

Community Pharmacy North East London Committee Meeting 11/01/2024

Full day 10:00am – 4:00pm

Hyatt Regency, Stratford

Present: Shilpa Shah (SS), Rebecca Dew (RD), Mina Patel (MP), Faruque Gani (FG), Shazli Hafeez (SH), Gulveer Sura (GS), Nickil Patel (NP), Parvesh Patel (PvP) until 12:30pm.

Dalveer Singh Johal (DJ), Abi Sarangan (AS) from 12:15pm
Jill Loader (JL) for NHSE update only, 1:30pm – 2:50pm.

Apologies: Jyoti Bakshi (JB), Ross Fraser (RF), Ravi Vaitha (RV), Kerry Webb (KW), Prakash Patel (PkP)

Welcome, DOI, confidentiality and code of conduct.

Both Chair PkP and Vice Chair RF have sent apologies for this meeting. Therefore, SS to Chair in their absence. SS gives introductions.

SS notes that the meeting is quorate as we have 6 committee members in attendance.

SS opens for any new DOI
No new DOI

Minutes and Next Steps

Minutes from the November 2023 Committee meeting are sent prior to the meeting for review. SS opens for any queries or comments on the minutes. No queries or amendments raised. Minutes unanimously agreed.

SS goes through next steps from the last meeting. Notes DJ and AS to join the meeting later, following discussion regarding Staffing.

SS outlines members of the PSP provider Group and the agreement of NP and MP to join the provider group as members from the committee, Replacing two current members likely to be from April 2024. SS notes her DOI regarding consultancy for PSP.

SS outlines the provider group's current workload and membership. Updates on current situation with funding and services managed by PSP.

SS raises the local MAS service and outlines available funding.

PvP raises the move to tradeshift for NHSBSA e-invoicing, and PharmOutcomes/Sonar. PvP explains the situation and committee discuss. SS highlights situations seen locally with contractors not being paid for services and reinforces the need for pharmacies to check or make sure they claim. SS give examples of instances in NEL with pharmacies not claiming for the services they are doing, as well as

examples of those claiming but not being paid. Members discuss the potential interest lost with delayed payments.

SS to look into Committee training day. To move over next step.

Next Step: SS to outline outcomes from a Committee Training day.

SS informs committee AS has looked into Asylum Seekers claiming and unless they have the correct exemption certificate they need to pay. Committee discuss.

SS confirms DJ has chased TH regarding procurement therefore, next step is resolved.

Pharmacy London next step to continue to next month. SS updates committee on situations where she has needed to clarify NEL is not a member because of the assumption that Pharmacy London represents the entirety of London pharmacies. SS to get in touch with James Wood to check legality of Pharmacy London's name due to perceived representation.

Committee discuss how best to approach the situation.

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

Committee discuss potential for moving the LPC funds into a high interest for contractor money, and notes there would be tax implications if interest was to be made on savings. Committee discuss further and agree to stay with Lloyds bank.

SS to share finance update continued in next steps.

Next Step: SS to share finance update with Treasurer.

CEO update, LPC budget for 2024-2025 including staffing profile

SS opens for conversation regarding staffing and budget. Proposed budget was sent to committee members with papers. The proposed budget has been reduced, from £517,960 to £499,907.

SS goes through the proposed core staffing, and as such has decreased the budget. SS highlights in this instance, it is appropriate to reduce budget for the next year.

Committee discusses meeting room budget and the potential venues to use in NEL, their availability, quality of amenities, and associated costs.

SS continues to outline the budget and committee discuss.

Committee discuss the budget for courses. NP raises Chair/Vice Chair course provided by CPE as a beneficial course to utilise funding. Office to look into this to see if any future sessions are available.

Next Step: To look into CPE Chair/Vice Chair course.

SS raises the usual underspend in claims and members days is due to unavailability at meetings. Notes the budget must account for all members to attend all meetings.

The Committee insurance is an increase as this was not included in last year.

The staff expenses line is underspent, SS outlines instances where staff expenses are claimed. Committee discuss the contractor meeting budget. SS highlights that feedback from contractors has indicated they prefer a combination of face to face and webinars. SS raises the appropriateness of training the LPC can support contractors with and gives the example of Pharmacy First, as a new service with limited time to maximise, it would be appropriate. Notes that whilst in this instance, ICB funding and Sponsors cover majority of the costs for training, costs must be budgeted in case there are instances where we cannot get this funding.

SS has sent the proposed staffing for NEL to members prior to the meeting date for review, opens to committee for discussion. SS goes through proposed Staffing profile for NEL, available funding and potential in the future. SS notes the staffing proposal is based on Levy. SS raises the potential for succession planning.

Members discuss their views on the proposal. Those with proxy voting rights raise the points from absent members, committee engage in discussion with varying points of view. Committee further discuss capacity in CPNEL with current staffing levels and proposed staffing levels.

Members vote on the budget and propose staffing model.

SS puts to vote whether members are in agreement with the proposed staffing plan, and therefore, CP NEL can advertise for COO in line with the new model

Yes: 7

No: 3

1 member unavailable to vote and has not assigned proxy.

Vote passes on the proposed staffing.

SS goes through proposed utilisation of the account 2 grant funding in terms of staffing. SS highlights the need to factor in redundancy if a position is permanent and funding is no longer provided. SS gives proposal factoring in redundancy costs, expenses and hardware. SS clarifies what services current funding can be utilised for. Members engage in discussion regarding utilisation of the funding for staffing, members discuss how else funding may be utilised and discuss varying points of view. SS puts to vote whether members are we willing to recruit and make all 3 PSMs permanent from the Account 2 grant funding?

Yes: 9

No: 1

1 member unavailable to vote has not assigned proxy.

Vote on utilising ICB funding for 3 permanent PSMs passes.

SS puts to vote for the budget 2024-25 as discussed previously.
Unanimous agreement to the proposed 2024-25 budget.

SS has been invited to the Sigma conference and informs committee of her intended attendance. SS outlines the time she will be taking as annual leave, and the amount of time she will be representing CP NEL. SS notes she will include in DOI and passes to Committee for comment. Committee are happy for SS to attend within the capacity she has outlined.

SS asks to carry 5 days of leave to the next financial year as it has not been utilised, and will not be able to be used before April 2024 given the current workload. Committee agree.

Break from 12:00 – 12:15.

DJ and AS join the meeting at 12:15.

PSM Updates

Updates from DJ and AS were sent to members prior to the meeting. SS opens for queries or comments.

It is noted at the previous meeting, members had raised potential changes to office team updates. SS, AS and DJ have amended updates accordingly, in line with suggestions.

Committee discuss updates. No queries raised.

SS raises flu uptake as it appears NEL are not performing as well as previous years. SS discuss reporting in NEL, and AS raises instances of pharmacies that have done several vaccines but Sonar data had not yet been reported or claims have not yet been put through. This may contribute to the appearance of low uptake from data.

AS raises the importance of pharamcists completing forms as consultations take place for the upcoming Pharmacy First. DJ reiterates instances where paper records are being utilised and therefore, pharmacies are missing the cut off point for migrating the data to online.

Members discuss experiences of services in pharmacy, and instances where patients are referred to the pharmacy. SS raises the importance of using appropriate, professional language on referrals and when writing to records, to ensure clear communication to surgeries and patients. Reiterates that patients have access to what is written.

Members query whether instances of inappropriate writing have come back to the LPC and whether this was by patients, SS clarifies we haven't had anything yet but we will be doing more services so best to reiterate now to avoid issues in the future.

Lunch from 12:30 – 13:30.

PvP has left the meeting over lunch and therefore, the meeting is no longer quorate.

NHSE

JL from NHSE joins the meeting to present to Committee Members.

SS gives introduction and hands over to JL.

JL thanks CP NEL for inviting her to the meeting and presents slides to the committee.

Jill outlines procedures regarding procurement and EOs that NHSE are bound to, notes pandemic regulations have now come to an end. SS raises that similar is being seen in local authorities, acknowledges the need for a structured procurement process as public money is utilised. JL reiterates the need for provider assurance and post payment verification associated with spending public money. Committee discuss the need to understand procurement and governance with regard to pharmacist claims and NHSE.

JL explains the role of the NHSE team, their current strategy and planning, procurement and Pharmacy First implementation. Highlights the Immediate need for 24/25 contract negotiations for April and outlines the planned process. Outlines need for economic analysis for community pharmacy. SS queries whether NHSE only works with CPE or other negotiators, JL confirms they liaise with a wide variety of organisations however CPE must be formally consulted.

Members raise queries with JL and have an engaging discussion regarding a variety of areas in Community Pharmacy, including funding and negotiations, procurement, strategy and CP services and performance. Committee members gives experience on utilising training and experience in Community Pharmacy.

JL continues through slides, goes through operations of department. SS queries 100-hour pharmacies, gives figures in NEL for pharmacies that have changed over. JL gives experience on issue from an NHSE point of view. Members give experience of the reduction in hours for 100hr pharmacies locally.

Discussion regarding the approaching Pharmacy First launch. JL outlines the work being done by NHSE to prepare, SS gives perspective from LPCs and the usefulness of receiving data.

Further discussion regarding the commissioning of services. JL informs the committee of the scrutiny and sign off process, giving an overall example timeline of the process from concept to the commissioning of the service.

Members discuss and note that they were not aware of the full process and JL's presentation gives insight into the in-depth amount of work that must be undertaken by NHSE to have a service commissioned.

JL gives overview of the Pharmacy First. SS, JL and Committee members discuss the upcoming service and associated funding.

Next Step: To include the Pharmacy First slides in the email with the minutes.

JL and Committee continue engaging discussions following presentations. Committee discuss the usefulness of JL's visit and highlight that they now have a better understanding of the NHSE processes with regards to Pharmacy Services. Suggestion to invite JL and team to join meetings in the future.

JL raises that may be a good opportunity for other NHSE staff to gain experience of talking about issues directly with contractors.

SS thanks JL for attendance.

JL leaves meeting at 2:50pm.

Committee discuss upcoming ENT training and allocation of places. CEO thanks the committee for agreeing to pay for sessions but this is no longer needed as CEO approached the ICB and they are paying for the 4 additional sessions for 240 people. CP NEL only need to pay for the venue which we will try and cover with sponsors.

C&H AGM and Treasurer report

SH goes through finance update sent prior to the meeting and notes spend of Charitable donation to Pharmacist Support, and the HR Clyde & Co company annual cost.

Clarifies Communication has gone to contractors regarding the charitable donation and Pharmacist Support's details.

SS clarifies the last amount of C&H money has gone into the LPC account, accounts are now being finalised and the final C&H AGM will then be prepared.

SS confirms 4 months levy holiday has been given.

SS clarifies NEL AGM will likely be around September 2024.

CPE Update

SS raises CPE governance paperwork. SS to read through and will either be on the next agenda or dealt with prior if possible, via email.

AOB

SS raises C&H Healthwatch have charters and have asked us to sign up. NP raises that previously with C&H, there was a part to take out regarding contractor complains as CP NEL cannot get involved, as is outside remit. SS raises a charter for Primary Care or Pharmacy may be more appropriate than the charter previously signed, SS outlines her initial response to Healthwatch and conversation.

SS to send this out to committee to review and feedback, and possibly to vote properly on.

Next Steps: SS to send Healthwatch C&H Charters out to committee.

SS raises conference on Sunday 14th, and the following few dates for ENT training with another planned before the end of the financial year.

Meeting closes at 3:30pm