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MINUTES OF LPC MEETING

25th January 2018

Holiday Inn, Winchester SO21 1HZ

Present:

LPC Members (listed in alphabetical order):

Andrew Selvaratnam	LPC Member (CCA, Rowlands)
Arun Sharma	LPC Member (Independent)
Ashley Littlewood-Miller	LPC Member (CCA, Boots)
David Parker	LPC Member (Independent)
Davinder Virdee	LPC Member (Independent)
Gary Warner	LPC Member (Independent)
Jose Aguiar	LPC Member (CCA, Lloyds)
Mark Ireland	LPC Member (CCA, Boots)
Peter Woodward	LPC Member (CCA Boots)
Robyn Kelly	LPC Member (CCA, Lloyds)
Roshni Simmonds	LPC Member (CCA, Rowlands)
Sri Potta	LPC Member (CCA, Boots)

Deborah Crockford	LPC Chief Officer
Richard Buxton	LPC Professional Services Development Manager
Skye White	LPC Office Manager

18/01/01	<p>Chairs Welcome & Requests for AOB</p> <p>A Littlewood-Miller (Chair) welcomed everyone to the meeting.</p> <p>Item for AOB – CCA requirements for this meeting reporting cycle National Meetings of LPCs</p>	
18/01/02	<p>Declarations of Interest</p> <p>There were none.</p> <p>A Selvaratnam is now working for Rowlands Pharmacy, a new declaration of interests needs to be signed.</p>	AS/ SW
18/01/03	<p>Apologies for absence & nominations of proxy votes</p>	

	<p>Michael McWhirter LPC Member (AIMp, Day Lewis) – no proxy vote Robyn Kelly LPC Member (CCA, Lloyds)– no proxy vote</p>	
18/01/04	<p>Minutes of the previous meeting on 23rd November 2017</p> <p>These were accepted and signed by A Littlewood-Miller.</p>	
18/01/05	<p>Matters arising from the Minutes and Action Update</p> <p>R Simmonds followed up with Michael Leech from the University of Portsmouth Homeless Project, he is no longer running the project R Simmonds will present an update at the March 2018 meeting.</p> <p><u>STP IT group</u> – D Crockford attended the Clinician Digital Information Exchange meeting and found it useful. D Crockford has suggested to have a pharmacy specific meeting. D Crockford to continue engagement</p> <p><u>Evaluate Performance</u> – R Buxton will load the concluded LPC self - assessment on the website in the confidential section.</p> <p><u>CPSC Election 2018</u> – The nomination deadline has now passed. CPSC received four nominations for the four Independent representative seats so there is no requirement to go to a vote. CPSC will have one new Independent representative from the 1st April, Tim Baker, Superintendent from Everetts Pharmacy. A Sharma, D Virdee and G Warner will continue as independent representatives.</p> <p>D Parker has decided to step down. David was given an enormous thank you for his very valuable contribution to the work of the LPC. He will be greatly missed.</p> <p>Finance subcommittee chair to work with his subcommittee to review and if necessary update the subcommittee's Terms of Reference, which will then be approved by the full committee at the March 2018 meeting and published on the CPSC website.</p> <p>D Crockford to provide NHS England with an updated copy of the LPC constitution and, as a matter of good practice, the governance principles. D Crockford to re-issue with the new LPC branding. D Crockford waiting on the mark ups from M Ireland.</p> <p>All other matters were covered in the agenda.</p>	<p>RS</p> <p>DC</p> <p>RB</p> <p>MM</p> <p>DC/ MI</p>
18/01/06	<p>Contractor Telephone Calls</p> <p>The plan is to schedule the telephone calls to be conducted at the March 2018 meeting at approximately 2:30pm. Each committee member will have forty-five minutes to call at least three contractors. A list of contractors will be distributed and a feedback template.</p>	



	<p>Introduce yourself Discuss the change of name. Highlight the new website What would you like to say, ask, raise with the LPC? Do you know what the LPC do? Ask if they are receiving the CPSC communications via email, if not request their updated email address. Committee member needs to speak to the manager or pharmacist.</p> <p>An agenda/plan for the telephone calls needs to be drafted</p>	DC/ ALM
18/01/07	<p>Feedback from Telephone Calls</p> <p>Telephone calls were postponed until the meeting on the 22nd March 2018</p>	
18/01/08	<p>Chief Officer Report</p> <p>D Crockford updated the committee on her activities during the previous two months by both written and verbal reports.</p> <p>BE EFFECTIVE D Crockford applied for the Mary Seacole Leadership course. The deadline for applications has been extended until 31st January 2018. S White to send a reminder email out to all contractors.</p> <p>SUPPORT TEAMS</p> <p><u>Provider Company</u> – All communication with regards to the provider company needs to be directed to the provider company. M Ireland is concerned about the length of time it is taking to achieve a clear separation between CPSC and HIA/HIP. A Littlewood-Miller will send a letter to the Treasurer of HIA requesting their bank account details, enabling CPSC to transfer the membership fees that we have been holding on behalf of HIA</p> <p><u>Academy Programme 2018-19</u> - D Crockford presented a proposal to all the committee. Four meetings per year across five localities. No Academy leads, to be managed by CPSC and Pharmacy Complete. Budgeted for 30 attendees per meeting, expecting one representative per pharmacy. At least one committee member to be in attendance at each meeting. Suggested topics are; EHC & Sexual Health, Smoking Cessation, Maximise your business and fourth topic TBC. The committee voted unanimously to support the proposal for a new Academy programme.</p> <p>D Crockford to communicate to all Academy leads and thank them.</p> <p><u>Contractor Development & Support Manager</u> – M Ireland described a position introduced by Community Pharmacy Wales. The individual focuses on pharmacies that have struggled to get services started. The individual needs detailed knowledge of all the contractual work related to community pharmacy. The committee voted</p>	SW ALM DC

	<p>to seek to contract with an appropriate individual for one year, in the first instance. Experience in community pharmacy is essential and the candidate must be an excellent communicator.</p> <p>Position description to be developed and position advertised ASAP</p> <p>Richard Brown, Director for BRR Consulting has offered to come to the next Committee meeting to present his Virtual Outcomes Webinar which can be branded as CPSC. To provide for all our contractors would cost approximately £4000. D Crockford to contact Richard to secure the date and time.</p> <p><u>MAXIMISE OPPORTUNITY</u></p> <p><u>eRD</u> – Venues are now booked for the eRD Training events in April/May 2018 and AHSN has agreed to support us with £4000 toward the events. S White to email the confirmed dates and locations to all committee members.</p>	<p>DC</p> <p>SW</p>
18/01/09	<p>Professional Services Update</p> <p>For this meeting, R Buxton updated the committee on his activities during the previous two months by both written and verbal reports.</p> <p>CPSC website – if there is anything that is missing on the new website that was on the old one please let R Buxton know.</p> <p>R Buxton would like to know if his contract is going to be extended. He is enjoying the role and would like to extend for another one or two years.</p>	ALM
18/01/10	<p>Finance Report</p> <p>P Woodward presented his report to the committee and the bank balance had increased by £1162.08 on the last reported balance. The retained balance has decreased by £21,732.24 since the August levy decrease. The decrease in retained income is slow as currently the expenditure is also 10% below budget.</p> <p>Budget 2018/2019 – PSNC are not going to increase their levy. The draft budget was discussed and P Woodward to make a few changes. The final proposed budget will be voted on at the March 2018 committee meeting.</p>	PW
18/01/11	<p>South Central and West Commissioning Support Unit (SCWCSU) presentation</p> <p>Michelle Wheatfill and Theresa Stephens came to update the committee about Smartcards</p> <p>The ambition of the local smartcard team is to change the working model for managing Smartcards within pharmacies, so that there is improved</p>	

	<p>governance around who has access via Smartcards to your pharmacy systems and to SCR.</p> <p>Each pharmacy site is now being encouraged to have at least one person in their team being set-up to add/remove access for their own staff and to create new smartcard users by carrying out their own ID checks and creating new user profiles in CIS (the software we use to manage smartcards)</p> <p>Michelle provided the committee with a list of benefits for Smartcards. R Buxton to put it onto the CPSC website.</p> <p>Governance – Smart Cards are not to be shared and no one should be forced to share theirs.</p> <p>If you have a NHS web address there is a self-service portal available. A Smart Card website is being launched soon.</p>	<p>RB</p>
<p>18/01/12</p>	<p>Strategy Review</p> <p>D Crockford presented the proposed strategy for 2018-2021.</p> <p><u>From the development workshop – outcomes</u></p> <p>Continue (doing well)</p> <ul style="list-style-type: none"> • Confirm our purpose • Service focus – employed resource • Stakeholder relationships • Use of digital communications, e.g. website, twitter etc. <p>Develop or Introduce</p> <ul style="list-style-type: none"> • Greater engagement with, and support for contractors and their teams – increase resource • Shout about success of the LPC and contractors • Need for data and analysis • Optimise digital communications • Innovation – new income for contractors. <p><u>Purpose:</u> To optimize the professional and financial opportunities for community pharmacy practices for the benefit of patients.</p> <p>LEAD & INSPIRE at the centre of all we do</p> <p>Sustain</p> <ul style="list-style-type: none"> • Ensure fair payment for commissioned services • Protect commissioned services • Support consistent service delivery • Create opportunities through innovation <p>Promote</p> <p>Maintain effective stakeholder relationships Celebrate the value of Community Pharmacy Involve patients and the public as advocates of Community Pharmacy</p>	

	<p>Inform Engage effectively with contractors and their teams Optimise digital communication Utilise data to improve contractor performance</p> <p>Enable Develop the skills of the pharmacy team Advance HLP across SHIP Facilitate effective use of eRD Improve intra and inter professional relationships.</p>	
18/01/13	<p>LPC Reports</p> <p>PSNC Update G Warner encouraged all committee members to read the Chemist & Druggist website to keep up to date of wider political issues.</p> <p>PSNC has a new service proposal. An overview was presented in negotiations, before the December 2015 letter, and it is a lot more specified now. PSNC is hopeful that dialogue can start once more.</p> <p>Quality Payments – Deadline is close approaching. For anything to change it needs to be agreed by the 31st January 2018. G Warner's view was that chances are quality payments will stay.</p> <p>NUMSAS – the Pilot has been extended for another six months. Evaluation is already underway.</p> <p>Flu – will be commissioned next year. [Post meeting note – there have been changes to the vaccination requirements]</p> <p>PSNC CEO – Simon Dukes is the new PSNC Chief Executive Officer (CEO). Simon has been the CEO of Cifas, the UK's Fraud Prevention Service, since 2013, and will take over from the current PSNC CEO, Sue Sharpe, in May 2018.</p> <p>Trial in North West – The Digital MAS service is going really well. It cannot be called a pilot because it will not become a National service but would be commissioned locally.</p> <p>Market Entry D Parker suggested a training session for the subcommittee, CO and Chair. The training would be a half day session for £300, the committee voted to go ahead and have all members of the CPSC committee trained at the committee meeting on the 24th May 2018. D Parker to approach the trainer and organise it.</p> <p>With D Parker leaving the committee, it was suggested CPSC could contract with a specialist for Control of Entry responses, governed by a</p>	DP

	<p>steering committee. Committee to decide after the new committee is formed on the 1st April 2018.</p> <p>Control of Entry Terms of Reference document to be updated by S White</p> <p><u>Service Development</u> Already covered in R Buxton's Services report.</p> <p>Service Development Terms of Reference document to be updated by S White</p> <p><u>Governance</u> M Ireland expressed concerns with reference to the lack of bank account details for HIA as covered earlier in the meeting.</p> <p>Governance Terms of Reference document to be updated by S White</p> <p><u>Finance / Remuneration</u> Nothing to report.</p> <p>Finance subcommittee need to meet prior to the next meeting on the 22nd March to discuss remunerations.</p> <p><u>PNA</u> IOW – out for consultation Portsmouth – responded Southampton – responded Hampshire – responded</p>	<p>SW</p> <p>SW</p> <p>SW</p> <p>MM/ AS/ ALM /DV/ PW</p>
18/01/14	<p>AOB</p> <p><u>CCA Reporting</u> – R Simmonds and S Potta communicated what the CCA report covered this month and what the CCA representatives reply would be.</p> <p><u>National Meeting of LPCs</u> – The national meetings for LPCs will be held on the 21st March 2018. D Crockford and M Ireland to attend, S White to register them.</p> <p>Nominations for CCA representatives – J Aguiar has not applied for another term on the CPSC committee as he has moved to Dorset. The committee thanked Jose for his commitment and valued contribution to the work of CPSC</p>	<p>SW</p>
17/11/13	<p>Meeting Close</p> <p>The meeting closed at 4:45pm.</p>	
	<p>Dates of Next Meetings</p> <ul style="list-style-type: none"> • 22nd March 2018 – Holiday Inn Eastleigh, SO50 9PG 	



	<p>Future LPC Meeting dates and venues for 2018:</p> <ul style="list-style-type: none">• 24th May 2018 – Chilworth Manor, SO16 7PT• 11th July 2018 - CPSC Awards Chilworth Manor SO16 7PT• 19th July 2018 – Holiday Inn Winchester, SO21 1HZ• 20th September 2018 – Holiday Inn Eastleigh, SO50 9PG• 22nd November 2018 – Chilworth Manor, SO16 7PT	
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