Community Pharmacy North East London Committee Meeting 09/01/2025
Full day 10:00am – 4:00pm
Hyatt Regency Stratford

Present: Shilpa Shah (SS), Rebecca Dew (RD), Dalveer Singh Johal (DJ), Bhavna Tailor (BT), Shafi Ali (SA), Faruque Gani (FG), Gulveer Sura (GS), Shazli Hafeez (SH), Ravi Vaitha (RV), Nickil Patel (NP), Prakash Patel (PkP)

James Wood (JW) from CPE from 12:30 – 15:20

Apologies: Parvesh Patel (PvP), Jyoti Bakshi (JB), Kerry Webb (KW), Mina Patel (MP), Ross Fraser (RF)

Welcome, Introductions & DOI

SS welcomes Committee Members and confirms apologies.

NP raises new DOI. Although NP is still working for Clockwork, he has bought a Pharmacy contract outside of NEL.
SS notes previously the LPC had owners only due to historical issues, however, has now changed and employees can become members. SS highlights the need for a true reflection of contractors to review when appropriate to ensure members represent those facing issues on the ground to give such input, i.e. only working 1 day a week in a pharmacy may be insufficient to represent.

No further DOIs.

Members and staff were going for an activity this evening however, to be rescheduled due to low attendance. To be rearranged to coincide with the team building training day.

Minutes and Next Steps from previous meeting

Minutes from previous meeting unanimously agreed.

SS raises the Member training day and cost. 4 different quotes have been obtained. SS outlines each offer and the associated costing.
All options are coming in at under the budgeted £5000.

Members discuss the options and what they wish to get from the event i.e. team building/skills.
The Pfizer offer meets the needs of this exercise and is the most cost-effective option. This option also allows for additional sessions throughout the year, within budget. They also have an offer for series of events for contractors.
Agreement to go with Pfizer sessions. To consider scheduling for February/March or April.

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Members discuss experiences of other similar team building trainings, outcomes and value. Experience and benefits of visiting NHSBSA is raised to see how Rx is processed.

Next Step: SS to organise Team Training Day
Next Step: To look into visiting NHSBSA

To leave on Emergency supply request email for resending again to capture more results.
Next Step: Emergency supply request email to be resent.

Checking PGDs message has been sent.
Next step: check PGD message has been sent to contractors

SS has raised IT provider issues and has not yet received a response. Suggestion to ask contractors to raise any issues as a result of IT provider problems. SS outlines an issue locally whereby a contractor is fighting for a significant amount of money due to IT errors. Also notes payments that have been lost for pharmacies that have since closed.
Members discuss local issues and raise problems arising from with being unable to manually make adjustments to figures that are incorrect. Where discrepancies arise, figures are always under and never over, so the issues are not delays and money is being lost.
SS raises conversations regarding information needed by contractors for a VAT breakdown as the iT provider doesn't provide this SS has asked NHSE to provide this information's to raise for this for all contractors to CPE.

Pharmacy First laminated advice sheet templates for surgeries have been sent for printing. SS shows members the final versions to print, SA to collect and take them into the surgeries.
PkP suggests sharing with contractors at conference.
SS suggests sending out to contractors by email to share with their local surgeries.

Organising sessions on clinical notes are still in discussions with providers, to keep on Next Steps.
Next Step: To organise a session on clinical notes for pharmacies

Information on SSPs has been shared with pharmacies in Weekly Newsletters.

CEO & COO Update

SS opens for queries on CEO and COO updates.
No queries.

SS raises the outstanding committee claims and the clause in the expense policy which states these need to be claimed within 3 months. SS outlines the reasoning for this clause, to ensure CPNEL accounts are accurate and up to date.
Suggestion to raise any outstanding claims from May 2024 – January 2025 with members, to claim by the end of January. From then on, to strictly enforce 3 month-policy and any claims made outside this will not be paid.

SH raises that policy is policy, and claims need to be within 3 months. SH raises that claiming within 3 months is important to ensure meeting details can be accurately remembered when invoices are processed and checked for approval.

Suggestion for RD to send Individual emails to each members with their outstanding claim dates. Members discuss whether this is an appropriate use of time and the need to enforce the 3-month claiming from the end of January. Members raise issues with claiming £350 with a locum invoice, as locum invoices may come through over a month later.
Suggestion to instead give a blanket reminder message to all members to make any claims from this financial year by the end of January, else will lose the amount after 3 months.
Next Step: RD to send WhatsApp message regarding any outstanding claims to be made by the end of January 2025, and the enforcing of the 3-month policy thereafter.

SS raises this financial year's low attendance to meetings and the CPNEL constitution for less than 50% attendance. Members to consider from a contractor point of view that their representatives are not attending. SS updates Committee on attendance so far for this financial year.

		2.5.24	4.7.24	17.09.24	14.11.24	9.1.25	
Jyoti	Bakshi	Apologies	Y	Apologies	Apologies	Apologies	1/5
Kerry	Webb	Apologies	Y	Apologies	Y	Apologies	2/5
Nickil	Patel	Y	Y	Y	Apologies	Y	4/5
Ravi	Vaitha	Y	Y	Y	Apologies	Y	4/5
Ross	Fraser	Y	Apologies	Y	Y	Apologies	3/5
Faruque	Gani	Y	Y	Y	Y	Y	5/5
Gulveer	Sura	Y	Y	Y	Y	Y	5/5
Shazli	Hafeez	Y	Y	Y	Y	Y	5/5
Parvesh	Patel	Y	Apologies	Apologies	Apologies	Apologies	1/5
Mina	Patel	Y	Apologies	Apologies	Y	Apologies	2/5
Prakash	Patel	Y (Until 12pm)	Y	Y	Y	Y	4.5/5

Members discuss the need to implement the CPNEL constitution. Members query the constitution rules, SS clarifies that under 50% attendance is raised with the governance committee for interview. SS raises the change in landscape in NEL, and how this has changed our representation numbers. Notes that despite the changes, CPNEL is not able to alter member numbers until someone leaves or the 4-year term is up. SS will check with JW today how this works with changing members and attendance issues.
Members discuss and agree the need to follow due process. Notes that some members have legitimate reasons that we are aware of, and others may have reasoning that we are not yet aware of and therefore, the due process of interviewing should be carried out.

Notes if someone on the governance committee needs to be interviewed, SS will fill in the place to ensure a fair process.
Members query what the numbers would look like now in the current NEL landscape.

Comfort break 11:30 – 11:40.

Staff are asked to leave the room after the comfort break. Members to have private discussion regarding staffing.

Lunch at 12:30 – 13:37

JW joins during the lunch break.
All members and staff return to meeting.

CPE update James Wood

Attendees introduce themselves to JW.
JW gives CPE update to members; slides will be shared confidentially with members after the meeting. JW notes CPE CEO, Janet Morrison, will be attending conference on Sunday and will give an update to contractors.

PkP gives experience of recent CPE Committee meeting as CPE rep, and highlights the unity seen across Pharmacy Sectors.
JW highlights that the CPE committee are opening to LPC observers by region.

JW opens for queries and conversation.
Members discuss the CPE update, particularly Government Support for Pharmacy, the recent Clawback, CPE negotiations and potential for collective action.
JW outlines the negotiation and decision-making process between CPE, the negotiation teams and the CPE committee.

JW notes that LPC constitutions allows for mid-term changes when a vacancy arises. CPE does not have such allowances so would need to implement a constitution change, particularly in light of significant pharmacy changes of ownership, and potential future changes. Must consider when is most appropriate to recalculate, in a way which is sustainable and agreeable by all pharmacy sectors.

JW outlines the recent implementation of including smaller multiples and IPA members as participating observers. JW also clarifies the CPE's definition of multiples and independents.

Members query Pharmacy First growth; members discuss growth over December. Mention of the seasonability of service uptake i.e. insect bites.

JW leaves meeting at 15:20.

Treasurer Update

SH notes that we had a fair amount of Sponsorship received during December, this was a combination of owed money and Conference/CPPE meeting money.

BT and SA send their PSM updates prior to the meeting. Opens to Committee for queries.
No queries.

SS updates on local negotiations and contract renewals, many resulting in uplift.
Members discuss uptake of CPSAS and Pharmacy First. Raise that some pharmacies do not know the correct way to complete it, and suggestion for LPC to be going into pharmacies and reiterate this.
Notes pharmacists have not been physically taught the claiming process and would benefit from this.
SA gives example of such interventions in the pharmacies.
SS raises that not only are pharmacies not paid when claiming incorrectly, but local authorities will also think the service is not being utilised. This potentially leads to the loss of the services and negatively impacts CP reputation.
Members discuss potential for utilising funding to support completing and claiming for local services correctly.

SS suggestion to utilise active PCN leads for a number of PCNs and note those that turn up to training and meetings are those who are usually performing, we need to find a way to target those who need support.

AOB

No further AOB.
Meeting closes at 15:50.