacies in the PCN footprint to engage in discussions with the PCN”*

Several resources and tools have been developed to provide direction and support to LPCs with their engagement work. Several visits have been made to LPCs and regional meetings to promote the need to inform and engage contractors with the upcoming changes.

## Current Landscape

LPCs have currently been advised to focus primarily on actioning the guidance issued from NHSE&I to ensure contractors are supported to achieve the PQS criterion relating to PCN engagement.

This involves LPCs taking the following actions:

1. Ensure contractors are educated and informed of the NHS Long Term Plan and the development Primary care networks through communication and local engagement events.
2. LPCs to gather intelligence on PCN geographical boundaries.
3. To build good relationships with the LMC and other NHS Stakeholders.
4. LPCs to start engaging with Primary Care networks to build relationships to build a foundation for integrated working with multidisciplinary teams as per NHSE guidance.
5. To set up community pharmacy networks aligned to PCN boundaries.
6. To identify Community Pharmacy PCN leads to represent the Community Pharmacy Network and ensure the PQS criterion relating to PCN engagement is achieved.

The main reasons for delays in LPC engagement to support contractors to achieve the PQS criterion are as follows:

1. The PCNs were in the process of setting up the PCN network structures and governance processes in line with guidance from NHSE&I in partnership with CCGs, oversight structures (e.g. ICS) and the LMC.
2. The LPCs require knowledge of the PCN geographical boundaries in order to set up the Community Pharmacy network and identify leads to align to this structure. This is currently information that is not readily available in 100% of the network.
3. LPCs require contact details of Clinical Directors for the PCN to support contractors to meet the PQS criterion.

4. There are some challenges regarding the recruitment, retention, governance and oversight of Community Pharmacy PCN leads.
5. Some LPCs expressed they had difficulty identifying the Pharmacies that best fit into the relevant PCN geography.
6. LPCs expressed some challenges relating to the oversight of the activity of the CP PCN network of pharmacies.

### Support to date

Whilst the main page explains how PCNs are being developed, the resources page [PCN Resources and Guidance](#) contains:

- A briefing explaining what PCNs are and their role in the NHS;
- A briefing summarising the Network Contract Directed Enhanced Service specification which enables GPs to take a leading role in PCNs;
- A list of suggested actions that LPCs can take to engage with PCNs and help contractors to do the same;
- A presentation on PCNs to use at a contractor meeting; and
- Guidance from the National Association of Primary Care (NAPC).
- LPC member page which contains access for sign up to NHSE Futures Collaboration platform, NHSE resources/webinars, national guidance, eRD toolkits and access to data sources to support identification of local health population needs.
- The development of an implementation roadmap to support LPCs to map their progress and identify what steps they can take and specify what resources are available to support them.
- Locally adaptable two-page promotion piece templates for engagement with Primary Care Networks outlining the community pharmacy offer.
- Locally adaptable template for engagement with local stakeholders to explain how the LPC will be engaging with CP networks outlining the setup of the Community Pharmacy network and identification of network leads.
- 6-minute introductory webinar to PCNs
- A vast range of communications support through press releases, social media templates and promotion through various channels.
- Guidance for contractors and LPCs to support PQS requirements relating to PCNs (links in **Annex 07/11/2019**)
- The template Memorandum of Understanding between an LPC and the Pharmacy PCN Lead has been updated to assist Pharmacy PCN Leads to carry out their role for the benefit of community pharmacy contractors in a PCN with the support of the relevant LPC; and to assist contractors to comply with relevant PQS requirements.

### Current actions (ongoing)

- To visit LPCs and ensure LPCs are aware of currently available guidance and support and ensure delivery of key messages to contractors as agreed by PSNC
- LPCs raised a number of issues and requested specific advice and guidance relating to implementation to ensure they support contractors to meet the PQS criteria correctly. Subsequently the PSNC services team developed Guidance for LPCs and Guidance for

Community Pharmacy contractors to support achievement of the criterion with input from various stakeholders.

- A look up spreadsheet identifying a pharmacy's top 10 associated GP practices has also been developed to support identification of the relevant pharmacies within the PCN geography.
- To encourage PSNC and other CP leads to share LPC activity/updates on social media which would encourage PCN leaders in local and national areas to engage.
- To ensure any best practice is shared across the network once enough progress has been made.

### **Future Developments**

- Previous Competition guidance for LPCs is being updated with reference to PCNs.
- Further briefings and resources and communications support are being planned and developed to support contractors with CPCF, CPCS and PQS in line with available NHSE guidance.
- Further briefings and support for LPCs and contractors will be further defined based on the feedback received from LPCs.

### **LCS Actions**

- LCS is requested to review the current and planned support and identify any possible further actions
- LCS is requested to provide any feedback and views on current PCN engagement in the network for consideration and inclusion.

Subject	LPC Conference 2019
Date of meeting	27th November 2019
Committee/Subcommittee	LCS
Status	Public
Overview	Providing an overview of the LPC Conference 2019
Proposed action	Review the feedback to inform planning for the LPC conference 2020
Author of the paper	Luvjit Kandula

## LPC Conference

The LPC Conference was held on 25th September 2019 at the Congress Centre Congress Centre, 28 Great Russell Street, London WC1B 3LS held from 10-4pm.

Invitations and booking sites were set up in June 2019. The number of LPC representatives attending was 180. The total number of attendees including external guests made the total number of attendees 213.

In 2018, The number of LPC representatives was 132, representing 60 of the 71 LPCs.

The agenda had been designed in line with the feedback from last year's LPC conference ensuring enough time was provided for a directors' updates and a Q&A session. The sessions had been designed to ensure the content and focus is relevant to the current challenges and focus for the coming months. In addition, a number of external guest speakers such as the Minister of Pharmacy, BMA, and the Institute of Collaborative Working were also invited in line with the feedback received from last year.

1. The overall rating for the content of the LPC Conference was as follows;

1	2	3	4	5
1	1	12	34	9

1-poor

5-very good

75% rated the Conference as Good/Very good.

2. The overall rating for the LPC Conference was as follows;

1	2	3	4	5
3	2	8	33	8

76% rated the conference as good/very good

1-Poor

5-Very Good

## Feedback

Overall the feedback was good. The external speakers and the session on collaborative working were received very positively. The venue, location and food also received positive comments.

The key themes highlighted as areas of improvement were duplication of content, not having enough opportunity to ask questions and requests for the inclusion of break-out sessions to enable LPCs to feedback ideas to PSNC, shape strategy, share best practice and develop action plans relevant to the CCPF changes.

## Actions

To consider including break-out sessions in am and pm sessions for LPCs to help develop action plans and feedback ideas for support via PSNC.

To ensure a break is added mid-morning.

To continue to invite external speakers that can provide valuable insights on the direction of travel and promotion of collaborative working at local and national level.

Subject	Pharmacy Quality Scheme update
Date of meeting	27th November 2019
Committee/Subcommittee	LCS
Status	Open
Overview	This report provides a summary of the support that the PSNC Services Team has provided to contractors and the support that is planned to assist them going forward, with all aspects of the Scheme.
Proposed actions	Identify any options for further support which could be provided to contractors.
Author of the paper	Rosie Taylor

## Introduction

The Pharmacy Quality Scheme (PQS), formerly known as the Quality Payments Scheme, was announced as part of the five-year deal for community pharmacy. Since the announcement, the Services Team has been working closely with NHS England and NHS Improvement (NHSE&I) and the Department of Health and Social Care (DHSC) to finalise the details of the Scheme and to publish resources to support contractors with meeting the individual criteria.

## Updates

NHS England and NHS Improvement published their PQS guidance on 30th September 2019.

The deadline for making an Aspiration payment has now closed (the deadline was 11.59pm on 1st November 2019). A total of **9,460 contractors** made a declaration for an Aspiration payment.

At the time of writing, the latest NHSBSA data (from 8th November 2019) shows that:

- **10,426 contractors** have met the Advanced Services gateway criterion;
- **10,401 contractors** are currently meeting the NHSmail gateway criterion; and
- **7,507 contractors** have met the NHS website gateway criterion.

There is no national dataset for the safeguarding gateway criterion as there are different routes for achieving Level 2 safeguarding.

At the time of writing, the latest NHSBSA data (from 1st November 2019) shows that **6,297 contractors** have met the DoS quality criterion and the latest NHS Digital data (shows data up to and including 3rd November 2019) **7,358 contractors** have met the SCR quality criterion.

## Resources that have been published

At the time of writing, the Services Team has published 19 CPCF checklist PQS news alerts, 3 PQS news alerts, 1 services special newsletter (which included information on PQS) and 31 PQS news stories on the PSNC website as well as the below resources. The Services Team will continue to publish reminder news stories and news alerts ahead of the various deadlines for PQS to assist contractors with not missing these deadlines.

Topic	Resource
General	<ul style="list-style-type: none"><li>• New PQS hub on the website.</li><li>• Live webinar (held on 9th October) and on-demand version also available covering all aspects of the PQS.</li><li>• Worked with Pinnacle to update the PharmOutcomes PQS assessment framework.</li><li>• Published <a href="#">PSNC Briefing 041/19</a> which provided further information on the PQS as well as a list of important PQS dates for the diary.</li><li>• Due to the amount of PQS resources that have needed to be highlighted on the PSNC website, we have held back on publishing weekly FAQs, but we will start this w/c 18th November now that most resources have been published.</li></ul> <p>At the time of writing, the two resources that have not yet been published are the PSNC Resources Briefing and the PSNC Evidence Checklist Briefing, but these are due to be published shortly.</p>

Manage Your Service (MYS)	<ul style="list-style-type: none"> <li>Requested a weekly report from NHSBSA which lists contractors who have requested access to MYS – this is being shared with the LPC chief officers gaggle group and is available on the LPC members section of the PSNC website each week so LPCs can target support.</li> </ul>
Aspiration payment	<ul style="list-style-type: none"> <li>Requested weekly report from NHSBSA which lists contractors who had made a declaration for an Aspiration payment – this was being shared with the LPC chief officers gaggle group and is available on the LPC members section of the PSNC website each week so the LPCs could target support (deadline for this has now passed).</li> </ul>
<b>Gateway criteria</b>	
General	<ul style="list-style-type: none"> <li>New webpage for each of the gateway criteria explaining how to meet the criteria.</li> </ul>
Advanced Services	<ul style="list-style-type: none"> <li>Sending out a weekly report to the LPC chief officers gaggle group (this spreadsheet is also available on the LPC members section of the PSNC website) which includes data about the contractors in their area who have not met this gateway criterion.</li> </ul>
NHSmail	<ul style="list-style-type: none"> <li>Published Briefing on meeting the NHSmail Gateway criterion (<a href="#">PSNC Briefing 049/19</a>).</li> <li>Worked with NHS Digital to publish some <a href="#">NHSmail FAQs</a>.</li> <li>Sending out a weekly report to the LPC chief officers gaggle group (this spreadsheet is also available on the LPC members section of the PSNC website) which includes data about the contractors in their area who have not met this gateway criterion.</li> </ul>
NHS website	<ul style="list-style-type: none"> <li>In discussions with NHSE&amp;I and NHSBSA about sending out a reminder email from NHSBSA during w/c 18th and 25th November to contractors who have not met this criterion (and the DoS quality criterion).</li> <li>Sending out a weekly report to the LPC chief officers gaggle group (this spreadsheet is also available on the LPC members section of the PSNC website) which includes data about the contractors in their area who have not met this gateway criterion.</li> <li>In initial discussions with the pharmacy press about publishing a story on the requirement for contractors to update their NHS website profiles (and their DoS profiles).</li> <li>Have contacted the NPA Pharmacy Services team to see if they can also highlight this gateway criterion (and the DoS deadline) in their weekly news or Superintendent update.</li> </ul>

Safeguarding	<ul style="list-style-type: none"> <li>Published a safeguarding record sheet – contractors can choose to use this to keep a record of the pharmacy professionals that have undertaken level 2 safeguarding training.</li> </ul>
<b>Quality criteria</b>	
General	<ul style="list-style-type: none"> <li>New webpage for each of the quality criteria explaining how to meet the criteria.</li> </ul>
CPPE risk management	<ul style="list-style-type: none"> <li>Published a risk management record sheet – contractors can choose to use this to keep a record of the pharmacy professionals that have successfully completed the CPPE Risk Management guide and e-assessment.</li> </ul>
CPPE sepsis	<ul style="list-style-type: none"> <li>Published a sepsis record sheet – contractors can choose to use this to keep a record of the pharmacy professionals that have successfully completed the CPPE Sepsis online learning and e-assessment.</li> </ul>
Risk review	<ul style="list-style-type: none"> <li>Worked with the Community Pharmacy Patient Safety Group to produce the resource, <a href="#">Pharmacy Quality Scheme – Completing the risk review</a>, which provides contractors with information on what they need to do to meet the quality criterion as well as worked examples of the risk review templates.</li> <li>Published standalone versions of the risk review templates which were included in the annexes of the NHSE&amp;I PQS guidance.</li> </ul>
CPPE look-alike, sound-alike (LASA) training	<ul style="list-style-type: none"> <li>Published a LASA record sheet – contractors can choose to use this to keep a record of the pharmacy professionals that have successfully completed the CPPE reducing LASA errors e-learning and e-assessment.</li> </ul>
Safety report	<ul style="list-style-type: none"> <li>Worked with the Community Pharmacy Patient Safety Group to produce <a href="#">Pharmacy Quality Scheme (PQS) – Completing the Patient Safety Report</a></li> <li>Worked with the Community Pharmacy Patient Safety Group and NHSE&amp;I to update the monthly and annual patient safety report templates.</li> <li>Published standalone versions of the monthly and annual patient safety report templates which were included in the annexes of the NHSE&amp;I PQS guidance.</li> </ul>
Lithium	<ul style="list-style-type: none"> <li>Published <a href="#">PSNC Briefing 054/19</a> which provides contractors with a flow chart on how to meet the lithium quality criterion.</li> <li>Worked with the Community Pharmacy Patient Safety Group to produce <a href="#">guidance</a> on meeting the patient safety quality criteria of the PQS.</li> </ul>

	<ul style="list-style-type: none"> <li>• Published standalone versions of the four different audit data collection tables which were included in the annexes of the NHSE&amp;I PQS guidance.</li> <li>• Created GP referral forms which contractors can choose to use if they need to refer a patient to their GP as part of the audit.</li> <li>• Worked with Pinnacle to create the four audits on PharmOutcomes and the patient data collection forms.</li> </ul>
Valproate	<ul style="list-style-type: none"> <li>• Published <a href="#">PSNC Briefing 052/19</a> which provides contractors with a flow chart on how to meet the valproate quality criterion.</li> <li>• Worked with the Community Pharmacy Patient Safety Group to produce <a href="#">guidance</a> on meeting the patient safety quality criteria of the PQS.</li> <li>• Published a standalone version of the audit data collection table which was included in the annexes of the NHSE&amp;I PQS guidance.</li> <li>• Created a GP referral form which contractors can choose to use if they need to refer a patient to their GP as part of the audit.</li> <li>• Worked with Pinnacle to create a valproate audit on PharmOutcomes and a patient data collection form.</li> </ul>
NSAID audit	<ul style="list-style-type: none"> <li>• Published <a href="#">PSNC Briefing 053/19</a> which provides contractors with a flow chart on how to meet the NSAID quality criterion.</li> <li>• Worked with the Community Pharmacy Patient Safety Group to produce <a href="#">guidance</a> on meeting the patient safety quality criteria of the PQS.</li> <li>• Published standalone versions of the audit data collection form and GP referral form which was included in the Specialist Pharmacy Service audit paperwork.</li> <li>• Worked with Pinnacle to create an NSAID audit on PharmOutcomes and a patient data collection form.</li> </ul>
Healthy Living Pharmacy	<ul style="list-style-type: none"> <li>• Published: <ul style="list-style-type: none"> <li>○ <a href="#">PSNC Briefing 033/19</a> on how to become an HLP Level 1</li> <li>○ HLP Level 1 Checklist;</li> <li>○ HLP Level 1 Evidence portfolio workbook;</li> <li>○ HLP Level 1 Flow chart;</li> <li>○ Assessment of compliance;</li> <li>○ <a href="#">PSNC Briefing 032/19</a> on how to hold a health promotion event/campaign;</li> <li>○ Checklist for holding a health promotion campaign/event; and</li> <li>○ Event/campaign questionnaire.</li> </ul> </li> <li>• The HLP hub (<a href="https://psnc.org.uk/hlp">psnc.org.uk/hlp</a>) on the PSNC website has also been updated.</li> </ul>

Dementia Friends	<ul style="list-style-type: none"> <li>• Published <a href="#">PSNC Briefing 045/19</a> on how to become a Dementia Friend.</li> <li>• Published a Dementia Friends record sheet – contractors can choose to use this to keep a record of their staff members and temporary staff, such as locums, that have become Dementia Friends.</li> </ul>
Dementia Friends checklist	<ul style="list-style-type: none"> <li>• Published a standalone version of the dementia-friendly environment checklist and action plan which was included in the annexes of the NHSE&amp;I PQS guidance.</li> <li>• Worked with Pinnacle to create the dementia-friendly checklist on PharmOutcomes.</li> </ul>
Patients with diabetes	<ul style="list-style-type: none"> <li>• Published: <ul style="list-style-type: none"> <li>○ <a href="#">PSNC Briefing 043/19</a> which explains how to meet the quality criterion;</li> <li>○ Small flyers – can we have a chat?</li> <li>○ GP practice briefing document;</li> <li>○ Template letter for GP practice;</li> <li>○ Data collection form; and</li> <li>○ Suggested process for checking if patients aged 12 years and over are due an annual foot check and/or eye screening</li> </ul> </li> </ul>
Sugar sweetened beverages	<ul style="list-style-type: none"> <li>• No resources.</li> </ul>
Primary Care Networks	<ul style="list-style-type: none"> <li>• Published: <ul style="list-style-type: none"> <li>○ <a href="#">PSNC Briefing 047/19</a> which provides guidance for contractors on the PCN domain; and</li> <li>○ <a href="#">PSNC Briefing 048/19</a> which provides guidance for LPCs on the PCN domain.</li> </ul> </li> </ul>
Asthma	<ul style="list-style-type: none"> <li>• Published: <ul style="list-style-type: none"> <li>○ <a href="#">PSNC Briefing 042/19</a> which provides information on how to meet the asthma quality criterion;</li> <li>○ Suggested processes to meet both parts of the quality criterion;</li> <li>○ Data collection form;</li> <li>○ GP practice briefing document;</li> <li>○ Template letter for GP; and</li> <li>○ Community pharmacy referral form.</li> </ul> </li> <li>• Worked with Pinnacle to review and update the previous asthma services on PharmOutcomes.</li> </ul>
NHS 111 DoS	<ul style="list-style-type: none"> <li>• In discussions with NHSE&amp;I and NHSBSA about sending out a reminder email from NHSBSA during w/c 18th and 25th</li> </ul>

	<p>November to contractors who have not met this criterion (and the NHS website gateway criterion).</p> <ul style="list-style-type: none"> <li>• Sending out a weekly report to the LPC chief officers gaggle group (this spreadsheet is also available on the LPC members section of the PSNC website) which includes data about the contractors in their area who have not met this quality criterion.</li> <li>• In initial discussions with the pharmacy press about publishing a story on the requirement for contractors to update their DoS profiles (and their NHS website profiles).</li> <li>• Have contacted the NPA Pharmacy Services team to see if they can also highlight this DoS quality criterion (and the NHS website gateway criterion deadline) in their weekly news or Superintendent update.</li> </ul>
Access to SCR	<ul style="list-style-type: none"> <li>• Published an amended spreadsheet to make it easier for contractors to see if they'd meet the quality criterion between 1st – 6th October.</li> <li>• Sending out a weekly report to the LPC chief officers gaggle group (this spreadsheet is also available on the LPC members section of the PSNC website) which includes data about the contractors in their area who have not met this quality criterion.</li> </ul>

**Subcommittee action**

Identify any options for further support which could be provided to contractors.

Subject	Flu Vaccination Scheme Update
Date of meeting	27th November 2019
Committee/Subcommittee	LCS
Status	Open
Overview	This report provides a summary of the support that the PSNC Services Team has provided to contractors.
Proposed actions	Identify any options for further support which could be provided to contractors.
Author of the paper	Rosie Taylor

## Introduction

The NHS Flu Vaccination Service started on 1st September 2019 and runs until 31st March 2020.

## Updates

As of 10th November, data from PharmOutcomes, Healthi and Sonar show that contractors have vaccinated **1,245,592** patients (please note, some contractors are unable to use or have decided not to use these electronic systems to record the administration of vaccines, therefore the total number of vaccinations administered by community pharmacists under the national Flu Vaccination Service in 2019/20 will be higher than the number above).

Last year, community pharmacists in England administered **1,431,538** flu vaccinations to patients under the national NHS Flu Vaccination Service therefore community pharmacists are on track to provide a higher number of flu vaccinations in 2019/20 compared to 2018/19.

## Resources that have been published

At the time of writing, the Services Team has published 3 news alerts and 12 news stories on the PSNC website on the Flu Vaccination Service as well as the below resources. Due to the amount of comms being published on the Pharmacy Quality Scheme and the Community Pharmacist Consultation Service, and the fact that the Flu Vaccination Service is now an established service, the Services Team has decided this year to refrain from publishing weekly FAQs on the Flu Vaccination Service.

Topic	Resource
General	<ul style="list-style-type: none"> <li>• Published:               <ul style="list-style-type: none"> <li>– <a href="#">PSNC Briefing 031/19</a> which provides guidance on the Service;</li> <li>– <a href="#">PSNC Briefing 035/19</a> which outlines the eligible groups for the Service;</li> <li>– <a href="#">PSNC Briefing 036/19</a> which outlines the benefits of the Service;</li> <li>– <a href="#">PSNC Briefing 037/19</a> which provides suggested information for LPCs to use to address common concerns and misconceptions about the Service;</li> <li>– <a href="#">PSNC Briefing 038/19</a> provides a checklist for community pharmacists (both locum and employed pharmacists) on tasks to complete before providing the Service;</li> <li>– <a href="#">PSNC Briefing 039/19</a> outlines the recommended influenza vaccines for the different age groups, including those individuals with an egg allergy, as a decision tree for the Service; and</li> <li>– <a href="#">PSNC Briefing 040/19</a> contains a template press release which provides some suggested text for LPCs to use with local media outlets.</li> </ul> </li> <li>• Recorded presentation made available which covers all aspects of the Service.</li> <li>• Worked with Pinnacle and Sonar to get daily updates of flu vaccinations provided to keep a running total of vaccinations administered.</li> </ul>
Promoting the service to patients	<ul style="list-style-type: none"> <li>• Published:               <ul style="list-style-type: none"> <li>– Letter for patients;</li> <li>– Letter from contractors to local care providers;</li> <li>– Evidence of employment letter</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>- Template tweets</li> <li>- Flu vaccination flyers;</li> <li>- Patient leaflet; and</li> <li>- Posters (available in eight languages) and countertop notice.</li> </ul>
Identifying carers	News story highlighting the resources available for promoting flu vaccinations to carers.
Identifying people with learning disabilities	News story highlighting the resources available for promoting flu vaccinations to people with learning disabilities.

**Subcommittee action**

Identify any options for further support which could be provided to contractors.

Subject	LPC Training and events
Date of meeting	27th November 2019
Committee/Subcommittee	LCS
Status	Public
Overview	LPC Support reports
Proposed action	None
Author of the paper	Luvjit Kandula

## LPC members days

Six LPC new members day and Regulations day have been booked from October 2019 to March 2020

The Provider Company Training day and LPC Conference was held on 24th and 25th September 2019.

LPC new members day will include 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 content of the day has been reviewed further to ensure inclusion of information to help LPC new members to support the change management and implementation considering the NHS Long Term Plan, the new CPCF and PQS (including collaborative working with Primary Care Networks).

## Future Planning

National meeting of LPCs – 16th March 2020 (venue booked)

LPC Conference – 16th September 2020 (venue booked)

Treasurers Day – May 2020 (to be reviewed)

Chairs and Vice Chairs Training day – June 2020 (to be reviewed)

Other support training days – TBC

Subject	Community Pharmacy Provider Companies
Date of meeting	27th November 2019
Committee/Subcommittee	LCS
Status	Public
Overview	The Paper also provides a report of the Provider Company workshop and a brief update of ongoing PSNC support for LPC development of provider companies.
Proposed action	None
Authors of the paper	Gordon Hockey and Luvjit Kandula

1. The LPC Provider Company Event was held on 24th September 2019. There were 24 attendees.
2. Learning outcomes for the workshop were:
  - a) *An overview of provider companies and identifying key opportunities considering the emerging NHS landscape and PCN structures*
  - b) *An introduction and overview of the revised model*
  - c) *Financial considerations*
  - d) *Key enablers and preparation to set up a provider company*
  - e) *The process of setting up a provider company*
  - f) *Sharing best practice from other areas to identify enablers and challenges and how to overcome them*
3. The workshop assisted LPCs with to consider the issues and procedure for setting up a new provider company or managing an existing provider company, including: the involvement of all contractors in the running of the company and the delivery of local services, LPC oversight of its involvement in the company; reducing the business/administration costs of the company.

4. The feedback from the day from participants was as follows:

*The overall rating for the day was as follows;*

1	2	3	4	5
0	0	0	11	7

*How would you rate today's content;*

1	2	3	4	5
0	0	0	9	9

*Was there enough opportunity to contribute to the day?*

Y	N
17	1

5. Overall, the day was received positively. 100% attendees rated the day good or very good. Attendees found the insights and information from both the PSNC team, LPCs and external speakers informative. The attendees valued hearing different perspectives and approaches to setting up a provider company.
6. There is ongoing work with the LPCs that expressed initial interest in adopting the revised model Articles: Greater Manchester LPC (further meetings between GMLPC and PSNC are to be arranged); West Midlands LPCs (the Director of Operations and Support is assisting the LPCs oversight and scrutiny committee); Norfolk, Suffolk and Cambridgeshire LPCs (the LPCs have voted to set up a provider company and this is in process); Devon, Somerset and Cornwall LPCs (the LPCs continue to consider the issues); Merseyside Association of LPCs (The LPCs are considering their options).
7. The PSNC model Rules for a provider company remain to be revised.