



**KENT LOCAL PHARMACEUTICAL COMMITTEE**

**Minutes of the Kent Local Pharmaceutical Committee Meeting 20<sup>th</sup> April 2021**

**Teams Virtual Meeting**

**Present:**

<b>Officers</b>			
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
<b>Members</b>			
P	Amish Patel AP	Member	Independent
P	Sunil Chopra SC	Member	Independent
P	Caroline Cleary CC	Member	AIM
P	John O’Sullivan JOS	Member	AIM
P	Sola Ifekoya SI	Member	CCA
P	Mukesh Sahota MS	Member	CCA
P	Maureen Aruede MA	Member	Independent
<b>LPC Staff</b>			
P	Jo Youngson	LPC Office Administrator	Kent LPC
P	April Arrowsmith	Services Pharmacist	Kent LPC
<b>Guest</b>			
PM	Sunil Kochhar	PSNC Rep	
PM	Shabina Azimi	HEE	
PM	Shane Costigan	HEE	
PM	Atif Shamim	HEE	

P	Present	PM	part of the meeting only	Aps	apologies sent	Apns	apologies not sent
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Meeting started at

**Welcome and Apologies for Absence:**

There were no apologies – all members present



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### **Declaration Of Interests (DOI), Minutes, Next Steps and Matters Arising:**

#### **DOI:**

There were no new DOI in relation to the agenda.

#### **Minutes:**

JY – the finance presentation attributed to PSNC was created by CEO, this needs to be changed for accuracy. Chair to review and action.

JY – Going forward where appropriate can we use “we” rather than LPC Office. Next Steps identifies who will be completing action and “we” is more inclusive and shows we are working as a cohesive team. Chair to review and action.

CEO – Wording around CEO performance development plan to be reviewed. Chair to review and action.

Minutes accepted by committee members as accurate record once Chair has made some amendments.

#### **Next steps:**

- Profiles and any Social Media handles to go on website – Carry over as still outstanding. JY to email individual reminders
- Skills audit to be resent and completed by members before 6<sup>th</sup> July
- Governance subcommittee Terms of Reference (ToR) to be signed off and sent to JY to go on website – SI will action ASAP.
- Locally Commissioned Services (LCS) one page summary for LPC website – ongoing
- Wish list for surplus funds for full committee to be presented at the July meeting.
- Members to sign governance papers and JY to add to website – outstanding paperwork to be completed by the end of April.
- Account 2 to be adjusted to better inform – Carry over.
- CEO to send ideas and costing for team building exercise – waiting for responses to inquiries, carry over.
- AGM guest speaker – all members agreed CEO to invite Simon Dukes.
- Pharmacy 2U advertising campaign – CEO checked and confirmed PSNC & LPC are not able to get involved and PSNC advice is to go through NPA. Work also went on with CCA and AP confirmed that the specific issue had been resolved quickly and satisfactorily but there were other issues ongoing that NPA are addressing.



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- Palliative Care 100hrs pharmacies to JOS – this will be sent by CEO when current changes are completed to ensure up to date. JOS confirmed MEDOC have access.

### **Matters Arising:**

- Chair – going forward AP will have slot at meetings to update on NPA matters.
- Chair – a member has asked that we review the changes made to the committee last year when the Executive Committee (EC) was dissolved. Member requested the introduction of a Compliance Officer. Chair commented that we already have 3 subcommittees that cover the areas a Compliance Officer is suggested for. No member challenged this and it was agreed that Compliance Officer was not necessary.
- Chair – a request has been received to review committee size to assess the impact of reducing members to 9. It is reasonable to look at any impact the reduction has had on contractors. LPC office team to look at how we do this including ensuring a balance of representation is maintained. CEO: Good to review, worth waiting until we have the outcome of the Wright Review. It's also been an unusual year with staff changes and internal matters along with COVID all having an impact. September may be good time AP: It would be helpful to get an indication on the impact on costs and productivity. Chair: Need to recognise also that Kent is a large geographical area having diverse areas with differing needs. Not urgent, July/September. Several members highlighted that it needed to focus on quality, not quantity and that since reducing to 9 the commitment to attendance and contribution from members has been outstanding.
- MS – following on from previous conversation around Executive Committee (EC) do we need to revisit meeting times/format etc to ensure welfare of colleagues. Chair: It was decided that there did not need to be EC since this was not representative of all members whereas the new subcommittees are. SC: The benefit of small committee is that anything urgent can be dealt with via email (can request 48hr response) rather than EC. CC agreed with SC. BS agreed with previous comments and suggested that VC be invited to CEO meetings. Chair: CEO is arranging meetings with Chair and staff team, VC could join these. MS agreed that EC wasn't a good representation of members and will feed back to CCA. Chair – overwhelming support for no EC and no Compliance Officer so will not adopt either. This can be reviewed but currently things are working well.

### **Item 1 – CEO Update and Discussion**

CEO presented the attached ppt.



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Kent LPC CEO  
update.pdf

### Discussions Arising from presentation:

- KCC LFT testing in pharmacies – CC: Surrey and Sussex stores doing these, great uptake and easy to submit. JOS agreed with CC. Chair asked what we are doing to drive message, push on social media and support contractor claims on MYS. CEO: LPC are not allowed to get involved with claims but will share information in newsletter and continue to flag up on Twitter. JOS there does seem to be an issue with pharmacies receiving enough stock to keep up with demand. AA the service has been advertised on radio.
- NHS SE – AP: Issues with getting NHS referrals when closed (DoS had correct information) has happened a few times in the last month. JOS commented that it is the first year that opening hours were not shared in advance with 111 for the Easter BH. LPC had communicated with pharmacies to check DoS was correct. Appears there not just one reason for the problems and that lessons can be learned from all. CEO clarified we get the BH opening hours and we can send these to JOS if required. JOS will action for briefing.
- Virtual Outcomes – Chair: Can we get data around who is using so we can target. CEO confirmed we have that and will be using. Chair: Can hospitals access for DMS training? CEO: No, hospitals have problems with IT rather than training which we can't help with. Chair: GP CPCS? CEO: Yes – this is part of the plan for the funding.
- Survey – CEO feedback some early suggestions for response to survey.
  1. **LCS** – Biggest area to work on and worth noting with April on the team this is already being addressed.
  2. **1-1 CEO** – Will reinstate 1-1 calls for 30min sessions in the evenings. This will also increase now we have April.
  3. **LPC Website** – More we can do to increase engagement, signposting, updates.
  4. **Twitter** – Would be helpful in members could join and share Tweets which will increase our reach and audience. JY will provide support to anyone wanting to join.
  5. **Mailchimp** – Replying to emails already addressed. A lot of contractors not opening email. Office proposal for monthly buzz topic for all staff and members to push. Building on every contact. Suggest starting in May with NHS Shared Mail then Virtual Outcomes, Website and Twitter (subject to change)



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CC – If this is starting benchmark then the potential for what we can achieve now we have April is fantastic. First time we know what contractors think and want. Shared Mail is vital to get people using, great opportunity.

SC – do we know how many answered and the split? CEO 70 responses, we haven't got the breakdown to hand but the balance of representation was good.

AP – 70 is great, best engagement for a long time, still room to grow. Would help to have Mailchimp from LPC rather than individual names, buzz topics are good idea, but we need people to open emails to see them. Suggested setting up a Telegram group (to push information out rather than chat) for all pharmacies. CEO: The communication subcommittee can look at this. JY informed that we are working on updating Mailchimp database to ensure we have correct addresses.

BS – Agreed great feedback. Suggestion that response options could be viewed as leading and weighted towards positive answers. Need for a “neither good nor bad” category. What does Not Applicable mean in this context?

MS – echoed BS and agreed it was a good start. Commented that for CCA pharmacies the comms don't get through as IT systems are often locked down. Would be good to consider Telegram.

MA – Good results. Shared email can be an issue. If a team member has left the store and their email is not deactivated, they don't have the capacity to add new. Helpful to communicate to contractors how to do this.

AP- Need to conduct survey annually so we are reviewing regularly (with adaptations to questions)

- GP CPCS – Funding is a great win for LPC and our contractors. There are very clear guidelines on how we are able to use the funding. Plan is to directly support surgeries with training and also use PCN leads to engage with the other pharmacies in their PCN (This will help keep PCN leads warm until PQS is announce and we can use some of the funding for this) We would use colleagues to sit with receptionists to demonstrate the ease and benefits of referrals and get them behind the scheme from the start. Chair: This an outstanding bit of work, we are now mapping the journey. Office to take committee on journey at the same time and committee members to support roll out.

Questions:



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Chair asked about the MH project. CEO: Title has been amended to Emotional Wellbeing in line with an updated service spec. CEO has asked for additional funding for training and is waiting for information to be finalised. Once in place a plan will be shared with the committee (confidential for now) CEO has also asked about the progress for the rest of Kent (the initial £30,000 is for EK) Hackney are also looking at a similar project and we are exchanging ideas and planning.

**Break 10.40am**

### **Item 2 - Chair Update**

- Staff holiday – Need to ensure holiday is taken in blocks and balanced appropriately to ensure staff wellbeing. CEO: Request that whilst the majority of holiday is taken in blocks that staff are able to take some as single days to accommodate individual personal circumstances that may occur. Chair: Once holiday is mapped JY to share on members page of website.
- Chair in Office – The Chair has agreed with CEO that he will have some involvement in supporting the office and will attend some team meetings.
- Objectives have been set for 2021-22 and anyone wanting sight of the specifics will need to request through the governance subcommittee.
- AA has been a great addition to the team. Chair then asked AA to share a little of what she has been doing in first few weeks (Chair apologised noting that AA had been put on the spot).
- AA – Has started visiting pharmacies, majority in WK especially looking at CAS. Targeting those that are doing it well with aim of taking learnings of good practice to share with those struggling. Those doing well were team driven, had good links with GP practices and did not take too much of pharmacist time. AA is keen to dispel some negative views of the service and perception from some that the service was now paused during COVID. Also been able to answer paperwork queries. Whilst in stores AA has shared information about Virtual Outcomes and been bookmarking the website on store computers and this has been well received. Has started to phone pharmacies and had conversations about weight management. Started networking in general. Attended meetings with CEO. BS offered support as has been very involved in CAS. Chair confirmed AA will have a regular slot at meetings going forward.
- Chair requested AP to provide a NPA update at each LPC Meeting. AP is the regional NPA representative.
- LPC Meeting will have open and closed sessions. Closed session for LPC Committee Members



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- Chair requested that governance committee to action request from individual.

12.20pm – CEO, AA and JY left the meeting.

### COLLEAGUE PAY REVIEW 2021/2022

The Treasurer presented the Finance sub-committee recommendation for Colleague pay.

The Committee voted to accept the proposals. Colleagues will be notified by the Chair.

### **Item 3 - Communications Sub-Committee Update**

Nothing to Update currently. Chair asked that subcommittee looked at how we use the raw data from the survey to present on the website and to contractors. Can we condense. CC asked how we upskill members to use Twitter. CC also noted that subcommittee would only meet when they had something specific to discuss.

### **Item 4 – Governance Sub Committee Update**

Nothing to update and again will only meet if needed. Chair requested that minutes from their last meeting be sent to him. JOS will action. SI will action the request for Terms of Reference to be sent to office.

### **Item 5 – Old records to be archived**

LPC have historical meeting records going back to 1923. CEO has made enquiries and as part of Kent history these should be offered to KCC archives in the first instance. KCC are happy to take them and committee need to decide whether to loan them or donate them permanently. There is no charge for either option. Loan would be for 25 years at a time (and there would be a charge to recall them before this expires). GDPR aspect has been checked. Committee voted unanimously to donate to KCC. JY to action.

**Lunch 13.07**

### **Item 6 Vice Chair and Treasurer positions 2021-22**

VC – one person nominated and seconded by several members. Members voted unanimously and DE was elected (JOS was absent at this point). DE accepted position.

Treasurer – 2 nominations were received, one external and one committee member. Recommendation from Chair that internal candidate should be considered first before looking at co-opted Treasurer. Committee voted unanimously to appoint member MS to treasurer. MS accepted the position. Chair thanked BS for his commitment to the role as he steps down. BS asked for clarification on what role the committee wanted him to play in the handover. Chair



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confirmed committee are happy for him to work with MS and JY to ensure smooth handover. Chair also suggested MS used the support of a “buddy” from other LPC’s and attended training provided by PSNC when available. There was discussion over next meeting with the accountant and AGM. Chair clarified BS should complete AGM as it is relevant to the previous year. CEO will also be involved in handover and AGM. SC: We will need a new member for the finance committee once Barrie steps down completely at the end of June. CEO will look at process for replacing BS as will need another AIM representative.

### Item 7 – Finance Sub Committee Update

LPC finance Governance:

- VAT – The increased workload for the office and potential increase in accountancy costs makes it unlikely to be of benefit to voluntarily register.
- Corporation Tax – Awaiting Clarity of accountant’s recommendation. Amounts involved are small and accountant may be able to justify sponsorship over venue costs. CEO commented that GP CPCS funding might affect this. Also, might be worth talking to PSNC accountants as they have greater experience of working with LPC’s.
- Audit – No need as current examination is sufficient.
- Accountancy package – Accepted accountant’s recommendation to use Quickbooks and associated costs. JY to action.
- Zero Based Budget – Accepted in principle
- Budget on website – Agreed. Staff salaries, tax and NI to be grouped as one figure.
- Processes to authorise payments – 2 step banking to be set up by JY. JY to seek approval of invoices from treasurer (depending on amount may need to go to subcommittee). JY to record and set payment up with bank, treasurer to finalise payment.
- Deputy treasurer to be appointed.
- Spend limits without authorisation set at £50 CEO/Office; £50-£999 Treasurer; +£1000 subcommittee; Full committee to be consulted when deemed necessary.
- Bookkeeping course for JY approved in principle
- Kent LPC will move to paying members expenses to **companies only** or to add payment to the payroll. The former is to be preferred otherwise the LPC will experience increased costs associated with employer NI insurance etc. Question raised about whether companies would be liable for VAT. When he joined later in the meeting Sunil Kochhar confirmed that LPC work does not incur VAT. CEO asked how evening





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meetings would be accounted for as these are often in personal time not company. BS agreed individuals will need conversations with their companies.

- New expenses form created for members for use from 6<sup>th</sup> July 2021 meeting.
- Likely surplus at end on 2020-21 likely to be approx. £60,000. Full committee to decide how this should be used.
- Advised by PSNC that 2 people should have oversight of Chair and Treasurer expenses Chair expenses approved by Treasurer and cc CEO and Deputy Treasurer. Treasurer expenses approved by CEO and cc Chair and Deputy Treasurer
- JY to be invited to attend future meetings. As these are likely to be on a Saturday these will be subject to availability.

JOS – from a budgeting point of view it is more difficult to predict spend on meetings now we have subcommittees. Might be worth revisiting forecast. CEO stated that the budget for subcommittee meetings had been estimated at an average of 1 per quarter. Need to be transparent on number of meetings. JOS thought governance likely to need more than this.

**Break - 14.45**

### **Item 8 – HEE Presentation Careers Map**

SA, AS and SC joined the meeting and presented the HEE careers project (attached below) Following this they took questions from the committee.



KSS pharmacist  
careers map update /

### **Item 8 – PSNC Representative**

Sunil Kochhar joined the meeting to update on PSNC work.

- Need to remind contractors that Smartcards can no longer be used to log in to MYS.
- LFT early payments have now finished.
- Free PPE scheme has been extended until Mar 22
- PSNC website is being rebranded and working on prospectus to engage commissioners
- Want to come to Kent to look at evaluation of IP work

### **Q&A**

CC – The MYS side of DMS is very longwinded with data being repeated. Can data be transferred? SK will feedback.



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CEO – Negotiations not started with NHSE around PQS. Would be helpful if it was not left until September. SK – all PSNC members are behind this but it is challenging to prioritise with so much going on. It is being pushed.

Chair – How are the RSG getting on with Wright Review. CEO confirmed that no information will be released as PSNC want all to receive the information at the same time.

CC – LFT distribution is scheduled to last until June, will this be extended? SK – things are constantly changing but will update if there is any information.

SK reported from a recent PCN meeting that Clinical Directors were not happy that they had not had information about POD from the LPC. CEO clarified that nothing has been decided or finalised yet, meetings were strictly confidential, and attendees have been asked not to share until decisions have been made. SK shared that it had come up that Clinical Directors were under the impression pharmacies automatically got payment for BP monitoring. SK clarified this was not the case, it was unfunded. CEO will pick this up. Will communicate to ensure pharmacies do BP check in line with SOP of their company.

BS – Post COVID work pattern is very different in pharmacy. SK stated PSNC agreed, and that Simon Dukes is having conversations about this.

### **Additional Item – NPA Update from AP:**

- There are projects going on as part of NPA centenary year.
- Fairly quiet as most things revolve around COVID.
- Rolling Thunder – Targeting key MP areas and lobbying going on that PSNC can't participate in. Issues need recognising now whilst they are still ongoing.
- LPC NPA Connect newsletter – CEO will sign up members to receive newsletter directly.

### **Item 9 – AOB**

AP asked for clarification on where the HEE work fitted in with LPC role. Chair: It is to flag up career paths and showcase pharmacy to a wider audience. Previous CEO began several years ago with James Woods and was a SE forum project. LPC are involved to give a voice for CP and especially to get and retain pharmacists in Kent in our case.

Chair closed meeting reiterating the committee's thanks and appreciation for all the work BS has done in various roles as an LPC member.

### **Close:**

Meeting closed at 4.20pm



**KENT LOCAL PHARMACEUTICAL COMMITTEE**

A handwritten signature in black ink, appearing to read "Mark Anyaegbuna", is placed over a light grey rectangular background.

Minutes signed off by  
Mark anyaegbuna  
Chair Kent LPC