

## **Community Pharmacy North East London Committee Meeting 08/01/2025**

### **Full day 10:00am – 4:25pm**

### **Hyatt Regency Stratford**

**Present:** Shilpa Shah (SS), Rebecca Dew (RD), Parvesh Patel (PvP), Nickil Patel (NP), Shazi Hafeez (SH), Faruque Gani (FG), Gulveer Sura (GS), Jyoti Bakshi (JB), Ravi Vaitha (RV), Prakash Patel (PkP), Mina Patel (MP)

**Apologies:** Ross Fraser (RF), Kerry Webb (KW), Dalveer Singh Johal (DJ), Bhavna Tailor (BT), Jaspreet Dhaliwal (JD), Shafi Ali (SA)

### **Welcome, Introductions & Declarations of Interest**

SS opens meeting

Notes apologies apologies from RF and KW.

Opens for DOI. No new DOI.

### **Minutes and Next Steps from previous meeting**

Minutes were not included in the recent papers however, were send in November following the meeting.

No questions, Minutes unanimously agreed.

SS goes through next steps.

Inviting Dan from CPE.

SS has received a response from CPE, asking for feedback as opposed to attendance to meetings. SS suggests a discussion on the next agenda regarding and give feedback.

**Next Step: To add IT Issue discussion on agenda for the next meeting and feedback to CPE**

SS raises concerns from contractors regarding claiming within the month via MYS.

Members discuss experiences with technical issues and hold ups to claiming, noting contractors need to keep records of helpdesk conversations where there has been an IT issue

JB clarifies the dates for claiming.

Members further discuss NMS and paper based recording having to be uploaded onto the IT system.

Members suggest an email to contractors to clarify record taking and claiming dates.

SS notes Shafi, Jaspreet and Bhavna raise this within their visits.

Further suggestion for communication raising issues and highlighting the potential for clawback.

Members discuss intervention and follow up seperatration for NMS, and that some pharmacies are completing and only claiming for 1 instead of both. Members discuss the potential for a split screen or a similar visual indicator on the MYS system for completion and claiming of both parts

**Next Step: Pkp to raise for the potential for MYS screen to change to make the new NMS process clearer.**

Suggestion to recommend that pharmacies move away from paper based to avoid claiming mistakes and clawback.

Suggestion to remind contractors of the NHS Claiming changes

**Next Step: To send an email to contractors reminding them of the NMS changes and recommending moving away from papers based and reminding to upload**

To keep GPHC next Step

**Next Step: Contact Simon (GPhC) regarding a webinar for contractors.**

SS updates on the POCT offer and EOIs received. Dalveer will be working on getting this live next week, during SS's absence.

SS informs Members Bhavna's is expecting and will be going on Maternity Leave. Raises the potential for reallocating Bhavna's workload to Jaspreet and Shafi in the interim as opposed to hiring a replacement. Clarifies this would be an interim arrangement whilst Bhavna is on leave, and need to think long term once we know about the ICB/NHS restructure and how this will affect local services and commissioning. This would also save funding money to keep the PSM support for longer, as we would be using Account 1 levy to pay for Shafi in place of Bhavna whilst she is on maternity leave. SS outlines options and funding, notes can be parked for today.

Members discuss staffing and justification. The committee really see the value of having on the ground support for contractors and believe that the benefit outweighs the cost by far.

Discussion as to whether we can utilise the funds to keep staff members as opposed to giving a levy holiday in the future.

SS goes through presentation outlining support examples from CPNEL, throughout NEL.

JB raises the CPE services database needs to be updated, PkP to raise.

**Next Step: PkP to raise the need to update CPE services database.**

SS continues presentation.

## **Complaint**

PkP has received a complaint via what's app and in December, this was followed up by email. This isn't in line with our complaints process however, the committee have agreed to pass this to the governance sub committee to deal with.

Lunch at 1:00pm

Reconvene at 2:10pm

## **Treasurer**

SH gives treasurer update

Notes the sponsorship received to cover contractor meetings.

No questions from Committee members.

## **CEO update**

SS sent update prior.

Medway university have approached CPNEL for weekend staff, RD to send out the details and pharmacies can approach for pharmacy students.

## **Next Step: RD to send out Weekend Staff information from Medway University.**

SS opens revised CPNEL Expense Policy and goes through changes. Changes were sent to Members prior to the meeting. No questions raised.

SS outlines amendments:

- Point 1.3 from the CPE template. Members agree to leave in.
- Point 1.4 addition clause to raise through sub-committee. To keep.
- Point 3.1 was changed to 1 month instead of 3 to keep within financial year. Is 3 months in original CPE template. Members agree to keep the change.
- Point 3.1c Screenshot of transaction instead of receipt, as most places seldom give receipts anymore including with contactless travel. Members discuss and agree.
- Point 4.1c for Meetings outside to be paid at 30p/h. Members agree.
- Point 4.2 to be in line with 4.1 for virtual meetings, different to CPE template. Members agree.
- Point 4.3 Members to claim travel from home. Agreed.
- Point 4.7b the clause is different for staff, they claim from the first NEL pharmacy as opposed to home. Members agree.

SS further raises point 3.3, the suggestion to remove the 'genuine' clause, as claim is enough. Expense policy changes unanimously agreed.

## **CPE update**

PkP to give CPE update, the last was the November session.

PkP presents CPE meeting.

## **AOB**

No AOB.

Close at 4:25pm