



Minutes of the Meeting held Tuesday 17<sup>th</sup> November 2020 via Microsoft Teams platform

Chairman

Paul Jenks                                      LPC Chairman and LPC Member CCA rep

LPC Members present

Marc Brooks	LPC Vice-Chairman and LPC Member AIMp rep
Blazej Jasnowski	LPC Member AIMp rep
John Broomhead	LPC Member AIMp Rep
Jon Norman	LPC Member CCA rep
Les Guiblin	LPC Member CCA rep
Rob Severn	LPC Member CCA rep
Sai Koneru	LPC Member CCA rep
Chirag Ahir	LPC Member Independent rep

In attendance

Hazel Sisson                                      LPC Admin Support Officer

Apologies

Chris Kenny	LPC Treasurer and Member AIMp rep
Chris Mulimba	LPC Member Independent rep

#### Minutes from LPC Meeting 22<sup>nd</sup> September 2020

The minutes were accepted as a true record and approved by the committee.

#### LPC Governance

##### *Competition Law Guidelines*

- There were no changes to our stance from the prior meeting on this matter.

##### *Declarations of Interest*

- No changes to committee members' declarations of interest.

#### Matters Arising

##### *Website*

- LPC Chair informed the committee that he continues to update the website when he can.

- The committee was asked to look at the website and provide feedback on anything which would be of use to contractors.
- The potential of creating a form of hardcopy was considered to remind pharmacies of the useful resource of the website.
  - Potentially to be looked at in the New Year.

#### *Email Newsletter*

- LPC Chair asked the committee to feedback,
- Committee was asked to forward useful information from other emails received which can be included in the newsletter.
- Newsletter to be sent when it is worthwhile unless we see sending it on a specific day works.

#### *Chief Officer Recruitment*

- LPC Chair informed the committee that the job advert was live and asked the committee to share to widen the net of potential applicants.
- Some applications had been submitted.
  - Two are speculative from overseas pharmacists.

#### *PharmOutcomes*

- The committee was reminded that PharmOutcomes is currently provided via central funding.
- However, there will be a shift from providers to contractors from April.
  - Discussions are ongoing.

#### *Supervised Consumption*

- LPC Chair commented that he had recently sent an email querying with We Are With You the issue with supervised consumption not allowing registration for new patients.
  - Jon commented that he had contacted them again last week and they are looking into the matter.
- Rob commented that We Are With You are struggling for sites in Lincoln.
- LPC Vice-Chair provided feedback on a recent case where a Covid positive patient had been sent to the pharmacy for collection.
  - We Are With You hadn't been that helpful.
- Chirag commented that he had been advised it was all or nothing.
  - If they came out of Supervision, they would be unable to do anything.
    - It was acknowledged that Scripts are part of the Core Contract.
  - They are continuing to offer supervision for now.
  - Chirag to forward copy of the email to LPC Chair.
- LPC Chair commented that CPL discussions might be needed with We Are With You.
- A committee discussion followed.

#### *Feedback around Pharmacy Teams*

- Pharmacy Teams are wearing PPE in work but in some cases staff are not wearing PPE in tea-rooms and during travel.
- Reminder to be sent out highlighting breaks in PPE can lead to self-isolation of whole teams.

## Finance update

### *Finance report and budget*

- LPC Chair talked the committee through the previously circulated Treasurer Report.
- Current balance is £84,169.94.
  - However, the hypothecated balance is much less due to a large payment run awaiting authorisation.
    - Payment run includes PSNC Levy.
  - Once payment run has been paid the balance will stand at £59,104.88.
- The committee was asked to consider a payment holiday.
  - Following discussion, a payment holiday was proposed by LPC Chair.
    - The committee voted unanimously for a payment holiday.
- The committee discussed the cost of delivering business.
  - PSNC are delivering hard-line to Government.
- The committee considered the potential of funding PharmOutcomes.
  - Maybe in the next financial year.
- The committee acknowledged the potential of multiple systems.
  - A committee discussion followed.
    - Funding might provide a simpler option.

## Pharmacy Contractual Framework Changes

### *Contractor Support*

- The committee was asked to consider what CPL needs to do to support contractors?
  - Suggestions included:
    - Zoom Meetings?
    - Information to be sent out via email?
- LPC Vice-Chair suggested adding a note in the newsletter advising contractors to ask if help is needed.
  - Chirag commented that the newsletter should be enough. The offer of help is there.
- Access SCR
  - Are NHS profiles up-to-date?
  - Are pharmacies adding the right information to DOS?
- NHS mail accounts
  - A couple of Pharmacies are still been chased.
    - It is not for CPL to chase.
- PCN Leads have fed back that emails are bouncing.
  - 90 days of no access.
  - 90 days further there is the potential of the email address having been removed.
- Sai queried whether a shared email could be re-activated?
  - Unable to access due to staff changes.
  - LPC Chair requested that information be sent to him to follow up.
- Following a committee discussion, it was agreed that support would be built into the newsletter, acknowledging that softer launches might need more support.
  - CPL needs to be pro-active to an extent, but some contractors do not wish to engage.
- The committee was asked whether CPL adequately represents distant selling pharmacies?
  - The committee discussed.
- Les commented that engagement varies immensely.

- Smaller contractors might not know what they don't know.
- Big companies might not consider what is happening locally.
- LPC Chair suggested a listening event.
  - The committee considered when to hold this.
    - Rob suggested following the appointment of a new Chief Officer as a form of introduction event.
- LPC Chair suggested a postcard drop when a new Chief Officer is appointed.
  - Information could include:
    - Website
    - Here's how to contact us
    - We are here to help
  - The committee agreed that this would be a good idea.

The LPC Chair left the meeting to join the Lincolnshire System Flu and COVID Oversight Group Meeting. Chairing the meeting was handed to the Vice Chair

#### Feedback from PSNC LPC Virtual Event

- Rob feedback to the committee following this morning's PSNC LPC Virtual event.
  - Simon Dukes had talked about the following points:
    - £370 million 'loan' is still in debate.
    - Quoted letter about how well pharmacies have done.
    - Considered how to capture costs of second wave when cost of first wave has not been finalised.
    - Steering Group has been formed of the following members:
      - 4 x CCA
      - 4 x Independents
      - 2 x AIMp
    - Keen to continue with Wright Review
      - Contractors need certainty of what things will look like.
  - Manchester LPC Chair had commented on the track and trace pressures that had caused pharmacies to shut.
  - Break-Out Session had involved sessions on Covid pressures.
    - Marc commented on the helpfulness of Health Protection Agency (HPA) in this area. In Beverley (a different area) there had been a completely different experience.
    - Rob commented on childcare issues which some staff are experiencing as a result of their child being sent home.
      - It was acknowledged that in paperwork a child must be 13 years of age before they can be left on their own.
  - A further break-out session was around CPCS.
    - Cornwall had commented around the struggle with Dispensing Doctors to see CPCS.
    - Might struggle to get referrals and be seen as a threat if EPS is not switched on.
      - Marc commented that an eye should be kept on this.
    - Funding questions were considered including directional issues.
  - Other break-out sessions included Medicines Optimization.

## COVID-19 Recovery

### *Updated SOP*

- LPC Vice-Chair commented that Lincolnshire Co-op had identified 5 changes that affected them:
  - Using NHSmail for alerts
  - How to manage staff with Covid-19
  - Risk Assessments – review
  - Contracting Hours
    - Working behind closed doors
  - Outbreak – clinically vulnerable
- LPC Vice-Chair asked the committee for any further comments.
  - Les commented that more staff are having to self-isolate across the board.
  - Rob commented on applying to Area Team (AT) for closed door working.
    - If this is not asked for the AT are not aware of any problems.
  - The committee was asked whether there had been any negative customer feedback as a result of working behind closed doors?
    - A committee discussion followed.
      - Les commented on how some Supervised Consumption patients were not wearing PPE.
        - LPC Vice-Chair commented that if they aren't polite, they aren't allowed in the pharmacy.

### *Feedback from contractors*

- LPC Vice-Chair commented that there had not been a huge amount of self-isolation staff-wise.
  - John commented that it seems to be a bigger issue this time around.
- John commented that test & trace don't always get the information correct.
- LPC Vice-Chair advised to phone HPA as soon as possible.
  - Rob queried whether this had been cascaded to contractors?
    - LPC Vice-Chair to copy and paste instructions used to LPC Chair for inclusion in the newsletter.
      - Useful information for CCA Contractors as this information is local to this area.
- Les commented on potential weather concerns when patients are queuing outside.
- Jon commented that the good service in the profession makes patients realise that it is a testimony of what has been achieved.
- Chirag commented that supermarket pharmacies have been affected with people having to queue to enter the shop to access the pharmacy.
  - Les commented on the benefits of browsing time.
  - Chirag commented for an antibiotics prescription for example patients do not want to wait with those queuing to enter the supermarket itself.

### *Medicines shortages*

- LPC Vice-Chair commented that it was not really any different.
- Les commented that it had rattled but not damaged supply chains.
- Chirag commented that might see more going into December.

The LPC Chair returned to chair the remainder of the meeting

## Services

### *Flu Vaccination*

- LPC Chair informed the committee that 3 times as many flu vaccinations have been undertaken in Pharmacy this year based on comparison figures from last year.
- LPC Vice-Chair commented that vaccination supplies had been used up and extra stock had been arranged.
  - The committee considered the risk for contractors as now paying full price (no margin) and excess stock can't be returned.
    - Contactors still get fee for administration of vaccination.
  - The committee was reminded that newly released stock is for NHS patients only.
  - It was acknowledged that some private vaccinations are needed to prevent super spreaders.
- The committee considered how much stock do contractors order in for the next round?
  - The committee considered that there was not a lot of demand from front-line social care workers or for NHS vaccinations now.
  - Rob commented that in Notts not a lot of nursing home staff have had vaccinations, and this could provide a good business opportunity for contractors in Lincolnshire.
  - LPC Vice-Chair commented that Lincolnshire Co-op had provided NHS flu vaccinations as part of community days and that this had worked well.
    - Benefits included keeping people out of pharmacies.
  - Rob commented that Well had provided vaccinations in care homes and this had worked well.
  - Sai commented that he had a few flu vaccinations left for walk-ins but hopefully by end of the week all should have been used.
- Collaboration at PCN level is potentially required.
- The committee was asked to feedback with any comments.

### *We Are With You*

- LPC Vice-Chair requested that the committee ask their own teams to feedback with any comments.
  - To be included in newsletter.
- The committee discussed how supervision is creeping up.
  - Maybe have to push back if this is causing any difficulties.

### *GP Referral to CPCS*

- The committee discussed how this was not a new service but an addition to an existing service.
  - CPL support is required.
- CPL needs to manage what questions are been brought up by GP's.
- A committee discussion followed, including:
  - The need for it to be managed appropriately.
  - Remind GP's of perspective – minor acuity conditions only.
  - LPC Vice-Chair commented that if patients are referred to pharmacies are they going to have unexpected expectations?
  - Has to be led at system level.

- Probably switched on at PCN level.
- LPC Chair informed the committee that the service specification had been shared.

#### *Discharge Medicines Service*

- The committee was informed that this could potentially go live in January.
- Les queried what the practical use of the scheme was?
  - Medicine reconciliation.
  - Understanding what they are been given.
- The service will include a small fee but is an essential service.
- Chirag queried whether we have a moral obligation to check SCR?
  - LPC Chair responded that if we have information, this must be acted on.
- The potential of patient naming wrong pharmacy was acknowledged.
  - Hospital systems might not have access to EPS nominations.

#### *MURs and NMS*

- The committee acknowledged that delivery was difficult.
  - Option to do these remotely.
- A committee discussion followed.

#### Feedback from Lincs System Flu Oversight Group

- LPC Chair provided the committee with feedback from the virtual meeting he had joined for the last hour.
  - Mass Covid vaccination site in Lincoln and Boston.
  - One community hub in each PCN.
  - Increased uptake in flu vaccinations.
  - Dependent on Covid vaccination administered there is either 21 or 28 days between vaccinations.
  - PCN have submitted proposals which are to be reviewed for localities.
    - Could be a Community Hub
  - Healthcare professionals are needed to make-up vaccination, but anyone can administer the vaccination.
    - Could include students etc.
  - Once defrosted the vaccination can be stored in a fridge for 4 days.
- A committee discussion followed around vaccinations.

#### Pharmacy Quality Scheme (PQS)

##### *PCN Lead Support*

- LPC Chair informed the committee that domains 4 and 5 require support.
- The committee was informed that the first PCN Lead Event was well received.
- The committee was made aware that some PCN Leads are struggling with how to fit PCN Lead role in with their day job.
  - Support is required and time allowed by Head Offices.
- The committee was informed that there were two PCN Leads vacancies for Market Deeping and Spalding PCN's.
  - If there is not PCN Lead, contractors in these areas cannot claim PQS points for domains 4 and 5.
- PCN Leads are struggling a little due to time burden and need support.
  - Extra money given as PCN Lead Pharmacy should pay or fund some PCN work.


- Second Training Event is scheduled for 26<sup>th</sup> November and will cover Business Continuity.
- The committee was asked whether we give PCN leads Zoom hosting's for PCN pharmacies in their area?

### *Contractor Support*

- The committee considered Business Continuity Planning including the challenges of rurality in some areas of Lincolnshire.
  - There is a lack of resources to staff a competitor's store.
- The committee was asked to consider what level of support is needed?
  - LPC Vice-Chair commented that the training courses are important, these should not be left until it's too late to complete.
  - Outline guidance to be shared in newsletter including suggestions on when to do things.

### AOB

- LPC Chair informed the committee that Key Activity emails take time to bring information together.
  - Currently jumping in and out of meetings is taking time.
  - Focus is on keeping face known in meetings and supporting contractors.
- LPC Chair encouraged the committee to take part in email discussions.

Signed .....  ..... Date...19/01/2021..