

Minutes of the Meeting of Community Pharmacy Norfolk & Suffolk held on Wednesday 17th July 2024 from 10am to 4pm at Diss Business Hub

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	A	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	A	Simon Ingham (SI) Ind	A
Officers			
Tony Dean (TD)	A	Lauren Seamons (LS)	P
Charlotte Bowles (CFB)	P	Myra Battle (MB)	P
Kristina Boulton (KB)	A		

Agenda Item	Action by Whom
<p>1. Welcome, Introductions & Apologies for Absence Welcome to the Norfolk and Suffolk LPC Committee members. Guests this afternoon: Sharon Gardner (N&WICB), Lee Doherty (SNEEICB), Nicki Joy (CPPE).</p> <p>Apologies; from Anil Sharma, Simon Ingham, Guppy Kular, Tony Dean and Kristina Boulton AH thanked the team and Committee for all the activity and meetings that have happened lots of fantastic work to support the CPNS key messages.</p> <p>Matters Arising LS received guidance from CPE about engaging with new MPs, to delay sending out communications for a few weeks to allow time to settle, before focusing on offers of visits.</p>	

	<p>ACTION – Ensure communications go out to new MPs, invite to visit pharmacies, engagement needed from owners/Committee members</p> <p>AH keep eyes and ears open for opportunities of funding available to support projects within local areas.</p> <p>LS discussion in progress with Suffolk PH team around Smoke Free Generation. Awaiting main contract before additional funding.</p> <p>CFB shared update on the recent National NHSE visits for the Cancer screening pilot and how well the day went, the feedback about our pharmacies was fantastic.</p> <p>Declarations of Interest</p> <p>Completed declarations have been published on the LPC website. Please ensure declarations are up to date & noted during relevant discussions.</p>	<p>CPNS team</p>
2.	<p>Review Minutes & Action Log</p> <p>Committee reviewed and agreed on closed actions from the last meetings.</p> <p>ACTION update action log with new actions from this meeting.</p> <p>GM any information from CPE about how the additional levy being paid is being used.</p> <p>LS regular updates, more data and support documents being received. More employed staff at CPE who have now had a change to settle, so feeding back LPC need for training and support with local commissioning focus. Will be attending the Regional event in July and encourage contractor attendance. Also attending National CPE event in November and will report back.</p> <p>ACTION feedback to Committee after National CPE November meeting.</p> <p>AH ultimately CPE need to negotiate increased funding for Community Pharmacy. Anyone able to attend the regional event on 30th July, please raise these issues.</p> <p>AH all Committee members to investigate what support or training they may need.</p> <p>ACTION Committee members to feedback any training needs they may have to LS or TD</p> <p>NS could we investigate a regional PNA training offer if nothing is available from CPE.</p> <p>LS new PNA are being renewed nationally so consistency is needed.</p> <p>ACTION Speak to LPCs from Region to ask about a Regional training event.</p> <p>ACTION plan training for Committee members (PNA and market entry).</p>	<p>CPNS team</p> <p>LS</p> <p>Committee Members</p> <p>LS/TD</p> <p>LS/TD</p>
3.	<p>Feedback from Sub-groups:</p> <ul style="list-style-type: none"> Governance Sub-Committee <p>Members: Greg, Martin, Simon (3)</p> <p>LS draft contracts have been shared with the governance committee and are now ready to share with the staff.</p>	

	<p>ACTION issue contracts to staff.</p> <p>LS staff handbook is still a work in progress and will be shared with the team for comment then back to Governance for sign off.</p> <p>ACTION once ready share with employed team for comment.</p> <ul style="list-style-type: none"> • Finance Sub-Committee <p>Members: Chris, Nick, Alister, Darren (4)</p> <p>CB gave update on budgets, separate reports were compiled for Norfolk and Suffolk due to merger. CB used these reports to produce budget for CPNS. Bank accounts in process of being sorted. Arrangements of investing monies also in process for this year, this can then be reviewed next year.</p> <p>ACTION review investment options for 2025, agenda item in January 2025.</p> <p>MB tax code notice states working for Norfolk not Norfolk & Suffolk.</p> <p>ACTION Myra and Chris to follow up on tax coding issue.</p> <p>LS annual reports are being worked on ready for the September AGM. Tania will also be supporting with writing Suffolk annual report.</p> <ul style="list-style-type: none"> • Market Entry Sub-Committee <p>Members: Mel, Guppy, Mike, Junchao, Anil (5)</p> <p>LS one application has been refused and then appealed. Awaiting further update on outcomes.</p> <p>The Committee agreed that no further comments were needed for this.</p> <p>LS table now added to the papers to show changes between meetings. This information is Committee confidential so may not have been released to staff in pharmacies. Any sensitivity in these notifications please speak to LS or TD.</p> <p>ALL MEMBERS CONFIRMED THAT THEY WILL ENSURE THAT ALL OF THIS INFORMATION IS KEPT COMMITTEE CONFIDENTIAL.</p> <p>ACTION add new owners onto this list.</p> <p>MB visits have begun with the newer pharmacy owners within the area to offer support. These have been well received.</p> <p>CFB also supported new contractor visits with SG and EM from the ICB team. These were also well received and of value to all involved.</p> <p>LS new quality member of staff within the SNEE ICB.</p>	<p>LS/TD</p> <p>LS</p> <p>CB/ CPNS team</p> <p>CB/ MB</p> <p>CPNS team</p>
4.	<p>Integration Project Update</p> <p>LS Awaiting outcome on the bid should have an update on outcome by end of July. Joined up work with both ICBs to support pharmacy integration over the area ongoing regardless of outcome.</p> <p>MH what are the first key priorities for the bid if successful.</p> <p>LS Business planning over the summer will be key to deliver outcomes outlined in the proposal.</p> <p>ACTION share bid submission with Committee members for information.</p> <p>ACTION update Committee once outcome is known.</p>	<p>CPNS team</p> <p>CPNS team</p>

<p>5.</p>	<p>Services and Commissioning Update <u>Suffolk Public Health</u> Substance Misuse – Turning Point – contracts issued. Sexual Health – Provide CIC – contracts issued. Smoking Cessation –Discussions ongoing with Feel Good Suffolk. NRT service – Figures increasing and referrals expanded to include maternity and hospital trusts. NHS Health Checks – GP Federation in process of contracting. LS MB has been working hard to support joined up working between pharmacies and commissioned providers of Suffolk PH services. Work is still ongoing with sign ups to the service. NRT service activity is continuing to increase. Service support guide will be produced once all contracts are agreed. Health Check contract work is still in progress. Can all contractors flag any issues with payments for services. ACTION any issues with payments for services please flag to CPNS team. AH will these contracts be on standard form NHS contracts. MB this is an ongoing discussion, however these are sub commissioned so not as simple as using the short form template. <u>Norfolk Public Health</u> New draft specifications have been received and are very similar to previous contracts. LS Norfolk PH say that they are not an NHS organisation therefore will not issue NHS standard contracts. The drafts for these contracts are out and mainly reflect the variation bought in last Autumn. AH the last contracts did not have end dates on. ACTION request all new contracts have end dates stipulated. LS asked the Committee for permission for the LPC team to review contracts and to go back with comments on minor amendments. The contracting process is due to start August /September ready for October start date. Committee agreed on this process. ACTION LS to review and send comments back on contracts, on behalf of the Committee. LS Norfolk been granted NHS digital Health Check pilot. Work will continue around this and will report back to Committee once pathways and plans are agreed. Plans to roll out December/ January. AH how many pilot sites are there Nationally. ACTION To confirm how many pilot sites there are Nationally and confirm back to Committee. ACTION send over wording on the NHS short form contract to LS. DW the smoking cessation service activity has dropped off significantly. LS this has been highlighted to the commissioner and we will follow up.</p>	<p>Committee Members</p> <p>CPNS team</p> <p>LS</p> <p>LS</p> <p>AH</p>
<p>6.</p>	<p>Community Pharmacy England Update & CLOT Feedback Written Update from Anil Committee looked through presentation from Anil and discussed.</p>	

	<p>Discussions around the referral number incentives coming in for Pharmacy first. Feelings were that the service is being put as the main priority for pharmacy.</p> <p>Flu vaccination – inclusion of Technicians in PGDs</p> <p>LS what are the plans for using Technicians for this years’ service, availability of staff, consultation rooms, business plans etc.</p> <p>MAH Have staff available to train but no plans as yet.</p> <p>AH people may make business decisions around comparisons of provision of other services looking at financial outcomes.</p> <p>LS is support needed form the LPC for Technicians?</p> <p>NS these will be individual business decisions and internally supported.</p> <p>ACTION LPC to signpost to existing options available from training providers. Contact providers to find options available within the area.</p> <p>Bank Holiday commissioning – regional rates</p> <p>LS asked for thoughts on current commissioning rates that are offered for all holidays. The rate has remained changed for many years now. LPCs in the region are proposing a joint letter to raise the concerns around this and ask for a review of the funding.</p> <p>Committee agreed that the letter should be drafted and sent requesting a review of the rates and the terms of the contract for next year.</p> <p>ACTION LPC to draft letter to ICBs and Regional commissioning team and collaborate with other regional LPCs.</p>	<p>MB/ CFB</p> <p>LS/TD</p>
7.	<p>Provider Company</p> <p>AH gave background to the Provider Company historical discussions.</p> <p>LS no opportunities have been missed due to not having a Provider Company. Suggested looking into what other options are available that we could possibly utilise if needed, then shortlist any potential opportunities.</p> <p>AH CCA view is that there would be no support for setting up new provider companies.</p> <p>Committee agree at looking at existing providers and then discuss preferred options.</p> <p>ACTION investigate current options available and feedback in September.</p>	<p>LS/TD</p>
8.	<p>CPPE Update – allow 30 mins – Nicki Joy</p> <p>Nicki talked through presentation and courses available from CPPE.</p> <p>ACTION Nicki to share slides and CFB forward to Committee.</p>	<p>NJ/ CFB</p>
9.	<p>Committee Pharmacy First Feedback</p> <p>A good discussion was had around current service activity, promotion and GP engagement across the area.</p>	
10.	<p>ICB Updates</p> <p>LD and SG presented data and information on Pharmacy First consultations within each ICB area. Both ICBs have Pharmacy First, Hypertension and Contraceptive services, respectively, as priorities.</p>	

	<p>system. Information to go out in news and webinars are available on demand and would advise to watch.</p> <p>ACTION ensure all links sent out to SNEE contractors.</p> <p>Flu care – research project from UEA</p> <p>LS TD has been involved in this project, clinics in care homes to vaccinate staff within care homes. Guaranteed minimum of £300 ‘top up’ per session if minimum number of vaccinations are not delivered per session.</p> <p>AH awaiting data to support other vaccination proposals. Possibly roll out a vaccination service in January, shingles and pneumonia as first to coincide with winter, HPV and MMR catch up later.</p> <p>ACTION share update when available.</p>	<p>LS</p> <p>AH</p>
12	<p>Talk Cancer training & Funding</p> <p>CFB funding available from the ICB to hold face to face and online events for talk cancer training for ALL pharmacy staff. Thoughts on this and any possible uptake issues. CFB has meeting with VW to discuss 18/07/2024. Committee agreement this has always been good training, to go back and agree then talk about possible venues, online, first before booking venues.</p> <p>ACTION discuss with ICB cancer alliance and feedback to Committee.</p>	CFB
13	<p>Contractor deadlines & Support</p> <p>To discuss the level of support that is appropriate to remind contractors of contractual deadlines, engage with Audits & surveys.</p> <p>Consider whether a live calendar of upcoming deadlines may be helpful: such as GM Deadline Tracker or Payment timetable and deadline tracker – Community Pharmacy England (cpe.org.uk)</p> <p>MB shared how we currently work and what we do to support contractors, thoughts on current support given.</p> <p>LS do you want numerous prompts and is this proportionate for all contractors?</p> <p>MAH if the documents referenced could be added to the newsletter as a live document. All contractual items should be followed up, other non-contractual items are not as important, in news is fine.</p> <p>ACTION Share CPE tracker in news</p> <p>ACTION process in place for tracking emails sent for follow up and having an audit in place if needed.</p> <p>Committee agreed that one follow-up was appropriate in the final week for contractual requirements.</p> <p>ACTION Clarify in communications that LPC will only be doing one follow up attempt for all contractual deadlines and actions.</p> <p>ACTION send email to say that no further follow ups will be made in regards to DMS.</p>	<p>CFB</p> <p>CFB/ KB</p> <p>CPNS team</p> <p>CFB/ MB</p>

15	<p>Social Media Policy & Communications update</p> <p>Inc. plans for contractor engagement and feedback.To approve: CPNS Social Media Policy, GPhC Guidelines: Demonstrating Professionalism online.</p> <p>Committee received a written update from KB.</p> <p>ACTION share social media posts on WhatsApp group to promote on further WhatsApp groups.</p> <p>MAH possibly need to add something around confidentiality or patient identifiable data. Add reference to the key points from the GPhC guidance, rather than 2 separate documents.</p> <p>ACTION add key points from GPhC Guidelines on confidentiality.</p> <p>The committee discussed budget request for boosting posts and what to focus on, Flu, Covid, National booking system etc.</p> <p>Committee agreed that the monies available should be used for Pharmacy First promotion in August and September. £100 budget approved (£50 per month) before next meeting then to be reviewed along with evidence of increased reach.</p> <p>ACTION Use £100 budget to promote local messages and key seven common conditions for promotion of pharmacy first and find a pharmacy for August and September and share results at September meeting.</p> <p>Committee agreed funding for 2-3 extra banners.</p> <p>ACTION Order more pop up banners to promote Pharmacy First.</p> <p>Committee agreed funding for 4x £25 love to shop vouchers to support survey completion.</p> <p>ACTION build the Contractor survey ready to share draft with Committee</p>	<p>KB/ CFB</p> <p>KB/ CFB</p> <p>KB/ CFB</p> <p>KB/ CFB</p> <p>CFB</p> <p>CPNS team</p>
16.	<p>CCA Questions</p> <p>DW completed during the meeting.</p>	
17	<p>AGM Plans & annual reports</p> <p>AH 18th September agreed for AGM.</p> <p>AGM will be combined to the September meeting at the end.</p> <p>Committee voted and agreed the accounts.</p>	
18.	<p>A.O.B.</p> <p>UEA business case prize fund</p> <p>CFB gave background around support given to the UEA business case in the past. Discussed equity if a Suffolk School of Pharmacy opens.</p>	

<p>Committee agreed to continue funding as long as LPC can attend to talk to students.</p> <p>ACTION inform UEA of continued prize fund and request improved LPC interaction with students</p> <p>Website</p> <p>CFB the old websites have now been closed and only the joint one operational. Any issues please report back to CFB.</p>	<p>CFB</p>
<p>Date & Venue of Next Meeting:</p> <p>18th September 2024 including AGM - Diss Business Hub</p> <p>20th November 2024 - Diss Business Hub</p> <p>15th January 2025 - Diss Business Hub</p> <p>19th March 2025 – Diss Business Hub</p>	

Date agreed by Committee	Published
31 st July 2024	31 st July 2024
Amendments	