



KENT LOCAL PHARMACEUTICAL COMMITTEE

Minutes of the Kent Local Pharmaceutical Committee Meeting 16th March 2021

Teams Virtual Meeting

Present:

Officers			
P	Mark Anyaegbuna	Co-opted Chair	Kent LPC
P	David Entwistle	Vice Chair	CCA
P	Barrie Smith BS	Treasurer	AIM
P	Shilpa Shah CEO	CEO	Kent LPC
Members			
P	Amish Patel AP	Member	Independent
P	Sunil Chopra SC	Member	Independent
P	Maureen Aruede MA	Member	Independent
P	Caroline Cleary CC	Member	AIM
PM	John O’Sullivan JOS	Member	AIM
P	Sola Ifekoya SI	Member	CCA
P	Mukesh Sahota MS	Member	CCA
LPC Staff			
P	Jo Youngson JY	LPC Office Administrator	Kent LPC
P	April Arrowsmith AA	Services Pharmacist	Kent LPC

p	Present	pm	part of the meeting only	Aps	apologies sent	Apns	apologies not sent
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Meeting started at 9.30am

Welcome and Apologies:

The Vice Chair welcomed all and everyone gave a quick check in to gauge how they were feeling.

The Chair arrived at 9:35am.

Welcome of April Arrowsmith – LPC Service Pharmacist



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The Chair welcomed AA as a new staff member. He commented AA brings a wide experience of Community Pharmacy to the Kent LPC Office team. The role of Services Pharmacist is new to Kent LPC Office. This investment will benefit all Contractors.

Review of Minutes and Next Steps from January LPC Meeting:

The CEO ran through the next steps from meeting on 19th January 2021.

- Profiles and any Social Media handles to go on website – Carry over as still outstanding. JY to email reminder and cc Chair to complete by 31.03.21.
- Governance subcommittee Terms of Reference (ToR) to be signed off and sent to JY to go on website – Carry over to complete by 31.03.21.
- Locally Commissioned Services (LCS) one page summary for LPC website – Preparation postponed until 31st May 2021.
- Inform committee when LPC have been reimbursed by West Kent Training Hub for PCN Leadership Training – Carry Over
- Wish List for training – The Committee discussed a Wish List for training at the January Meeting. The CEO prepared and circulated a Wish List. Discussion progressed on the way forward in 2021/2022.

DE noted a line for Sponsorship Money in the Budget 2021/22. Monies from any potential underspend is different. Could the CEO clarify understanding on the use of Sponsorship Money. CEO explained that sponsorship money goes directly to the cost of the Meeting. Training money granted is for specific training e.g., Healthy Living Champions or PCN Leads. This cannot be used on anything else. BS suggested that members should consider possible spends for surplus. Committee agreed that any suggestions would go to the CEO who has the overarching view of the picture for contractors in Kent and area specific issues. CEO will then look at all suggestions (including those already put forward) and assess which are most viable. JOS commented that in line with good governance CEO needs to present a business case to the Finance sub-committee. This does not need to be long winded however should include the proposal, the rationale, costs, benefits, risk, and predicted return for Contractors. The Committee has an audit trail.

The Chair clarified that those suggestions that were not considered suitable were included in the final document and the reasoning behind this. MS asked if there was a deadline for Member suggestions? The CEO requested that suggestions for 2021/2022



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be received by 31.03.21 as there would be a Finance subcommittee meeting early in April.

- Kent Contractor Survey was sent to all contractors after being created by CEO and Communications subcommittee. Noted that in future it would be helpful for whole committee to have sight before it was circulated.

Minutes of meeting on 19.01.21 were agreed to be accurate and virtually signed by the Chair.

Matters Arising:

LPC OFFICE HOLIDAY 2021/2022

DE raised a concern that staff had not been able to take all their holiday allowance before the end of March 21 and some was being carried over. There is a requirement to ensure the committee are considering the wellbeing of colleagues and staff. All staff members confirmed that they were happy with the situation. No one had been asked to carry holiday over and this year had been a particularly unusual year with COVID and staffing changes. JOS commented that NHS workers have been allowed to carry over up to 4 weeks. Also, that we need to make sure we are having proper breaks from work. MS echoed this and said ideally, we should be getting a certain percentage of holidays in before the end of March each year. SI said we should be creating a culture of care and CC that this year had been exceptional, and things should be better going forward.

Item 1 – CEO March 2021: Update and Discussion

CEO sent an interim update sent in February 2021. The CEO March presentation was circulated as part of the documentation for the March LPC Meeting.

CEO presented the attached ppt.



Kent LPC.pptx

Discussions arising from presentation:

- COVID Vaccines: Chair asked if there had been any feedback from the AZ issues that had occurred recently? CEO replied nothing yet but encouraged vaccinators to stay



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informed of the guidelines. CEO suggested extending appointment times to allow for patient reassurance.

- Contractor meeting –The Contractor Meeting on Wednesday 17 February 2021 was a big success.
- The LPC AGM is on Tuesday 25 May 2021. The CEO asked Members for suggestions for a guest speaker and other invited guests. CEO described need to make sure the speaker is relevant to all Contractors. Simon Dukes was popular last year. Simon could update on recent negotiations. DE suggested Helen Whately, Minister of State for Social Care and MP for Faversham. BS felt Bill Millar a good suggestion. SI considered the LPC should invite patient representatives like Healthwatch Kent and Medway.
- NHSE/LPC Meeting – MUR claims are limited to 100 in a year. A number of Contractors have submitted claims exceeding 100 MUR. AP asked if we knew who they were and whether they had been contacted. CEO confirmed we are waiting for the information. A reminder that MUR cease on 31 March 2021 will be included in March newsletter. CC thought it could be an error in form filling FP34C. SI asked that we remind Contractors of changes. JOS asked what the response was from NHSE in over claiming. CEO and CC confirmed that as it appears to be an administration error. NHSE are notifying and taking the money back. NHSE are not issuing breach notices. MS questioned whether these errors were also occurring with NMS? Could LPC support Contractors with claiming correctly? CEO stated that the claiming process was not really for the LPC to get involved with beyond highlighting in newsletter.
- HEE Careers Work – CEO will invite HEE to April LPC Meeting to present careers work.
- Mental Health Service Project– CEO described the possibility of a Mental Health Service through Community Pharmacies. Early stages of project. CEO will work with Services Pharmacist. Update the LPC Committee at the April LPC Meeting.
- The CEO asked the LPC Committee for feedback on proposed project. JOS thought it was a great idea although would be great to have in all areas of Kent and Medway. AP praised CEO for work done in achieving funding and questioned that it was only going to allow one person per pharmacy to be trained. Could we look at increasing this as we want to do service well? CEO responded that funding was limited. The area selected for the initial implementation was the area with the highest suicide rate in Kent and Medway. Currently trying to get the training funded. Mental Health and suicide training needed to be from the accredited trainer. CC highlighted that the recent Contractor meeting focussing on Mental Health was one of the best attendances. This project would be a natural follow on from PQS 2020/2021. CEO will look to see if CPPE have a Mental Health package. SI thought it would build on the PQS work. Need to be aware that some pharmacy team members will have been directly



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affected by suicide and Mental Health. BS considered Community Pharmacy teams already make brief intervention on a day-to-day basis, so this project would be a welcome add on.

- Wellbeing events for primary care – LPC Office to prepare a one pager on LPC Website for Contractors to share the support available.
- Palliative Care – JOS asked if Out Of Hours's GP's have access to list of One Hundred Hour pharmacies providing Palliative Care service. CEO will share list with JOS to circulate.
- Contract applications have been quiet and have been mainly no significant change relocations. Pharmacies in surgeries have been impacted by decreased footfall and seen a decline in item number. Need to be aware that there may be closures once the post COVID landscape emerges more clearly.
- Discharge Medicines Service (DMS)– AP said Contractors are not getting support or feedback from Hospitals when queries are raised. AP requested this is passed on. Patient support is being compromised. CEO will flag up with Julia Scott.
- SI – can we contact Helen Burns. Recreate previous relationships and utilise historic learnings. Need to make DMS to work for Community Pharmacy. Look to resolve local issues as an LPC. CEO illustrated a difficulty since hospitals do not have the capacity or IT system for DMS at the moment. CCG and NHS regional teams are working to support. CEO asked Committee Members to share any suggestions as to how we can get this heard from a Contractor perspective. SI – Contractors should capture any discharge information from hospital and put as DMS. Need to be using the right language to promote confidence. SC suggested issue is raised with PSNC representative later in the meeting. CEO will send out communications to Contractors separately from newsletter. Chair requested Members inform CEO of individual cases. Looking at the issues and how these might be resolved will benefit all Contractors. Chair will give CEO details of BBG vice chair to share learnings on DMRs
- PQS – CEO thanked CC for her support to Contractors.
- GP CPCS – Questions around training from LPC's that all Contractors must attend in person (can be virtual) to make claim. This will be delivered at the end of April which allows plenty of time before the 30 June 2021 deadline. We will have all the information available to share with Contractors. CEO will send separate email to Contractors on GP CPCS. MS reminded members that Royal Pharmaceutical Society are providing free webinar workshops. Virtual Outcomes is also available for support.
- Skills Matrix – Committee members to return to JY by 31.03.21.
- Smoking Cessation Service – AP asked if we could look at re-energising activity in this service. AP questioned whether low uptake was due to COVID. CEO responded it is



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partly but not completely Could also be a victim of its own success, fewer people taking up smoking and the popularity of vaping. PGD's are designed for POM's and NRT has been GSL for a long time now. CEO will feed back when there is more information available.

Break

CEO, JY and AA left meeting.

Item 2 - Chair Update

The Chair began by thanking the Committee Members for their work supporting the LPC Office. He recognised the progress each sub committee has made during Transition.

This Committee is in the final year of the LPC Committee cycle. Our legacy must be a LPC Committee which is open, transparent and processes subject to the scrutiny of Contractors.

The changes to the NHS announced by the government will impact Community Pharmacy. We must deal with immediate issues and ensure the LPC has the capability to cope with future challenges.

CEO REVIEW PROCESS

The Chair described the process for the CEO Review. The process will be the same as detailed in the LPC Minutes of 18 November 2020.

The Chair will request evidence-based feedback for the CEO performance review from Members. Feedback will be used in preparation for the April 2021 review.

The outcome from the review will be the CEO Objectives 2021/2022 and Success Drivers.

KENT LPC EMPLOYEE PAY REVIEW PROCESS

The next step from the January LPC Meeting was the LPC Committee requested the Finance sub committee consider the LPC Employee pay review process,

The Chair invited the Treasurer to outline the process proposed by the Finance sub-committee.

BS stated the Finance sub-committee noted a contractual requirement that the LPC will review basic staff salary but there is no obligation for the LPC to increase basic salary.

BS outline the proposed pay review process:



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1. Line Manager will conduct a performance review with colleague. Chair will review the CEO. CEO will review LPC Office colleagues.
2. Finance sub-committee will meet with Line Manager. Line Manager will present findings from review.
3. Finance sub-committee will agree salaries for forthcoming year.
4. Final decision on employee salaries will be ratified by full LPC Committee.

TREASURER – SELF REFERRAL TO GOVERNANCE SUB-COMMITTEE

The Governance sub-committee found no case to answer.

Minutes from Governance sub-committee shared with Chair ONLY.

LPC EQUIPMENT

A laptop and mobile telephone which are the property of Kent LPC will be sent to the Chair. The Chair will assess both items to decide if they can be reused or destroyed. An update will be communicated to Members.

PSNC – LPC WAYS OF WORKING

JOS commented on a communication for LPC Members from PSNC.

PSNC included the phrase “Corporate Responsibility. “JOS considered a need for LPC Members to be upskilled in order to understand these expectations. The Chair should invite James Woods to address the LPC Committee.

The Chair agreed to invite James Woods to a LPC Meeting at the earliest opportunity

KENT LPC OFFICE HOLIDAY.

JOS thanked DE for considering the welfare of LPC Office Employees. Our LPC must ensure all colleagues have the correct time away from work.

AP recognised the need time away from work. A planned week off provides a better break than regular single days.

DE considered the LPC Office had the resource. The expectation is clear. The CEO must ensure the LPC Office holiday planning is robust for 2021/2022.

The Chair agreed to monitor the Kent LPC Holiday diary.

THE CEO, JY and AA return to the Meeting.



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Item 3 - Governance Sub-Committee Update

- Office Closure – Looked at learnings for future. Going forward if LPC is looking to action a significant change there needs to be an audit trail to give full transparency.
- Individual Member Issue – Outcomes and Actions have been discussed and sub committee will work with the Chair to ensure these are put in place.
- Succession planning – Subcommittee formally expressed thanks to Barrie Smith for all his work over many years with Kent LPC as LPC Treasurer.
- As Barrie steps down we need to ensure a good transition period with him and JY to give continuity with successor. CEO asked if we have significant historical treasurer information available should questions arise. JOS commented that this was not viable, but this was one of the learnings from the office closure – we should have a robust audit trail going forward. SI – we need to be properly resourced to protect members as we are personally liable.
- Code of Conduct has been reviewed and formally ratified by subcommittee. This was put to the whole committee for a vote. All members voted in favour of adopting Code of Conduct. A copy will go on the LPC website.
- A copy of Code of Conduct will be included in the Members pack sent from the LPC Office at the start of the new financial year 2021/2022. Members are required to return a signed copy to JY.
- Every Member should feel empowered to ask questions. Any concerns raised should go through the Governance subcommittee. Kent LPC is a small committee. The Committee needs to be open to challenge.

JOS left meeting.

Item 4 – POD Update

The CCGs merged from eight to one. The CCG want continuity across Kent and Medway. POD is no longer making the savings it did. A working group of GPs, LPC, Healthwatch and CCG colleagues have been looking at options. CEO will keep Committee Members updated of progress.

Lunch



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Item 5 –Kent LPC Chair 2021-22 and process for Vice Chair and Treasurer elections

- Chair - Nominations forms were sent out. Two forms were returned both nominating the current Chair. DE proposed Mark as Chair. This was seconded by AP. Committee voted. All Members were in favour.
- Mark Anyaegbuna was elected as Co-opted Chair for 2021-22.
- Vice Chair and Treasurer Roles – LPC Office will send out Expression of Interest forms. All nominations to be returned to LPC Office by 31.03.01. Kent LPC Committee Members will vote at the April LPC Meeting.
- James Woods (PSNC) has shared the process Community Pharmacy Surrey Sussex used for Officer elections. CEO and Chair will discuss and present back to the Committee. Next year is different as a new Committee will begin in April 2022. Chair informed Members a document will be shared informing of the process. BS commented that the Terms of Reference for Finance subcommittee state Members should be elected every two years. Is this the way that PSNC are looking at going forward for Chair and Vice Chair?
- CEO will invite James Woods to July meeting. Chair stated that members should be confident in putting themselves forward for the positions. It would be good to have a Treasurer elected from within the committee rather than co-opted, if possible.

Item 6 – Finance Sub Committee Update

- BS shared the current account spreadsheets with the Committee prior to meeting. CEO commented that we need to adjust how we display Account 2 to make information clearer for both Members and Contractors. SI said that this should be done by Finance sub committee and Treasurer rather than CEO and LPC Office as this was a better use of resources. Members were personally liable and need this oversight. BS appreciated the CEO's support with financial governance. CC asked if it was normal for LPC to have two accounts. BS replied Account 2 is for used for Common Ailment Scheme, money for MAR chart project and historical funds. Contractor Levy goes to Account 1.
- BS talked through the Minutes of the March Finance sub subcommittee meeting.
- Review of Staff Salaries - CEO requested that recommended PSNC process for reviewing staff salaries was clarified by subcommittee and also asked for clarification that the Finance subcommittee was also acting as a Performance Committee under the ToR. AP agreed CEO had a point and that he believed due to the small size of the full committee the two groups were merged in to one. This should not be an issue as



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the performance itself is being appraised by line managers and committee should be guided by their recommendations. Once discussed, Chair asked members to vote on adoption of the document with the amendment that before the final decision is made on salaries the whole committee will have sight of recommendations. All voted in favour and the document was adopted (with amendment).

- Policies on Donations – CEO informed that LPC Committee will be getting £2000 towards the recent purchase of Virtual Outcomes from the CCG. This will allow the GP surgeries to access the GP CPCS modules for training.
- BS talked through a presentation reviewing LPC finance governance. BS reiterated the importance of this as Members are personally liable.



Finance presentation
Kent LPC.pptx

- BS informed Members that the Treasurer and JY are meeting on 30th March to close the books for 2020/2021. Outstanding expenses must be submitted by 29th March 2021. BS reminded members expense claim and invoices must include names and addresses.

Item 7 – Communications Sub Committee Update

SI presented the information following the Communications subcommittee meeting.

- Social Media Policy – All members have had sight of this prior to the meeting. A vote was held. All Committee Members present voted unanimously in favour of adopting the policy. (JOS does not present at this point). Motion was carried and the document was ratified.
- PR Policy – All members have had sight of this prior to the meeting. This is a work in progress as Committee want to look at the work of PSNC. Kent LPC needs to have a robust process in place for responding to any negative press and to support Contractors. Will review in six months as things change. Chair requested that there was an amendment so that all PR goes through the CEO and Chair rather than just the CEO. CEO requested that if there was a quick PR opportunity, she be able to respond. Chair agreed to this. A vote was held. All present voted unanimously of adopting the policy. (JOS does not present at this point). Motion was carried. The document (with amendment) was ratified.



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- Contractor Survey has been sent to Contractors. Committee Members will be given full sight of the results and LPC response before publication.

Item 8 – PSNC Representative – Sunil Kochhar

Sunil Kochhar shared a current update from PSNC.

- Pharmacy Support have been running Wellbeing events. Next event 29th March 2021
- PSNC request Kent LPC inform Contractors of the availability of GP CPCS training from Royal Pharmaceutical Society.
- Local MP engagement – Kent LPC CEO and the PSNC Rep recently met with Sir Roger Gale MP for North Thanet.
- There is a review of pharmacy run COVID hubs as there seems to be some differences between these and GP run centres.
- PSNC are looking into the recent advertising campaigns run by Echo Pharmacy and Pharmacy 2 U. GPs are favouring some pharmacies over others.
- If Contractors are struggling to get hold of GP surgeries on their normal telephone lines, there is the option of using NHS finder for a direct line.
- PNA has been delayed – not to complete until June.
- The Pandemic Delivery Services is currently scheduled to finish at the end of March 2021.
- PSNC suggest Contractors are encouraged to watch the blogs from Simon Dukes. Each blog highlights what PSNC are dealing with at the moment.
- PSNC are looking at new funding models considering the future of Community Pharmacy.
- PSNC is looking at unpaid work done by Community Pharmacy. BP monitoring on behalf of the GP. Emergency supplies not via CPCS.
- Contractors noticing an increase in patients with Mental Health issues.

Questions from Committee:

- CEO shared the potential Mental Health pilot service project.
- SC raised the issues with DMS. The national template is not available. SK noted that Community Pharmacy is ready. Contractors are waiting for the other side of the process to be ready. This is being pursued by PSNC.
- AP commented that with DMS, and GP CPCS Contractors are not able to access the payments for these services. Contractors are missing out on vital funding through no fault of their own. They are reliant on another sector.



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- SK confirmed that conversations are happening. There is a need for PSNC to prioritise. The bigger conversation is around the repayment of the loan to pharmacy during COVID. All PSNC Representatives are reporting that the issues around the COVID vaccinations and LFT's has dominated.
- AP stated that Community Pharmacy need more control. SI suggested that it would be helpful to review the DMS design to incorporate alerts to Community Pharmacy of patient discharges. CEO commented that the main issue for hospitals is the capacity to introduce patients. IT systems that are not able to support DMS in the way Contractors require.
- SK said the work on new funding models will incorporate ways to get services under control. MA suggested that improving communications with hospital pharmacies would be helpful.
- SI asked about protected training time for Community Pharmacies as they are currently expected to provide high quality services without specific training time incorporated into the working week. SK responded that PSNC have been pushing for this for a long time. Indirectly there is support in that there is a set up fee included when a new service is launched which can be used for cover to release time for learning.
- CC raised the fact that everything seems to be very last minute. For example, Healthy Living Pharmacies have to take part in six campaigns each year. When will these be shared so Contractors can incorporate them into their planning? PQS was also very last minute. Information and deadlines come at the busiest times with flu vaccinations and Christmas impacting. Would be helpful to have some in April/May/June when it is relatively quieter. SK said this was ongoing. PSNC agreed that Contractors need more time. The delays are on the other side. PSNC are working towards getting things spread throughout the year. SK suggested that the LPC directly contact Alistair Buxton to reinforce issues. CEO commented that this regularly comes up at the Thursday PLOT calls.
- MS asked about progress on the COVID vaccination program being rolled out to all Community Pharmacies. SK informed that PSNC have been discussing the part pharmacy can play. Positive sign is that PharmOutcomes has been investing in servers.

Item 9 – AOB

Chair asked for AOB along with a final check out.



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DE asked that a date be put in the diary for a LPC team building day. CEO will prepare a list of suggested dates.

AP asked that LPC Office ensure Pharmacy 2 U issues continue to be raised with PSNC and Advertising Standards Authority and that the LPC be vocal. CEO acknowledged issues. CEO will take advice from PSNC to ensure we remain within guidelines.

Close:

Meeting closed at 4.30pm

A handwritten signature in black ink, appearing to read "Mark Anyaegbuna".

Mark Anyaegbuna
Chair Kent LPC

DRAFT