

Community Pharmacy Herefordshire and Worcestershire Meeting Minutes for July 13th, 2023, (open) held at the Woodland Room, Worcester Woods Countryside Centre

Attendees for main meeting from 10.30am:

Anurag Hedge (AH); Jeet Patel (JP); Wayne Ryan (WR); Lucy Corner (LC); Kuljit Takhar (KT); Akwal Singh (AS); Carl Rose (CR); Danielle Brennan (DB); CEO: Fiona Lowe (FL)

Apologies:

Eva Cardall (EC); Amarjit Tandan (AT); Harpal Bhandal (HB)

Guests:

Alison Rogers (AR); Caroline Horton (CH); Siobhan Hemans (SH) – all ICB

Chair: Anurag Hegde

Some technical difficulties prevented hybrid option.

09:15 – 10:15 am- Services – Sub Committee & interested parties

Attendees for pre-meeting at 9.15 am: WR; FL; AH; JP; CR; LC.

The NHS Funds allocation was discussed and remaining funds to propose cross sector mechanism for utilising the funding. Areas of interest for consideration: CCS, OCS, BP Service; DMS; GPCPCS and IP support for Pharmacists with DPP. Allocation of funds to be proposed to rest of the LPC and in consultation with ICB colleagues.

Three priority areas agreed:

- IP – DPP facilitation to match, but not exceed, the funding by ICB (FL & WR lead)
- BP – marketing, training and improvement service award for achieving 3 months (month on month) increase in BP to ABPM % conversion – Expected ABPM conversion rate is 20%+. *April 2023 data for H&W – 792 patients (average of 9 patients per pharmacy signed up – although 25%+ inactive) 782 BP and 22 ABPM – 2.8%. H&W 88/118 signed up. Midlands average for same month 4.9% (C&W 7.5%, 144/191 signed up and ave 13 patients per pharmacy signed up).* (FL & JP lead)
- CCS – launch, training to support the clinical skills training & writing in patient notes. Plus support a large evening event for all the main services, ICB – Intervention Service, IP and IT Platform – September / October. (FL & AH lead)

Action: Services and appointed leads to develop plans and implement with support from Eva and Layla.

DMS and GPCPCS as BAU, any underspent allocated money default to part fund services leads for a further 12 months before they become LPC fully funded roles.

Allocated mentoring funds – (as nobody coming forward for wellbeing mentoring at present) to consider redirecting to support IP trainees, cross sector Pharmacist and Technician trainees – offer them 3 sessions each as per mentoring scheme individually or as groups and fund the approved mentors to provide. If wellbeing mentees come forward during 2023-24 financial year, they will be given priority.

Action: FL to update Allocation of NHS Funds document, which will be shared with annual report and accounts.

10:30am Main meeting:

KT, DB and AS joined the services members already present for the main meeting along with guests (AR, SH, CH).

DOI circulated and signed – no new declarations made. Minutes, market entry and AOB levying postponed until afternoon session.

All new members and guests were welcomed. Introductions were made.

ICB Update:

ICS Medicines Strategy links into the ICS wide plan. Details will be available soon; the Pharmacy and Medicines Board are inputting into the Strategy. Community Pharmacy within delegated POD Contracts has been recognised as needing more support. AR and CH working closely on commissioning / contractual aspects and links in with BSOL Hub – NHS team supporting all the West ICBs. SH is supporting AR with the CPCL and medicines assurance aspects. Gemma, Technician will be joining the team soon.

CEIF being finalised and will be shared with pharmacies and LPC. Part of this will link to the Intervention Service, which is just going through final sign off.

Keen for pharmacies to use the trend reporting form – so that ICB can act on common problems. It is not a place to report problems for immediate escalation.

National and Regional notifications of medicine supply issues can lag behind the actual local picture. To look at whether the planned IT platform can be used for timely communications.

COO process work going ahead and expanding as more issues uncovered in the process and accountabilities. FL and CR supporting this work for the Midlands. DoS team helping with this work.

Relocations – some are being delayed well beyond the expected timeframe

NHS111 referral work continuing. Problems around inappropriate referrals being picked up and encouragement to increase referrals. Annex C now D being updated again – we will get a full set for all Midlands. There is now a separate UTI disposition and NHS111 have the latest list of extended care sign ups.

NHS Community Pharmacy Complaints – ICB vs BSol Hub debate – once agreed process will be confirmed.

GPCPCS – SH feedback – 3 PCNs where no referrals have been made – working on these. Several PCNs where referral rates limited to some surgeries doing a lot and others very few. OTC – off licence issues document being updated. Seems to be recurring theme that pharmacies are failing to make claims for the work that they have completed – not just DMS but CPCS, extended care, palliative care etc.

IT national work on improving the requirements for integration that the system suppliers will provide. Provider pays model. Referring end will support integration but will probably attract a cost to the referrer as now – this is to be confirmed.

Thirty-five Palliative Care pharmacies have all agreed to stock and dispense Paxlovid. All stocking 2 packs initially. Training information on LPC website: [Covid-19 Antivirals – Herefordshire and Worcestershire LPC \(communitypharmacy.org.uk\)](https://communitypharmacy.org.uk) So far only 2 prescriptions since started at beginning of July. There is no funding for this additional tier of the service – some discussion and examples of other areas outside of the Midlands where service is being funded. It was agreed that the pathway was well thought out and good governance – only specialist Drs allowed to prescribe. It will be reviewed in the Autumn wrt workload and support for pharmacies. ICB will fund purchasing the drug should free stock be withdrawn. It was noted that current stock received is short dated – September 2023. No

delivery requirements, with Covid -ve relatives / carers attending to collect medication. Pharmacies to phone the patient to provide counselling.

Palliative Care and Antivirals services will be added to PharmOutcomes to make claiming easier as majority did not claim without being chased last year.

IP Pathfinder programme – expecting to hear next week what the next steps will be and IT systems. We will look to see if those participating could be added to list of DPPs.

HRT – progesterone shortages – assurances required by a PCN, that patients would not be given just unopposed oestrogen preparations in non-hysterectomised women. **Action: paragraph to be produced and sent out to all as a reminder by ICB with support from LPC.**

POSTER - 7 days to order prescriptions flow chart based on Dudley/ Doncaster one – to be updated and badged.

Covid Vaccination sites feedback following end of Spring Booster – ICB would like what went well and what could be improved so can learn for the Autumn Programme where will want more Pharmacy sites.

Covid Vaccination Service – Autumn Programme – being planned over next few weeks and more pharmacy sites will be needed. ICB waiting to hear process for onboarding more.

Feedback collated at LPC – lot of administrative work linked with Covid Vaccination Programme – a summary of all the activities, contacts and help needed. Need to demonstrate where may be need for dedicated admin support and more than one with access to systems. Regular activities have as diary reminders and understanding that same day returns of information not always possible as emails are not accessed all the time during the day if in clinics.

Asylum seekers hotels – several hotels now – service to be devised

26th July – workforce plan part of the discussions with LPC team. Follows on from 5 * event with HEE.

Sharps – **Action: to review whether up and running and sites in Worcestershire.**

ICB Connect IT platform – has a messaging function – should be ready end of July. ICB want a pull from our database file at end July when we have better service sign up picture and more opening hours changes / COO through. **Action – share relevant parts of the data pull.**

NHS Contracts – discussion as to whether the Council could be influenced to used NHS short Contract – ICB were doubtful as they always use public health contracts which are similar. It was indicated that this might preclude some larger companies from signing new contracts and withdrawing on renewal.

PNA working group to look at supplementary statements to cover the changes in COO, closures, opening hours etc. LPC need to approve / input into statements to ensure gaps not highlighted inappropriately.

Break for lunch 12:40-13:20

ICB colleagues left the meeting after lunch

13:20 Afternoon Session: Minutes, Market Entry, Tracker

Minutes shared on Box; closed aspects highlighted in yellow to remove for open version for the website. **Action: all Members to review and send any amends to FL by Monday 17th July lunchtime.**

Tracker will be updated following meeting.

Market Entry – recent closure discussed and COO. Impact high and as referenced earlier may lead to a Supplementary Statement for H&W in the Autumn.

Feedback from calls to pharmacies following last meeting

More work to do on this, many members had not undertaken calls. Agreed need to work on engagement and look to send some hardcopies out for meeting / events and some packs like GPCPCS packs (LLR e.g.). Shocking that probably less than 60% of services being done are claimed – in some cases nearer 10%! Set of video training on demand suite of materials.

Accounts sign off

WR went through the accounts and LPC signed them off. A few points were made to include within the explanatory document. Two months Levy Holiday given in 22-23. Overall expenditure higher than income as planned to start to reduce reserves. New Services role approved last year showing within staffing cost (an increase on the hours from previous shared role) – part of the role is funded for two years by NHS funds (shown as external income alongside levies). At the end of 21-22 – a separate bank account was set up to hold the NHS funds, consequently the relevant monies (£171K) were transferred from the LPC Levy account. Some of shared costs cross-charged has reduced due in part to maternity leave funded by HMRC and change in arrangements with services lead and lag before appointment.

It was agreed that NHS Funds summary would also be shared with accounts within the annual report for transparency updated to reflect decisions made.

Levy discussions for 24-25 when next uplift due to support the increase due to CPE. Currently the proposal is that the uplift will be applied as previously agreed and shared with Contractors at the SGM. If we are underspent, we will opt to provide 2-3 months levy holiday towards the end of 23-24 financial year.

WR and FL as minimum to attend Treasurer's Day – 26th September. **Action: Sign WR up to Treasurer's Day**

For Note: Shared Office Agreement countersigned with CPA.

CPE & Branding

LPC discussed the new CPE branding and approved complete switch to embrace the new option for the website, letters and emails.

Action: Members to look at list of training and sign up to those interested in and to let FL know. Any problems with receiving log ins from CPE to inform FL who could book on their behalf.

Requesting recognition letter – ready to send with new branding. **Action: FL to send w/c July 17th, 2023.**

Attendees for 12th October: FL attending with CPA so three places – AH, DB and LC (KT reserve) – **Action: FL to book places**

Services

Report on Box will be adapted to incorporate into annual report. The discussions from Services Sub-Committee were outlined and recommendations agreed.

Next two meetings overview

September to remain as online as having training session in the morning. Hybrid meetings to be avoided. Decision that majority and ideally all meeting to be face to face as more productive. Cost effective meetings with managed costs. To look at Beefeater as an option in January 2024 – moving the online to face to face. October and March already booked at PYPLC.



Liam to support AGM workshop sessions with some work on Fuller – Team of Teams. SGM part will be lunchtime or last hour.

Subgroups and Officers

Discussion wrt subgroups and officers. Subgroups to be reviewed in September to be informed by the capacity and skills audit outcomes. **Action: analyse the responses – 2 to come from HB and AT**

LC nominated the current three officers to continue until end March 2024, carried unanimously. Officers to be reviewed annually in March.

Next Meetings	21st September TEAMS – will include Change Management session and skills mapping 26th October – AGM at PYPLC Worcester 9.30-3.30 Activity 3 – workshop 18th January 2024 – f2f – Beefeater Worcester TBC 14th March 2024 – PYPLC – Activity 3	Joint Execs Nov 16th PYPLC – Beech – team build – TRUST pyramid and strategy 26-28th TBC Feb 2024
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Minutes prepared by FL

Signed off - 21st September meeting by Committee