

Community Pharmacy North East London Committee Meeting 21/11/23
Full day 10:00am – 4:00pm
Hyatt Regency, Stratford

Present: Shilpa Shah (SS), Dalveer Singh Johal (DJ), Abi Sarangan (AS), Rebecca Dew (RD), Mina Patel (MP), Ravi Vaitha (RV), Faruque Gani (FG), Shazli Hafeez (SH), Gulveer Sura (GS), Jyoti Bakshi (JB), Ross Fraser, (RF), Prakash Patek (PkP), Kerry Webb (KW)

Apologies: Parvesh Patel (PvP), Nickil Patel (NP)

Welcome, DOI, confidentiality and code of conduct.

PkP has informed SS he has been delayed on the way to the meeting and therefore, SS to open meeting.

SS Opens meeting.

No New DOI

Minutes from previous meeting unanimously approved

SS goes through Next steps from the September meeting.

Case studies complete.

Chief operating officer Job description has been completed and is in line with other LPCs. Initial Job Description shared with members by email.

Email has gone to contractors re reporting verbal referrals to the LPC, one response so far. SS outlines conversations locally, suggests AS to train NHS 111 Staff to ensure verbal referrals are not coming into pharmacy.

DJ updates committee on difficulty finding a DMS example for Case studies, SS gives suggestions of pharmacies to speak with. DMS next step to be carried over.

Next Step: DJ to write up case studies on DMS.

CEO Update

No questions on CEO update.

SS raises a discussion regarding C&H's provider company. SS outlines the provider company's responsibilities. SS goes through renewal of contracts. SS outlines situations when a provider company would be needed.

SS informs committee that 2 members from the committee are needed on the board for the provider company. They will be working with SS as the PSP manager, SS outlines the commitment and responsibility of the roles.

SS outlines the requirement for £1.20 membership (minimum of £1 + VAT).

SS asks for members to volunteer.

MP volunteers.

Suggestion to approach NP, particularly as he is familiar with the area as he sat on the C&H Committee.

Committee unanimously agree.

Next Step: SS to approach Nickil regarding being on the board for PSP.

SS raises the Pharmacy first scheme. Outlines the available training from CPPE and plans to do the training in NEL. Sponsors are already lined up, so will not be at cost to the LPC. Trainers have agreed and a save the date has gone.

Will open to other London areas and Essex if spaces are not filled by NEL contractors.

Training will be open to every pharmacist in the area.

SS informed the committee CPNEL have split newsletters into two, one for training and another for news.

SS raises plans for an NEL conference to get contractors together, this will be paid for by sponsors again. This is planned for 14th Jan.

PkP arrives 10:48

KW arrives at 10:49

Committee discuss the viability of the conference/ training on two consecutive Sundays.

Committee continue to discuss the conference. Suggestion to try with given dates and leave registration open to gauge uptake.

Committee Agree

SS DOI - She is an Ambassador Volunteer for Pharmacist support.

SS asks committee if, given the surplus and potential for another Levy Holiday, CPNEL can give a donation to Pharmacy Support as this would be a cause beneficial to the contractors. SS outlines the support they provide for Pharmacists.

Suggestion for £2 per pharmacy donation.

Suggestion for £375 as £1 per pharmacy.

Committee unanimously agree for £375 donation and will publicise the support as contractors are facing tough times, and will note this is a one-off donation.

MP suggest to put Pharmacy Support details on the newsletter.

Next Step: To include Pharmacy Support details in newsletter.

SS raises a committee training day. SS has looked into quotes and companies are charging a lot of money, around 6k. Notes there is a surplus due to non-attendance, and with sponsors covering much of the cost, we are underspent.

Members query the training.

SS outlines the team building training offered by the company. Gives an overview of the training. SS reminds the committee that this was something committee members asked for before we merged the two LPC's.

Members discuss what the benefits would be for the committee.

Members discuss potential for incorporating future technology in ways of working.

SH queries if there is a need, as committee are working well together. If there is, suggests prioritising what is included over budget.

JB suggests agreeing on what is wanted, then come back with suggestions to discuss.

Pkp gives experience of CPE leadership training event and how it filled gaps in knowledge and benefitted the team.

SS to outline what is wanted from the day. Committee to give the go ahead and then SS find quotes. Ideally will be February/March ready for April.

JB highlights that the three year strategy is then needed. SS highlights that, that may be difficult as we can plan for one year but due to a potential change in government and the upcoming CPCF negotiations we may have to plan a year at a time.

Next Steps: SS to outlines outcomes from a Committee Training day.

CPNEL has been approached regarding NHIR working with CP in NEL. DJ and AS would do the work outside of LPC time and be paid directly via account 2.

Committee discuss perspectives on this.

SS asks if committee are happy for SS putting DJ and AS names forward.

Committee unanimously agree.

JB notes that we should ensure pharmacies are happy to sign up and not just send people in etc. SS clarifies is a 9 month project and we are a forward thinking LPC and are aware of the workload, therefore would say no to anything unreasonable to get involved in, as well as asking the contractor for EOI if we do think something will be useful for CP research.

DJ and AS will filter any ideas through to SS. Also we would ask the pharmacy contractor if they wanted to be involved we would never assign anything to any pharmacies unless they were happy to be involved.

SS asks if committee if they are happy for her to exercise her own judgement on this. Committee unanimously agree.

SS has sent out the draft job description for COO. SS highlights we have received another 150k for staffing from the ICB.

Only one applicant for the PSM vacancy, will be interviewing shortly.

SS opens for more PSMs to be employed so each can have two boroughs to focus on.

Committee discuss the funding and what it can be utilised. Committee discuss employing on a fixed term basis as funding is not guaranteed.

SS raises the current workload and to think about in the future as we would have invested in training staff.

PkP suggests advertise for a fixed contract and review after a year. SS confirms the advert is for a fixed term position.

Committee discuss the funding and investing in staff.

SH suggests being more open minded and looking at the longer picture. Funding is available and therefore, we should consider investing in people with the intention of keeping them on as they will be trained.

SS clarifies we can give a fixed term, we have got 2 vacancies in Account 1 and are giving holidays because of the unutilised Money.

Committee discuss options for employment.

GS queries whether the will the salary be changed whether the applicant is a pharmacist or not. SS clarifies the salary is based on banding as is from the NHS and will therefore be based on the role.

Committee discuss performance reviewing and development.

SS outlines the need for a COO in CPNEL and the current workload being shared among existing staff members. SS raises that the job description is in line with other LPCs that have a Deputy CEO.

Committee discuss the need for a COO in NEL, and the management structure of CPNEL. COO discussion is parked as some members have had to take a short break and are not present.

SS raises Minor Ailments funding arrangements, we have got to get all the details but does have a business case. SS outlines business case for the funding. SS explains the need in the area.

MP queries if it just is for CPCS referrals.

SS outlines what CPCS referrals the funding can be utilised for.

FG queries formulary.

SS confirms there will be, next steps are formulary and service spec.

FG gives example of a potential situation where this scheme may be utilised, SS agrees.

JB asks if it will be NHS Contracts.

SS clarifies the ask for standardised contracts.

Committee discuss the process for asylum seekers collecting prescriptions.

PkP notes it may be worth looking up and clarifying this information.

Next Step: PkP to ask CPE for guidance on asylum seekers and paying for prescriptions, asking for clarification.

SH queries if there is a mechanism for pricing for MAS meds if they go into price concessions

SS clarifies there is an issue at the moment, so we will only get the DT price.

SS informs committee of the funding left over for MAS in C&H.

SS raises a contractor in the area has outsourced staff and are doing pop up BP checks in shopping centres. SS went with NHS England to ensure all was being done correctly.

SS raises Job Description for COO. DJ and AS leave the room.

Committee discuss current budget and room for further employment within the existing budget. Members raise queries on the amount of the budget being utilised for staffing. Members discuss viability and need for the position given current workload in NEL. Committee discuss the levy received from the LPC.

RF suggests at next meeting, should be put on the agenda as an item and discussed further.

Committee agree to put on the agenda for January 24.

Next Steps: To discuss budget, including staffing, at the Jan 2024 meeting.

Committee members further discuss salary commitment and currently budget.
Committee will discuss employment structure in a closed meeting at the next meeting.

Break at 12:07 – 12:27

Committee discuss COVID Vaccinations. There are currently 156 sites in NEL re COVID vaccines and are seeing a lower uptake this year.

Committee discuss COVID Vaccination uptake.

SS raises that last year's TH Vaccine hesitancy service being rolled out is being discussed. However, with timing with December, it may not be viable to roll out. If funding had been given initially for the service it could have been implemented. However, no further updates on COVID.

Committee discuss this winter's COVID procedures and associated payments.

Committee further discuss renewal with CGL in WF.

Committee discuss ABPM waiting lists. SS clarifies there is no funding for more ABPMs.
Committee discuss local services and contract renewals in various areas of NEL.

PkP queries if possible, can we write to Suki regarding when the procurement is open.
DJ to chase for TH.

Next Steps: DJ to chase TH regarding procurement.

PSM Updates.

Committee discuss PSM updates from DJ and Abi.

RF suggests sharing updates differently in the future

Abi clarifies her work done in NEL, and gives suggestions for focus in pharmacy and where her support should be focused in the future.

Members raise referral issues and experiences locally with AS, AS responds and gives clarification.

SS raises the figures on referral data regarding ABPM. AS clarifies the want from GPs to refer, but capacity needs managing due to ABPM machines. Committee discuss referrals and capacity issues.

Members discuss contractor engagement with staff members, and the issue of pharmacy staff utilising NHS Mail. Members raise issues with locums not addressing emails.

DJ raises Newham Air Quality has so far been the best engagement, but on the other side has been IT issues with GP referrals.

JB raises other LPCs in Pharmacy London Sending comms to NHSE, etc. JB wants to clarify NEL are not putting their name to that as not part of pharmacy London
SS clarifies NEL are not part of Pharmacy London, and has clarified in meetings as are concerned people believe pharmacies are part of the group due to Pharmacy London's logo's ect.

Committee discuss recent actions from Pharmacy London.

SS raises the information on closures in NEL, and communications with other LPCs.

Committee discuss a potential conversation with Pharmacy London to ask them to clarify NEL are not part of them.

Next Step: To ask CPE for advice on asking Pharmacy London to reword their documents/logos to ensure clarify.

Break at 1:00pm for lunch

Return from lunch at 2:00pm.

Treasurer Update

SH gives an update

SH confirmed we have paid the corporation tax. Beyond that expenses have been the usual, as budgeted.

SH opens to members for queries.

SS suggests discussing levy fees in January.

SS clarifies there was 1k interest beyond the 20k corporation tax.

CPNEL have given 2 months levy holiday, presents YTD budget from committee and goes through where there is currently an underspend and why.

SS outlines sponsorship received and YTD budget up end of to October 2023.

SS updates committee on C&H final accounts, we are hoping to have this complete by January 2024 meeting.

SH queries whether funds should be in an interest savings account.

Next Steps: To check if possible to put into an interest savings account, and for committee to discuss in January 2024 meeting.

SH raises how much should be left in the account. SS clarifies 50% surplus is recommended, and would not need more of a buffer.

SS clarifies our main expenditure.

SS mentions the updated finance guidance from CPE.

Next step: SS to share finance update with Treasurer.

FG queries the amount each side went in on the merge. SS clarifies both LPCs come in with 50% in. Committee discuss the potential for a further levy holiday. SS confirms we can discuss in January 2024.

Committee discuss workload increase due to Pharmacy First announcements.

SS updates committee on ability to write on records, and need for appropriate language to be used when writing on reports.

AS clarifies this will be an item at the Conference and is something they are going to address. AS gives examples.

Committee discuss examples of comments on records from pharmacists seen locally, and where such comments may not be appropriate language for HCPs i.e., too casual language.

CPE Update

PkP presents CPE update to the committee.

AOB

SS gives update on IP Pathfinder, assume it will be pushed to February as is doubtful it will be beforehand. SS outlines governance and process.

PkP contacted by pharmacies that have been newly bought, some of the contracts were exchanged and PCSE have not yet changed the ownership. Can PkP take to CPE as an LPC issue as is problematic for the new contractors, they are in 'limbo'. LPC's have raised at CLOT with Gordan, so PkP to raise further with Gordan.

Committee discuss Pharmacy First preparations with locum pharmacists and potential requests for increased payments.

AS raises liability issues with completing paperwork for services, and responding to alerts. Draws attention to the yellow box at the top of PharmOutcomes these have to be rectified manually. Can call AS for support if needed.

Meeting closes at 4:00pm