

Minutes of the Meeting of Community Pharmacy Norfolk & Suffolk

Wednesday 22nd May 2024 from 10am to 4pm

Diss Business Hub, Diss Business Park, Hopper Way, Diss IP22 4GT

Committee Members			
Alister Huong (AH) CCA	P	Nick Smith (NS) Ind	P
Chris Ball (CB) Ind	P	Mel Peet (MP) Ind	P
Anil Sharma (AS) Ind	P	Greg McCarthy (GM) CCA	P
Mike Hebron (MH) CCA	P	Darren Wales (DW) CCA	P
Junchao Jiang (JJ) AIM	P	Martin Howe (MAH) CCA	P
Guppy Kular (GK) Ind	P	Simon Ingham (SI) Ind	P
Officers			
Tony Dean (TD)	P	Lauren Seamons (LS)	P
Charlotte Bowles (CFB)	P	Myra Battle (MB)	P
Kristina Boulton (KB)	P		

Agenda Item		Action by Whom
	<p>Sub-Committee breakout sessions All to consider ToRs (see below). To elect Leads?</p> <ul style="list-style-type: none"> • Finance • Governance • Market Entry <p><i>a) No significant change relocation application NW Pharmacy to Birchwood Medical, North Walsham, Norfolk</i> <i>b) Appeal against granting of Cox Mountain Ltd, UEA as unforeseen benefits.</i></p>	
1.	<p>Welcome, Introductions & Apologies for Absence Welcome to the Norfolk and Suffolk LPC Committee members and thank you for the work you have done between meetings too. Guests: Sharon Gardener – N&W ICB Lee Doherty – SNEE ICB Lucy Archer – SNEE ICB</p>	

2.	<p>Review Minutes & Action Log</p> <p>Version control has been added to the minutes and action log is a separate spreadsheet.</p> <p>Market entry training for sub-group to be looked into, LPC is looking at matching the training for PNAs too.</p>	
3.	<p>Declarations of Interest</p> <p>Completed declarations have been published on the LPC website. No further declarations.</p>	
4.	<p>Brief feedback from Sub-groups</p> <p>To consider membership again - Anil has requested to be part of the Market Entry Group.</p> <p><i>Full Committee to endorse ToRs for Sub-Groups</i></p> <p>Terms of reference for Governance Sub-Committee Members: Gregg, Martin, Simon (3)</p> <p>Martin – Governance of finance discussion and honorarium. Benchmarking against other LPCs would be useful to know what is reasonable for committee members’ remuneration.</p> <p>Terms of reference for Finance Sub-Committee Members: Chris, Nick, Alister, Darren (4) <i>Including Budget, Insurance, Payroll & Pensions</i></p> <p>Previously budget for three posts was £3k for Chair, £1k for Vice-Chair and £2K for Treasurer. We are now covering a larger area and now have combined accounts, more staff, wider engagement with ICBs and other stakeholders.</p> <p>Suggest an increase of 25% to reflect the changes in the organization and time since last review.</p> <p>Committee agreed to core roles increase of 25% and to review annually.</p> <p>Action – CB to alter honorarium for Chair, Vice-Chair and Treasurer.</p> <p>Honorarium for committee members is currently £30 per hour. Other committees offer £35 per hour to cover backfill etc for attendance. Consider CPE national policy wording which says ‘daily allowance’ and to review annually. Consider difficulty in getting locums in this region and average locum costs. Suggestions made for £35 per hour for 10 hours and</p>	CB

	<p>if your input was less you put in a lower claim and member honesty / integrity applies.</p> <p>£350 attendance allowance and £175 for a half day, reviewed annually. Mileage is on top. Claims to be in within 30 days and invoices to be submitted.</p> <p>Action – LPC Expenses policy and notes to be updated and circulated. Suffolk claim template to be adopted, NS to share.</p> <p>Action - Add reminder to committee to submit expenses when draft minutes are sent.</p> <p>Retaining margin of £170k, consider shifting to saving account of low risk. Proposal to put £100k into a one-year account that can be accessed if needed with interest. £50-60k 30–60 day account and then the rest as working capital.</p> <p>Need to talk to different banks to look at the best percentages, which will not be in shares to risk Contractor’s monies.</p> <p>Holding should be 6 months’ worth, consider any return from savings in April – possibly reduce the levy, tax would be applicable. Ethical investment is also important to consider.</p> <p>Action – share proposed budget and suggestions for savings options at July meeting.</p> <p>Terms of reference for Market Entry Sub-Committee Members: Mel, Guppy, Mike, Junchao, Anil (5)</p> <p>Terms of reference have been adopted and completed declaration of interest.</p> <p>Response time frame for market entry applications is 45 days from notification so depends if sub-group can meet at all committee meetings or will need to arrange separate meetings for discussion.</p> <p>Procedure – Pharmacies surrounding a closure need time to adjust was also discussed.</p> <p>TD to draft responses and share with sub-committee to approve.</p> <p>Action – Add market entry decisions to committee meeting papers / minutes.</p>	<p>CB</p> <p>TD</p> <p>CFB / KB</p>
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5.	<p>Meeting Papers and Intra-Meeting Working To discuss how the Committee prefers to receive information for meetings and discuss issues between meetings.</p> <p>Committee feedback on sending papers out, and officer reports etc. Notes to accompany the agenda might also support giving more overview of other workstreams.</p> <p>Action - Add to bottom of agenda – other workstreams to note.</p>	<p>KB / CFB</p>
6.	<p>RSG update and tracking of progress against recommendations</p> <p>Terms of Reference for Forum of LPC Chairs – AH updated the committee.</p> <p>Document circulated, email group has been set up and CPE has in person meetings arranged.</p> <p>Feedback on the document - doesn't allow for Vice-Chair to represent as a backup if the Chair is unable to attend. AH to raise this.</p> <p>Alignment of LPC footprint to ICBs has reduced the number of LPCs and our merger has allowed us to align to fully align to N&W ICB.</p> <p>Please feedback to AH if you wish for him to raise anything else to the group.</p> <p>Staff employment terms and conditions - for LPC staff these are being reviewed and the existing employment contract terms and conditions have been transferred under TUPE. Staff handbook should also reflect the updated terms and conditions.</p> <p>Action – Terms and conditions for the new LPC staff contracts to be consulted on / reviewed.</p>	<p>AH</p> <p>LS</p>
7.	<p>Community Pharmacy England Update</p> <p>AH gave a very useful presentation and update from CPE.</p> <p>IPA name change, please declare any interest (especially joining IPA as full member) so we can understand any committee representational changes that may need to be made.</p>	
8.	<p>Revisiting LPC Meeting Dates in light of Anil's absence</p> <p>Committee discussion, no change to committee dates has been made.</p> <p>Possible AGM or Contractor event to be considered, more discussion needed.</p>	

9.	<p>Committee Pharmacy First Feedback</p> <p>Committee member feedback - Looking to increase numbers, difficult in public awareness and what capacity we have. GP practice conversations – reliant on care navigators, informal referrals are common and therefore aren't getting paid for those that don't meet the gateway. Difficulty to put time aside to support patients on a walk-in basis and the referral process.</p> <p>ICBs looking at Accurx mail system that helps refer patients quickly, which goes into pharmacies NHS mail and allows for you to reply back to the Accurx mail. Looking at getting help via N&W ICB Digital team and piloting.</p> <p>PF Communications Plans and Developing Media Response Capacity</p> <p>KB shared some slides looking at the various comms. approaches that could be considered depending on capacity, who's involved.</p> <p>We also need to wait and see what the outcome is of ICB Integration bid which supports DMS / Pharmacy First integration (and other advanced services).</p> <p>Action – share details on how to order posters, banners and artwork to regional LPCs and Contractors.</p> <p>KB will share the link to CPE's media training for committee members to consider.</p> <p>Social media training to members (and potentially Contractors if funding available) would be helpful. Recording on how to make the most of social media. Do consider best practice examples, testimonials, banners in common areas / shopping areas to help sign post. Reaching out to large employers (Trusts, County Councils etc.). ICBs looking to capture PF feedback too.</p> <p>Action – create a PF communications action plan for key PF priorities and work with the Committee outside of the meeting to move these forward</p> <p>Suffolk Show – the “Be Well” bus will be there along with MH and JJ who will be attending. 2 banners, 5000 leaflets and 2 posters to take along. Also attending Tendering Expo. Can Do Expo – SNEE ICB event on 5th July we are also attending.</p> <p>Advanced services dashboard – Shows who is active and who is not and can break data down to areas / INT.</p>	<p>KB</p> <p>KB</p>

	<p>Power BI dashboard is ready to go and can be shared, all data is in the public domain anyway it's just collated so its more useful. Need to understand how to use data and the why to support targeted service delivery.</p> <p>N&W Pharmacy team – internal recruitment for band 5 and band 7 jobs to support SG. Resilience – MB /CFB supporting use of eRD with the closure of POD.</p>	
10.	<p>Vaccination Demonstrator ICB -</p> <p>Three priority areas in the strategy – improving access in local places, underserved places, more joined up prevention offer.</p> <p>Focus vaccinations: Pneumonia, Shingles, Chickenpox, HPV</p> <p>Delegated responsibility to ICBs from 2025, an NHS pilot would be useful to start in pharmacies via PDG in October starting with pneumonia and shingles.</p> <p>Action – AH to discuss with ICBs and discuss options.</p> <p>COVID update – Suffolk 51,000 vaccinations total, of which 26,000 delivered via pharmacies.</p> <p>Christmas – Eol for Christmas Day and Boxing Day to go out this week for 4 hours per pharmacy for ICBs. N&W will go out for Eols for all 8 bank holidays - dates to come.</p>	AH
11.	<p>N&W Cancer Pilot Update</p> <p>Arranged another webinar for new pilot sites and more sites have been signed off to provide referrals.</p> <p>Very positive results, though project confidential for now.</p> <p>Existing provider-Pharmacist will go through how they are operating at the webinar and top tips to date.</p> <p>The national team are coming to the region to do some visits to pilot sites.</p>	CFB to arrange
12.	<p>SNEE Minor Ailments Collaboration (Suffolk GP Fed)</p> <p>Project to support Pharmacist / GP collaboration, will include morning online training session and afternoon sit in on a minor ailments clinic.</p> <p>36 Eols from Pharmacists so far, cut-off date is 31st May 2024. The first sessions are looking to be commenced in mid-June.</p>	

	<p>Anglian Ruskin minor ailments course was very good, so looking into see if that can be condensed to support minor ailment clinical skills.</p> <p>Action – Add SNEE Minor Ailments Collaboration to the primary care bulletin again / highlight project to Contractors before the cut off.</p> <p>ICB integration event in Cambs, included all primary care teams. Do consider wider primary care event and Pharmacists only events too.</p>	<p>MB / KB</p>
13.	<p>Digital Upskilling - NHS App Funded training and Intervention Service</p> <p>Eol's going out soon to train pharmacy teams on supporting patients to use the NHS App. Paid £40 (each, for up to 2 staff) for online training (1 hour) and each then train another 2 staff members you get an extra £40. Max £160 claim per pharmacy.</p> <p>Of those that train, in Sept / Oct a further intervention pilot will see 20 pharmacies to be paid £5 to £10 to consult patients on using the NHS App.</p>	
14.	<p>SNEE ICB Waste Campaign – Encouraging patients to dispose of waste, medicines, inhalers in the right way and not to over order medicines.</p> <p>Campaign will look at where you recycle and what.</p> <p>Sharps disposal also highlighted, different council / borough areas pay pharmacies for that work and issues with clarity on service.</p>	
15.	<p>Services and Commissioning Update</p> <p>Value of Services in 2023/24</p> <p>LS shared spreadsheet showing Suffolk and Norfolk service values for 2023/24. £45k value in Suffolk and £330k in Norfolk. Variances with changes and consistent contracts.</p> <p>Significant work has happened in Suffolk to roll out 3-year contracts. Issues around budgets that restrict smoking cessation commissioning too.</p> <p><u>Suffolk Public Health</u> Substance Misuse – Turning Point - Eols issued. Sexual Health – Provide CIC - Eols issued. Smoking Cessation – New model being discussed with Feel Good Suffolk, based on Norfolk commissioned service. NHS Health Checks – GP Federation in process of contracting.</p> <p><u>Norfolk Public Health</u> New draft contracts to be available in April, comments required in May. Awaiting imminent release and will circulate, however we may need to wait to our July meeting to discuss.</p>	

	Action – Locally commissioned services summary to be produced for pharmacies to encourage uptake.	MB / CFB
17.	CCA Questions MH previous CCA questions submitted so has been completed.	
18.	A.O.B. Meeting Locations – No objects to Diss Business Hub and happy to book for committee meetings to the end of April 2025 Action - Book Diss for all future LPC meetings dates agreed. Sponsorship –MB will look to arrange a sponsor for each meeting. Action – MB to line up sponsors for July / September meetings, where possible. Set up dial in for Anil for the Nov committee meeting. Action – Add Provider company as an agenda item for July’s meeting. QR code shared with Committee to capture meeting feedback. Look at feedback from meeting / and how we might have a multi-purpose feedback form for all officers to share / use.	CFB MB MB CFB/ KB CFB
Date & Venue of Next Meeting: 17 th July 2024 - Diss Business Hub 18 th September 2024 including AGM - Diss Business Hub 20 th November 2024 15 th January 2025 19 th March 2025		

Date agreed by Committee	Published
10 th June 2024	10/06/2024
Amendments	