**LPC Meeting – Wednesday 13th May 2021**

14a High Street, Staple Hill, Bristol, BS16 5HP

9am – 5pm

Present: Lisa Fisher, Richard Brown, Matt Courtney-Smith, Heather Blandford, Alan Smith, Maria Isabel Diaz Franco, Ali Hashemian, Jerry Long, Morag McMeekin, Sadik Al-Hassan, Stuart Moul, Ramesh Yadav, Barbara Coleman, Judith Poulton, Debbie Scudamore.

Apologies – Imran Ahmed, Tanzil Ahmed.

**AP** – Action Point

Declarations of Interest – Richard Brown is interim Chief Officer of North East London LPC, for 2 days a week.

CCA nomination for report – Alan.

Amendments to Training Log – None.

Review of April Minutes & Action Points.

Minutes agreed and will be posted on the website.

Treasurer’s report & Xero Presentation

Jerry presented the new system Xero to the committee. Discussion around the reduction of items and the possible reasons for this. Stuart raised the query about how the PSNC levy is calculated, Richard explained the levy is based on the contractors NHS turnover, the levy is fixed and each contractor pays a percentage of the fixed fee.

Richard shared the categories that are utilised to create a total turnover for the pharmacy and showed some example calculations.

Sadik has suggested this would be useful to share with contractors.

**AP** – Richard/Debbie will add a section on the website to explain this.

Discussion of fixed costs of the LPC

Are review of the current fixed costs associated with the LPC given the changes since C19. These will be reviewed ongoing and continually monitored.

Topics for Pharmacy Roadshow Contractor Survey

Richard discussed the idea of doing a half yearly update for the contractors.

There is the PSNC conference and announcements from the Wright review coming up. There may also be PQS info, autumn flu/covid information. The contractor roadshow will be held on 23rd June, to share any information given over the next few weeks.

Discussion around the committee making contractor telephone calls, possibly next meeting as this is a half day meeting.

Avon Healthcare Services (AHS) Update – Judith Poulton & Chris Howland-Harris

There are now 4 directors in AHS, Chris Howland-Harris, Tanzil Ahmed, Roger Herbert and Tony Donnelly. Judith Poulton works with the team to implement services, Debbie Scudamore provides admin support.

AHS have retained managing Somerset MAS going forward. The most recent Pre-Reg course has just completed and they have interest for candidates for next year.

AHS have a new Contract they have won jointly with Central Health - provider company with the West Midlands, to provide observed lateral flow testing in Gloucestershire. This joint working has been a great experience as they have been able to take learnings from the other provider company. The contract is slow in coming through and this is what is being waited on to start the service. Discussion around how this service will work and the payment involved.

Judith has just put out a face to face flu training Expression of Interest, to see how many courses AHS will run this year.

Heather has asked for a flyer from AHS to send out for locums to get their interest in attending flu training.

Judith and Chris will attend the LPC meeting in September to provide a further update.

LPC Governance & Scrutiny of Accounts

Jerry and Debbie along with 3 committee members went into a breakout room to scrutinise the accounts. The rest of the committee went into a separate room to discuss the LPC Governance.

Feedback & Update Governance Document

The group came back together to review, discuss and amend the Governance document.

Link to the document on the LPC website: <https://psnc.org.uk/avon-lpc/wp-content/uploads/sites/23/2021/05/May-2021-Avon-LPC-Self-Evaluation.pdf>

Chief Officer’s Report

Richard circulated his report prior to the meeting and asked for any feedback or clarification needed.

Heather asked for clarification on the “Your Meds” compliance meeting.

Richard had a meeting with Uzo - Chief pharmacist in Bath, development across pharmacy and GP surgeries. Discussed workforce development. Sadik highlighted the nervousness in Tech training and retaining them.

Discussion around a tech and a pharmacist rotating across different areas, problems this could cause when running a pharmacy. The possibility that the individual could work different set days at different locations.

Richard has asked if he should still be part of these discussions, the committee have agreed that it is important for the LPC to stay part of it to be aware of what is happening.

Operations Team Update

Barbara Coleman – Primary Care Relationship Manager

Barbara has been awaiting new guidance on this year’s PQS to share with PCN leads via a zoom meeting in the summer.

PCN practices are interested in liaising around next season’s vaccination programme

PCN hubs have provided most of the covid vaccinations for community pharmacy staff

During the past 2 months she has facilitated 10 meetings between pharmacies and practices, which covered 12 PCN areas. The numbers of participants included 76 pharmacists and 44 practices.

Topics discussed in recent meetings have included:

* Discharge Medicines Service
* Covid 19 vaccinations – staff / service delivery
* Covid Lateral flow test service
* Community Pharmacy Consultation Service & PGDs:– encouraging those with low numbers of referrals introducing new practices/pharmacies to the service
* Equality Act Assessments - several successes reported but still an on-going live topic for some areas

Next steps for Barbara:

Will continue to facilitate quarterly meetings with each group

PCN leads will continue to need support in delivering their remit

Need support from AMs in recruitment of new PCN leads

Richard Brown presents Roger Herbert’s update – Pharmacy Support.

BNSSG PGD

April has been the best month since the service began and there has been a steady increase since the drop in December and January due to Lockdown.

Pharmacy Visits

* Roger has now commenced more regular visits to pharmacies to continue support and relationships.
* 20+ visits in April.
* Roger is trying to visit the new contractors to discuss available LPC support etc.
* Discussing:
  + BNSSG PGDs
  + Community Pharmacist Consultation Service (CPCS)
  + Discharge Medicines Service (DMS)
  + Lateral Flow Distribution
  + New Medicines Service (NMS) reminding of potential for patients and finance.
  + Data Security and Protection Toolkit Deadline 30th June
  + MDS reminding BNSSG Guidance and assessments
  + MiDoS – demonstrating benefits.
  + VirtualOutcomes – supporting staff training.
  + Private Services

Visits seem to have been well received and there is definitely a gratitude for all the support that Avon LPC provide.

Judith Poulton – Implementation Manager

Judith has briefed BNSSG PCN and Practice Pharmacists and BEMS Pharmacist on DMS.

She attended 21/22 Flu meetings.

PGDS- contacted CCG to enquire whether the Sore throat PGD can be reinstated.

Judith’s main focus has been on GP CPCS - see below

* Current position 69 practices live in Avon = 69%
* Have the following to train next few weeks - Wells Road, Hope House, Montpelier, Almondsbury, St Mary’s Thornbury, Greenway, St Chads
* Waiting for training dates for Whiteladies, Coombe down, Wellington Rd, Sea Mills and Tyntesfield.

Once all above are trained it will be up to 81 = 79% of practices trained and live.

Recent learnings - some practices are only referring in the afternoon which suggests that they are filling appointments in-house first then thinking about pharmacy – Judith has written to practices to remind them that the service should be used for all patients with minor illnesses.

NMS

The Committee had thoughts regarding this:

* Getting everyone in the whole pharmacy team involved (very important)
  + Putting stickers on bags to highlight NMS
  + Get telephone numbers to enable the pharmacy to contact the patient
  + Attaching the sign up form to the bag to get the staff member to complete
  + At the initial sign up sharing the real value of the service from the outset
    - Quality conversation about the service
* Targeting person in pharmacy who is labelling the medication to highlight NMS opportunities
* Encourage the patient to come back to the pharmacy (or get in contact) for the follow ups
  + Puts the onus on the patient to come to the pharmacy
* Could give the patient a time when NMS calls happen in the pharmacy
  + Allows the pharmacy to dictate the time they make the call rather than the patient
* Pharmacy team to reassure the patient that they are a place to come to for support
* Link to DMS
* Could we create some comparison charts across all the pharmacies
* Get people to look through their scripts collected to see if there are any missed opportunities
* Could we make something of the Good News Story from Isabel regarding her great NMS performance with Sadik/Emily to share on social media
  + Also look at doing something across the whole of Avon

AOB

None.