

Community Pharmacy Essex

Pontlands Park Hotel, Great Baddow, Chelmsford, CM2 8HR

Wednesday 15th May 2024

Present: Jon Lake (JL) Hussain Master (HM) Kevin Western (KW)
 Onome Sankey (OS) Mo Raje (MR) Sarah Read (SR)
 Tunde Sokoya (TS) Ivy Tuffour (IT)

Also present: Karen Samuel-Smith (KSS) Angela Culleton (AC) Ashok Pattani (AP)
 Hema Patel (HP)

Part meeting Anil Sharma

Apologies: Zhya Said (ZS)

Apologies and Declarations of Interest

Apologies received from Zhya Said, she has recently been appointed as a CCA representative member. Zhya is an Area Operations Manager for Well Pharmacy.

SP has left Boots, therefore has resigned from his position on the committee. JL wanted to note his thanks for his contributions over the last 10 years.

MR submitted changes to his declaration of interest.

Action points from last meeting (February 2024)

The minutes from February 2024 were accepted as an accurate record and these can be uploaded onto the website. Action plan updated.

Finance Manager Report

Finance report had been circulated prior to the meeting, but AP explained the details further.

Had ringfenced £20000 for a second Pharmacy First training from last financial year. However, the event was funded by HLPartnership Limited.

The level of reserves will be discussed when considering the new guidance issued by CPE. It is now recommending a contingency is held for redundancy and legal fees. KSS suggested this could be a legacy from RSG/TAPR workstreams.

GSOC had agreed to propose to Contractors at the AGM whether any excess levy should be returned as a levy holiday or invested in service training and development.

AP explained the claim allowances are due for review at the beginning of each financial year. Last year members voted to hold the rates, he explained that members should not be out of pocket in order to attend meetings, but that attendance was voluntary and not-for-profit.

Members reported a general fall in locum rates from the previous years, but not yet to 2021 levels. It was suggested that the attendance allowance would remain at £250 (based on 8 hours @ £25 plus £50 reading), and if members pay more than £200 for locum, CPEx will continue to pay the

difference on production of an invoice. This would retain the principle of covering all expenses associated with meeting attendance. All other allowances and honorarium would also remain the same.

MR raised his objections that the costs have not been increased for several years. It was agreed MR would raise a paper for the next GSOC meeting.

JL to liaise with CCA LPC support group, as CCA has members in all LPCs, to compare.

GSOC report

IT mentioned the reserve account and confirmed that this needed to be raised at AGM to see how Contractors would like money spent.

JL acknowledged the high levels of workload that KSS and AC are undertaking currently whilst the office is short staffed.

NHSE Matters

Contract changes

KSS submitted the responses for the recent contract applications, in which she also mentioned controlled location, so hopefully this will prompt the rurality review.

OS raised a CCA question, asking what the Community Pharmacy Essex process for market entry application is. KSS gave a comprehensive description of the internal processes that take place. See attached slides.

AP raised whether it would be worth a committee member taking a lead with market entry, SR volunteered, and she will attend the next market entry training session.

Performance Cases

No new cases, 3 contingent removals, 2 of them have made really good progress. Performance meeting dates are not published/made available to representative committees, this has been raised as an issue by LPCs.

Current ICB workstreams

Herts and West Essex ICB recently decommissioned the UTI project, as this was replicated in the Pharmacy First clinical pathway.

MSE ICB and HWE ICB are in a "triple lock" financial recovery position, which means any new spending must be signed off by Board, NHS England regional team and NHS England national team.

Forum of LPC Chairs in England Terms of Reference

Community Pharmacy England (CPE) has drafted this document, it was discussed at length, these are the following concerns;

- What is the main purpose of the forum?
- Why does the chair have to be a CPE representative? Chair should be elected within the group.
- Authority should be from CP(local) not CPE

- How do members contribute to the agenda, or is it structured by CPE?
- Frequency of the meeting, should be more than twice a year (at least for the first year), if Chair is not available to attend a meeting, they should be able to nominate a representative?
- How transparent will the minutes be?

Members

Committee members shared details occurring in their designated representative area.

TS attended a meeting at end of March 2024 and raised the issues that there may be an increase in prescribing antibiotics, as pharmacies are going to see more cases through Pharmacy First. Previously pharmacies may have prescribed privately, which would not appear on antimicrobial dashboards.

Pharmacy First

Pharmacy First data unlikely be released until June 2024. From information received it seems that pharmacists are following the algorithm, however when patients are not happy, they then go to GP instead.

Some GPs have refused to refer patients as pharmacies are not dip sticking for UTI's, ICB could save money as urine dipstick is not indicated in simple UTI.

Practices are not obliged to refer patients, but if the system is straightforward they may be more likely to. E-mail prompts are sometimes easier. Collaboration and talking to the practices is key. ICB colleagues are now going out to practices, there is a bottle neck problem in the referral process. PharmOutcomes is not snappy and quick for the practices.

Pharmacy First referrals were high at the beginning but have reduced slightly recently. Some have found that there have been staff changes and pharmacy teams have revisited to remind them of the process.

Pharmacies seem to be meeting their quota each month.

NHS111

KW attends this meeting in SNEE

At the last NHS111 meeting, what you did and if there is a problem part of the process was discussed and no one knows where this data is going or what is happening with it.

NHS111 verses Pharmacy First Service referral, the differences were resolved. Sometimes it is tricky to find out where the referral contact point is from, especially when outside Essex. NHS Service Finder doesn't always help. Having said this, it is still a useful meeting to keep attending, would also be useful to invite NHS111 representatives to the next North East Essex forum meeting in June 2024.

COVID vaccinations

Several pharmacy teams are undertaking the spring 2024 COVID programme vaccinations

Forum Meetings and Events

Three committee members had attended locality pharmacy forum meetings.

KSS had attended a Time to Learn marketplace event, it was a last minute request in Basildon and Brentwood alliance. A large number of Practice staff attended, and were really keen to understand more about Pharmacy First Service, lots of business cards were also distributed and community pharmacies received some positive feedback.

KSS to share dates and details of other events due to take place. North East Essex is having a similar Time to Learn marketplace event in the summer.

Independent Prescriber Pathfinder (IPP)

HM has set up a IP pathfinder for 12th June – look at ways of working. He now has a new employee, practice manager from primary care, valuable member.

Resources

HP shared with the group a useful resource that she has recently discovered, Pharmacy First CDSmart website PharmSmart using a QR code.

HP through her involvement with networking with other pharmacy PCN Lead has found GPs AccuRX, it's currently free for pharmacy teams and you can book a demonstration. It assists with sending a task message, ie stock issues and is suitable for patient data. HP to share contact details with KSS as it may be worthwhile attending conference.

Discharge Medicines Service (DMS)

Still nothing meaningful from Colchester Hospital: The trust will send DMS referrals for MDS patients where pharmacies can have limited impact, but not for clinically significant discharges.

Community Pharmacy England (CPE) update by Anil Sharma

Anil Sharma, regional representative joined the meeting to provide the latest news from Community Pharmacy England, including the following which all feature on CPE website.

- April 2024 Meeting
- Plenary discussions – CP Workforce Development Group
- Subcommittee and detailed work
- CPCF 2024/25
- Negotiations
- Governance & People Subcommittee
- Key Dates 2024 and LPC input

Community Pharmacy Essex Strategy and Workplan

An awayday took place on 22nd April, JL, MR, KSS, AP and AC attended and drafted Community Pharmacy Essex strategy (vision plan). Members discussed the draft.

Unfortunately, no objectives or committee member lead roles were agreed nor discussed.

A private session of the committee then took place.

Office Staff were asked to leave the meeting, various issues were discussed. IT took the following notes:

Departure of GSOC Chair

Following Sanjay Patel's (previous GSOC chair) departure, the committee discussed the urgent need for a committee member to join the GSOC committee in order to meet the terms of governance/reference. Three committee members put themselves forward (MO, OS & KW). The committee listened to each person as they explained why they should be voted as chair. Following the discussion KW was voted. GSOC now consists of HM, IT & KW. To ensure broad representation with GSOC, it was agreed that OS would be co-opted in as an observer. Meaning that GSOC has representation from AIM, CCA and independent contractors.

HM also wanted it noted that the former chair SP would be missed on the committee.

Action: GSOC to meet asap to select new GSOC chair and formally co-opt OS as CCA observer

CPEssex Workforce

GSOC advised the committee that there were two workforce requirements in relation to office staff

- Engagement & Relations Officer (full time role, 2 year fixed contract, band 5 level (NHS equivalent))- role would cover duties of field officer as well as public relations/media and being the voice for CPEssex contractors. After much discussion in relation to job titles, purpose of role, length of contract to be offered etc. The committee agreed unanimously to the role and its terms.

Action Office team to post vacancy and monitor the recruitment process to completion

- Data Analyst (part time role, fixed term contract for 3-6 months) Purpose of the role is to; review all data received by CPEssex, compile and generate tables/data in a format CPEssex can use. Analyst would also train office staff how to manage/maniuplate data. After much discussion the committee agreed that there needs to be further discussion before authorisation can be given the go ahead for the role.

Action: GSOC to make enquiries and report back to committee with proposal on data analyst role

Office staff pay increase

Committee discussed the proposed pay increase for all office staff (Karen and Angela). Rate of 3.5% is being proposed as it is in line with NHS as well as HLP. Committee agreed to the increase of 3.5% for office staff.

During the discussion it was clear that some clarification was needed in relation to payment arrangements for Angela's services to HLP. Committee agreed GSOC would need to investigate and brief the committee at the next committee meeting.

Action: GSOC to gain clarification on payment setup between HLP and CPESsex and report back at the next committee meeting.

Any Other Business

1) MR expressed concerns over office expenditure. As there was limited time available, with no data to hand, it was agreed that GSOC would ensure that this item was added to the next committee meeting for clarification.

2) MR requested for there to be a review of the rates paid for attending committee meetings. Again due to limited time, it was agreed that further investigation would be required.

ACTION LOG

Date raised	Action	Status
28.9.2022	KSS completed the environmental application on behalf of Community Pharmacy Essex. MR has a meeting with representative	
28.9.2022	KSS and AP to review rurality this year	Meeting scheduled in January 2024
13.9.2023	Schedule in members to attend some pharmacies in 2024. KSS to prepare checklist for members to discuss with pharmacies	
22.11.2023	JL to check with Boots regional managers what the communication process is for notifying patients when Boots branches are closing. SP said the posters appear 12 weeks prior to the closure. KSS to share checklist with SP	Need to look into further.
22.11.2023	KSS to find out what services the pharmacies that are scheduled to close currently offer – filling the gap with neighbouring pharmacies	
7.2.2024	Members expense claim form to be review, alternative to the Microsoft form	Being discussed AOB 15.5.2024
7.2.2024	All to actively work to the governance framework guidance to ensure adherence to all criteria	ONGOING
15.5.2024	MR to raise a paper for GSOC regarding the attendance allowance	
15.5.2024	Sarah Read to attend the next Market Entry training session	
15.5.2024	KSS to prepare a response for the Forum of LPC Chairs in England Terms of Reference	
15.5.2024	KW to invite NHS111 representative to next North East Essex Pharmacy Forum Meeting on 20 th June 2024	
15.5.2024	HP to share contact details for GPs ECQRX with KSS to invite to future meetings/conference	
15.5.2024	GSOC action points as discussed when office staff were out of the meeting	

COMPLETED

8.2.2023	Office to invite Rob Severn, Leyla Hannbeck and Michael Lennox to next meeting in July 2023	Invited to the July 2023 meeting. 9 guests attending
17.5.2023	AC to create a Microsoft form for the expense claims for members	Approved by members 12.7.2023 and will start using. AC to send link
17.5.2023	AC to update the declaration of interest form to be in line with NHS template form	Approved by members 12.7.2023 and will complete and submit
17.5.2023	Circulate Anil Sharma's contact details	On website (Minutes from Meeting)
17.5.2023	Communication Policy AC to look at Suffolk policy and bring back to next meeting	Approved by members 12.7.2023
17.5.2023	Speak to MSE ICB comms team to develop CPEx	completed
17.5.2023	AP to contact Treasurer colleagues for comparison with attendance, meeting allowance and Honoria payments	CPE survey conducted
17.5.2023	Resilience funding, KSS to find out what is happening in HWE	CPEx contributed to draft MoU
17.5.2023	JL to contact Chair at Community Pharmacy Hertfordshire to clarify suggested facilitate meeting	Meeting to take place on Wednesday 22 nd November at Waltham Abbey Hotel
12.7.2023	AP to make amendment to the end of year March 2023 financial report prior to submission to the annual report	Complete
12.7.2023	LPC to commission HLP to offer training to all contractors on the oral contraception service, particularly targeting those that have signed up and not offering the service.	At Conference on 1.10.2023
12.7.2023	Members to register themselves onto a CPE briefing session in July or September if they would like to attend	Reminder sent 14/8/23
12.7.2023	AC to book those members who expressed an interest onto the Conference of LPC members	Complete
12.7.2023	KSS to approach Janet Morrison at Community Pharmacy England to attend annual conference on 1 st October 2023	James Wood to attend
12.7.2023	Finance report to be included into AC to send annual report to printers	Complete
12.7.2023	KSS to write to MSE Chief Executive about additional unnecessary payments being made to GPs for APBM readings	Discussed with PCCC, some amendments made to LES
12.7.2023	Use Community Pharmacy England toolkit for rebranding, make relevant changes to CPEx website and documents.	Adapted documents
13.9.2023	All members to complete and return declaration to Angela Culleton by Friday 15 th September 2023	Completed
13.9.2023	AC to share the link for members to use the expense policy. However, there appears to be access issues, investigate and rectify	Corrected and resent Action Plan to contact Chiesi about asthma action plan.
13.9.2023	KSS to ask Community Pharmacy England for flexibility around the Pharmacy Quality Scheme gateway criteria dates	No flexibility
22.11.2023	MR to update his declaration of interest and return to the office	Received
22.11.2023	AC to send Anil Sharma 2024/25 dates	Completed 22.11.2023
22.11.2023	AP to explain the financial reporting to members at the next meeting (7 th February 2024)	Completed 7.2.2024
22.11.2023	Share the meeting details for Lian Restaurant, Witham on 31 st January 2024 with Chirag Patel so that Dr Mayet can also attend	Neither attended
12.7.2023	FM to share end of life slides to contractors for signposting	
17.5.2023	KSS to adopt the east of England strategy into CPE strategy	Ongoing. Away day took place 22.4.2024
22.11.2023	GSOC to send minutes of their November meeting to the office	IT to forward to the office
7.2.2024	AC to upload the Governance Framework onto the website	uploaded
7.2.2024	Top tips from the members discussions around Pharmacy First to be shared in newsletter, website and forum meetings	NONE received