



Community Pharmacy Cheshire and Wirral



Meeting Minutes

For the meeting held on Wednesday 15 February 2017, 9.30am at The Forest Hills, Frodsham

1	<p>Present</p> <p>Members</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Richard Bates</td><td>Independent</td><td>RB</td></tr> <tr><td>Ian Cubbin</td><td>Independent</td><td>IC</td></tr> <tr><td>Stuart Dudley</td><td>Independent</td><td>SD</td></tr> <tr><td>David Eaves</td><td>CCA</td><td>DE</td></tr> <tr><td>Andy Hodgson</td><td>Independent</td><td>AH</td></tr> <tr><td>Kathy McCarthy</td><td>CCA</td><td>KM</td></tr> <tr><td>Lisa McCreesh</td><td>CCA</td><td>LM</td></tr> <tr><td>Heather Roberts</td><td>CCA</td><td>HR</td></tr> <tr><td>Nick Thayer</td><td>CCA</td><td>NT</td></tr> <tr><td>Stephen Thomas</td><td>CCA</td><td>ST</td></tr> <tr><td>Lee Williams</td><td>Independent</td><td>LW</td></tr> </table> <p style="text-align: right;">In Attendance</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Suzanne Austin</td><td>CS&DP/LPN</td><td>SA</td></tr> <tr><td>Melanie Carrol</td><td>CS&DP</td><td>MC</td></tr> <tr><td>Helen Murphy</td><td>CEO</td><td>HM</td></tr> <tr><td>Alison Williams</td><td>BSO</td><td>AW</td></tr> <tr><td>Jimmy Cheung</td><td>Warrington</td><td>JC</td></tr> </table> <p style="text-align: right;">Apologies</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Gordon Couper</td><td>Independent</td><td>GC</td></tr> <tr><td>Imran Iqbal</td><td>CCA</td><td>II</td></tr> <tr><td>Philip Ng</td><td>CCA</td><td>PN</td></tr> <tr><td>Dane Stratton-Powell</td><td>CCA</td><td>DSP</td></tr> </table>	Richard Bates	Independent	RB	Ian Cubbin	Independent	IC	Stuart Dudley	Independent	SD	David Eaves	CCA	DE	Andy Hodgson	Independent	AH	Kathy McCarthy	CCA	KM	Lisa McCreesh	CCA	LM	Heather Roberts	CCA	HR	Nick Thayer	CCA	NT	Stephen Thomas	CCA	ST	Lee Williams	Independent	LW	Suzanne Austin	CS&DP/LPN	SA	Melanie Carrol	CS&DP	MC	Helen Murphy	CEO	HM	Alison Williams	BSO	AW	Jimmy Cheung	Warrington	JC	Gordon Couper	Independent	GC	Imran Iqbal	CCA	II	Philip Ng	CCA	PN	Dane Stratton-Powell	CCA	DSP
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2	<p>Welcome and Apologies</p> <p>NT welcomed all members to the meeting. Apologies were received from GC, II, PN, DSP and AH and IC (from 12pm).</p>																																																												
3	<p>Expressions of Interest</p> <p>Expressions of interest were received from ST (item 15).</p>																																																												
4	<p>Competition Law Guidance</p> <p>This was pre-circulated to all members for reference.</p>																																																												
5	<p>Jimmy Cheung – Senior Clinical Pharmacist, Warrington Health Plus</p> <p><i>Present for this agenda item only.</i></p> <p>JC came to talk to the committee about the Pharmacists in GP practice pilot in Warrington. Main points:</p> <ul style="list-style-type: none"> • Warrington Health Plus is a non-profit organisation and a provider arm for the CCG. • The organisation successfully won a bid in Phase 1 of NHSE’s scheme to fund, recruit and employ clinical pharmacists in GP practices for 3 years. Phase 2 has recently been announced. • The 16 pharmacists in situ, including 4 senior clinical pharmacists, will cover the Warrington GP practices with a vision to be fully embedded into these practices; JC has been in post since 1 																																																												

October.

The pharmacists are from a variety of pharmacy backgrounds including primary care, community and hospital. JC confirmed that roughly half of the pharmacists are qualified independent prescribers but they will all be undergoing training.

- Some of the pharmacists will focus on GP practice and others will focus on care homes.
- The care home work is a proactive service where they are doing medication reviews within the care homes and feeding information back to the practices and community pharmacies supporting those care homes.
- Warrington is split into clusters and there is a pharmacist in each practice in Warrington. The pharmacist weekly allocation of time is based on the patient population size of the practice and ranges from 4 to 23 hours per week. They will deal with medication queries within the surgery with an emphasis build relationships with local community pharmacies. There was some discussion about how effective a pharmacist in GP practice for just 4 hours a week could be.
- As the pharmacists gain more experience and confidence there is a vision to do more face-to-face consultations and clinics.
- LW asked JC to explain how the success of the pilot will be measured. The main aim is to ensure that the clinical pharmacist is truly embedded into the practice – to support the work force in the practice and allowing greater patient contact within the practice.
Quality performance indicators have been set up and the impact will be reviewed.
- Some barriers have been identified and these are being worked through.
- IC suggested that it would be useful to extend GP hours to match community pharmacy opening hours.

Repeat Ordering Changes

- HM explained that she has been talking with Clare Sawers (CSU) regarding changes in repeat ordering from 1 March and she asked JC to explain how he sees this working.
JC explained it was a CCG/CSU led project. Warrington CCG has identified 7 early adopter sites with a phased implementation.
JC believes that there is a communication plan in place which will involve the identification of vulnerable patients to be excluded from the patient led ordering service.
- Members confirmed that nothing has yet been sent out to community pharmacy and that 2 weeks' notice is not sufficient time for community pharmacies to prepare; cycles need to be considered ensuring that all patients are captured within phases.
- JC and the CSU are meeting on a regular basis.
- Being aware of similar schemes nationally the LPC was keen to understand how vulnerable patients will be identified. JC hopes that the pharmacists in GP practise will be instrumental in this. It would be useful if the GP pharmacists worked collaborative with community pharmacists to produce a list.
- ST asked JC to explain the role of clinical pharmacists in prescription management. JC acknowledged that much of the work will be at the start ie identifying the list. The clinical pharmacists, as part of their daily role, are already doing tasks such as repeat re-authorisation, dealing with queries and repeat requests.
- AH share some experiences from Cheshire East that as patient's are now ordering their own medicines he is seeing a significant number of items that end up on scripts that no one has ordered. AH would suggest that any audit processes that are established are able to identify what has been requested and what has been prescribed.
- MC shared some learning from Wirral's implementation of a similar scheme and asked that

	<p>these are taken into account.</p> <ul style="list-style-type: none"> • It is up to the CSU to communicate to patients; the LPC will highlight the message via their newsletter where necessary. • HM will write to Clare Sawers and Paula McNamara to raise a number of LPC concerns and to seek clarification about how this change will be communicated. • HM will also write to the Chair of the CCG. • NT reiterated that the relationship between JC's team and community pharmacy is vital and that this change in process is a good place to starting building better relationships. • The GP practices are keen to engage with a Repeat Dispensing Service and JC believes this should go hand in hand with patient led ordering. <p>MC shared that NHS Digital has capacity to support the role out of this service.</p>
<p>6</p>	<p>Local Professional Network (LPN)/NHSE Update – Suzanne Austin, LPN Chair</p> <p>SA updated members on the following LPN/NHSE business:</p> <ol style="list-style-type: none"> a) Tony Leo has met with the Cheshire and Merseyside LPN Chairs. b) SA has met with Jasmeen Islam to take forward the work with CWP relating to the mental health aspects of the STP. c) The meeting to decide which practices will be involved in the second wave of clinical pharmacists in GP practices is taking place today. d) HLP is still going forward. e) The eTCP pilots are continuing at the Countess of Chester and Leighton. There are some IT issues north of the Mersey. f) SA attended a NUMSAS meeting on Friday 10 February and gave an update of the main points covered. <ol style="list-style-type: none"> i. Magnus Herd is the regional lead (Blackpool CCG) and he is keen that pharmacists get involved and registered for NUMSAS. ii. He indicated that NUMSAS is the starting point for many other things that are coming and it is essential that community pharmacy gets behind it. iii. NUMSAS is not just limited to the supply of medicines. iv. It is being run as a pilot due to the number of stakeholders that need to be lined up. v. North West NHS111 had 23,000 patients ring up in the last 6 months and this is clogging up the system. vi. Work still needs to be done with the Directory of Services (DOS); SA/MC have been working locally to populate the DOS and SA is meeting with Sally Collins on 16 February. There will be a process to allow community pharmacy to view and change details as necessary. vii. NHSE have allocated funds for NUMSAS training. viii. The LPC is awaiting the process from NSHE (Jackie Jasper).
<p>7</p>	<p>Team Building Theory – LM</p> <p>LM revisited the Forming, Storming, Norming and Performing model and shared a summary of member views from the last meeting.</p> <p>The majority of members put the committee between Storming and Norming; we are being open and honest but are not where we want to be.</p> <p>LM picked out some streams based on member answers, which received either high or low scores, and asked members to consider and discuss. Actions identified:</p>

	<ul style="list-style-type: none"> • Half yearly review to celebrate success. AW will add to the March agenda to agree the process. • AW will collate a list of member's interests. <p>ST shared that there is a piece of work being undertaken by the CCA board regarding the appointment of CCA representatives to LPCs.</p>
<p>8</p>	<p>Feedback</p> <p>a) <i>Staff & Resource Committee</i></p> <p>HM joined the meeting. A number of matters were discussed as part of a closed session when the employees were not present. Matters to note:</p> <ol style="list-style-type: none"> The employees will receive a 1% pay rise from 1 April (AW will inform payroll) Employees will receive a 1% contribution to the employee pension scheme (staging date is 1 April 2017) – IC will liaise with pension company <p>b) <i>MALPS Chair/CO Meeting – 2 February 2017</i></p> <p>IC summarised the meeting which explored a number of opportunities included shared business and administrative support across the MALPS region. The COs, including SA and MC, will look at tasks which could be undertaken centrally before the next MALPS meeting.</p> <p>The frequency of the Chairs/COs meeting will be increased to monthly to provide a mechanism for planning.</p> <p>The quarterly MALPS meeting will be reviewed with the possibility of opening the meeting to more LPC members.</p> <p>c) <i>PH Campaign Participation</i></p> <p>AW shared some statistics about current participation levels which are being recorded via PharmOutcomes. This information will be fed back to NHSE next week.</p> <p>d) <i>PharmOutcomes Licence</i></p> <p>Matt Harvey (CO Liverpool LPC) submitted a paper to NHSE regarding the use of PharmOutcomes as a data collection tool.</p> <p>NHSE have agreed to provide funding towards a PharmOutcomes super-license to cover the Cheshire and Merseyside footprint.</p> <p>HM summarised the LPC funding model and the associated risks. HM will email a summary of the funding details to members.</p> <p>A number of CCA members indicated that their companies will not use PharmOutcomes to submit opening hours, bank holiday opening hours, etc; this will continue to be done centrally via an excel spreadsheet due to the amount of coding required to make this work. HM, via the MALPS COs network, will contact each CCA company to seek clarification of their company's stance.</p> <p>LM requested that the financial risk continues to be monitored (HM).</p> <p>The license, which was supported by the committee, will be able to accommodate the current CPCW licence model.</p> <p>HM to advise Matt Harvey (Liverpool LPC) who is taking the lead on this piece of work.</p>
<p>9</p>	<p>LPC Strategy/Work Plan Update</p> <p>HM updated the committee. Actions and matters arising:</p> <ol style="list-style-type: none"> SA/MC/HM have now visited all independent contractors across the patch. MALPS COs Collaborative Work <ol style="list-style-type: none"> Weekly co-badged quality payment briefings that will be circulated via the newsletter. Training and CPPE collaboration across Cheshire & Merseyside. The MALPS LPCs have received some funding for NUMSAS training from NHSE - it is

	<p>proposed that 4 sessions will take place across the MALPS patch to support contractors.</p> <p>c) SA/MC will be meeting with John Hampson to discuss a generic PNA template.</p> <p>d) A number of PharmOutcomes licences need to be agreed and signed off. There are also a number of templates that are being, or need to be, developed.</p> <p>e) A number of service contracts need to be revisited.</p> <p>f) The eCTP project has slowed and the demonstrator sites are on the CPCW patch.</p>
10	<p>Sub-Group Actions</p> <p>Full sub-group minutes will be distributed when available.</p> <p>a) CSC</p> <p>i. LW will draft a letter to the Macclesfield Express Editor following a recent Prescription Change Article.</p> <p>ii. AW will circulate a doodle poll for the AM meeting.</p> <p>b) SDS</p> <p>i. MC/SA will feedback LPC comments to commissioners following a number of service reviews.</p>
11	<p>Minutes of CPCW Meeting – 18 January 2017</p> <p>a) The minutes were accepted and signed.</p> <p>b) Outstanding actions and matters arising:</p> <p>i. Item 11bi - SA/MC/GC will share the EPS Business Continuity Plan with LMC/CCG colleagues for approval.</p> <p>ii. Item 11bii - HM will ask the NHSE to share a list of the CPAF non-responders at the next LPC/NHSE so that we can offer support to the contractors</p> <p>iii. Item 11biii - The LPC (HM/NT/AH) will write to CG requesting the procurement is re-run with a simplified process</p> <p>iv. SA will contact Shelley Brough to get an update following her attendance at the November LPC meeting</p> <p>v. Members will highlight any training information via the CHEST to AW for onward sharing via the newsletter.</p> <p>vi. SA will highlight walking in my shoes funding process in the newsletter.</p>
12	<p>Chief Officer Report – HM</p> <p>A report was pre-circulated to members. Actions and matters arising:</p> <p>a) There is a HLP Leadership training event scheduled for June but there is an opportunity to run an additional session using some funding available from NSHE; demand will be monitored.</p> <p>b) The QuickStart PGD does not require sign off by the LPC.</p> <p>c) HM will be attending an evidence gathering meeting in London on 27 February to talk about MAS.</p>
13	<p>CSDP Report – SA</p> <p>A report was pre-circulated to members. Actions and matters arising:</p> <p>a) Members should feed any evidence of direction of scripts in Congleton to SA as soon as possible.</p>
14	<p>CSDP Report – MC</p> <p>A report was pre-circulated to members. Actions and matters arising:</p>

	<p>a) On the back of the repeat ordering project the LPC has been asked for comments about the timeframe required for blister pack patients; MC will feed back that 7 days' notice would be preferable.</p> <p>b) Under MC's report referring to a new PEP service, ST believes that there is national money becoming available for PREP (pre-service); MC will speak to the commissioner about this.</p>																						
15	<p>Business Support Officer Report – AW</p> <p>A report was pre-circulated to members. There were no actions or matters arising.</p>																						
16	<p>Treasurer's Report – IC</p> <p>a) Balances:</p> <p><u>CPCW Money</u></p> <table> <tr> <td>Lloyds Bank Current Account (as at 27/01/17)</td> <td style="text-align: right;">£107,560.81</td> </tr> <tr> <td>Holding Account LPC Money</td> <td style="text-align: right;">£1,326.13</td> </tr> <tr> <td><i>Unreconciled transactions (see below)</i></td> <td style="text-align: right;">-£3,245.99</td> </tr> <tr> <td>Close Brothers (12 month account)</td> <td style="text-align: right;">£53,844.67</td> </tr> <tr> <td>TOTAL LPC Money</td> <td style="text-align: right;">£159,485.62</td> </tr> </table> <p><u>Holding Money</u></p> <table> <tr> <td>Estates</td> <td style="text-align: right;">£11,677</td> </tr> <tr> <td>Inhaler Training</td> <td style="text-align: right;">£5,834</td> </tr> <tr> <td>Warrington Alcohol Pilot</td> <td style="text-align: right;">£4,500</td> </tr> <tr> <td>EPS Round-Off Event</td> <td style="text-align: right;">£240</td> </tr> <tr> <td>CWC PH Campaign Resources</td> <td style="text-align: right;">£5,000</td> </tr> <tr> <td>TOTAL Holding Money</td> <td style="text-align: right;">£27,251</td> </tr> </table> <p>b) There was a closed session to discuss employee pensions and salary review.</p> <p>c) The following FAG sub-group proposals were approved (AW to action);</p> <ol style="list-style-type: none"> i. To reduce the current contractor statutory levy of from 0.2% to 0.15% from 1 April 2017. ii. To split the LPC meetings and Events into 2 categories – Contractor Events and LPC Meetings. iii. To remove the LPC Insurance Category as the LPC has cover under a PSNC policy. 	Lloyds Bank Current Account (as at 27/01/17)	£107,560.81	Holding Account LPC Money	£1,326.13	<i>Unreconciled transactions (see below)</i>	-£3,245.99	Close Brothers (12 month account)	£53,844.67	TOTAL LPC Money	£159,485.62	Estates	£11,677	Inhaler Training	£5,834	Warrington Alcohol Pilot	£4,500	EPS Round-Off Event	£240	CWC PH Campaign Resources	£5,000	TOTAL Holding Money	£27,251
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17	<p>General Business</p> <p>a) <i>Wirral Contractor Challenge</i></p> <p>Feedback from PSNC is that the matter needs to be pursued locally.</p> <p>HM will see if any other LPCs have had similar experiences or problems.</p> <ul style="list-style-type: none"> • If yes, have they sought any advice and can they share? • If no, LM will get a quote for advice from Charles Russell and then proceed with the committee's approval, including escalation to PSNC. <p>b) <i>PNAs</i></p> <p>Locality meetings are starting in preparation for the PNAs.</p> <p>c) <i>Murray Report</i></p> <p>AW will highlight this report to contactors as it shows the direction of travel. The barriers identified within the report will be reviewed during the April meeting to establish if there is anything we need to incorporate into the LPC work plan. (AW)</p>																						
18	<p>Date and Time of Next Meeting</p> <p>Wednesday 22 March 2017 – Forest Hills Hotel, Frodsham.</p>																						

Action List

NOTE: Shaded rows indicate an action carried forward from the last meeting(s)

Min	Action	Person	Update
11bi	SA/MC/GC will share the EPS Business Continuity Plan with LMC/CCG colleagues for approval	SA/MC/GC	On-going
11bii	HM will ask the NHSE to share a list of the CPAF non-responders at the next LPC/NHSE so that we can offer support to the contractors NOTES: The issue around sharing such lists with LPCs was raised at the Contract Monitoring Task & Finish Group and it was agreed with that group for confidentiality reasons not to share with LPCs. If contractors require support in completing the survey they may ask the LPCs for assistance. PSNC are represented in this group and they were tasked with informing LPCs to explain the position.	HM	Complete: see NOTES to left
11biii	The LPC (HM/NT/AH) will write to CG requesting the procurement is re-run with a simplified process	HM/NT/AH	
5	HM will write to Clare Sawers and Paula McNamara to raise a number of LPC concerns and to seek clarification about how this change will be communicated HM will also write to the Chair of the CCG	HM	
7	AW will add 'Celebrating Success' to the March agenda to agree a process	AW	Complete
7	AW will collate a list of member's interests.	AW Members	
8ai	AW will inform payroll of the employee pay rise from 1 April	AW	Complete
8aii	IC will liaise with pension company	IC	
8d	HM will email a summary of the PharmOutcomes funding details to members	HM	
8d	HM, via the MALPS COs network, will contact each CCA company to seek clarification of their company's stance on using PharmOutcomes for the collection of hours data	HM	
8d	LM requested that the financial risk continues to be monitored (HM)	HM	
8d	HM to advise Matt Harvey (Liverpool LPC) who is taking the lead on this piece of work	HM	Complete
10ai	LW will draft a letter to the Macclesfield Express Editor following a recent Prescription Change Article	LW	Complete
10aaii	AW will circulate a doodle poll for the AM meeting.	AW	Complete
10bi	MC/SA will feedback LPC comments to commissioners following a number of service reviews	MC/SA	

11biv	SA will contact Shelley Brough to get an update following her attendance at the November LPC meeting	SA	
11bv	Members will highlight any training information via the CHEST to AW for onward sharing via the newsletter	Members AW	On-going
11bvi	SA will highlight walking in my shoes funding process in the newsletter	SA	
13a	Members should feed any evidence of direction of scripts in Congleton to SA as soon as possible	Members	
14a	MC will feed back that 7 days' notice would be preferable re blister pack patients	MC	
14b	MC will speak to the commissioner PREP funding	MC	
16	AW will: Inform the PPA to reduce the current contractor statutory levy of from 0.2% to 0.15% from 1 April 2017 Split the LPC meetings and Events into 2 categories – Contractor Events and LPC Meetings Remove the LPC Insurance Category as the LPC has cover under a PSNC policy	AW	
17a	HM will see if any other LPCs have had similar experiences or problems (Wirral Issue)	HM	
17a	If no, LM will get a quote for advice from Charles Russell and then proceed with the committee's approval, including escalation to PSNC	LM	
17c	AW will highlight the Murray Report to contactors as it shows the direction of travel	AW	Complete
17c	The barriers identified within the Murray Report will be reviewed during the April meeting to establish if there is anything we need to incorporate into the LPC work plan. (AW)	AW	Complete