**Liverpool LPC Agenda – July 2021**

**Present Attendance Statistics 2021/2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Name** | **Designation** |  | **Members** | **Apr** | **May** | **Jul** | **Sep** | **Oct** | **Dec** | **Jan** | **Mar** | **Attendance** |
|  | Gemma Whitehead (GW) | Member / Chair | GW | ✓ | ✓ | ✓ |  |  |  |  |  | 100% |
|  | Anna Mir (AM) | Member / Vice Chair | AM | ✓ | ✓ | ✓ |  |  |  |  |  | 100% |
|  | James Forshaw (JF) | Member / Treasurer | JF | ✓ | ✓ | ✓ |  |  |  |  |  | 100% |
|  | Dave Sanchez (DS) | Member | DS | ✓ | x | ✓ |  |  |  |  |  | 66% |
|  | James Moir (JM) | Member | JM | ✓ | ✓ | ✓ |  |  |  |  |  | 100% |
|  | David Porter (DP) | Member | DP | ✓ | ✓ | ✓ |  |  |  |  |  | 100% |
|  | John Davey (JD) | Member | JD | ✓ | ✓ | ✓ |  |  |  |  |  | 100% |
|  | Leah Davies (LD) | Member | LD | ✓ | ✓ | x |  |  |  |  |  | 66% |
|  | Peter Beeley (PB) | Member | PB | ✓ | ✓ | ✓ |  |  |  |  |  | 100% |
|  | Dave Jones (DJ) | Member | DJ | ✓ | ✓ | ✓ |  |  |  |  |  | 100% |
|  | Matt Harvey (MH) | Chief Officer |  |  |  |  |  |  |  |  |  |  |
|  | David Barker (DB) | Engagement Officer |  |  |  |  |  |  |  |  |  |  |
|  | Thomas Wareing (TW) | Business Support Officer |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Item** | **Detail** | **Time** |
| **1** | Welcome, introductions and housekeeping | Declarations of interest, Nolan Principles, fire safety and turn mobiles off. | **9:30am** |
| **2** | Apologies for absence | To receive | **9:32am** |
| **3** | Minutes of the last LPC meeting | To confirm as a true and proper record. | **9:33am** |
| **4** | Actions of minutes | To discuss | **9:35am** |
| **5** | LPC business | 5.1 Pharmacy First / GP Referrals into CPCS  5.2 LPC Dashboard  Break  5.3 Health Protection Board Update  5.4 Council Update  5.5 COVID Vaccines Uptake Service  5.6 Engagement Officer Capacity  Lunch  5.7 Forward Planning  5.8 PSNC Meeting Update  5.9 LPC Website  5.10 LPC Election Postponement  5.11 PSNC New Member Days  5.12 LPC Risk Assessment  5.13 Sub-Group Working  Break  5.14 Officers reports  5.15 Regional Joint Working Group Update  5.16 Contracts Update  5.17 Forthcoming Meeting Attendance  5.18 Forthcoming holidays | **9:45am**  **10:30am**  **11:00am**  **11:15am**  **11:30am**  **11:40pm**  **12:30pm**  **1:00pm**  **1:30pm**  **1:40pm**  **1:50pm**  **2:10pm**  **2:15pm**  **2:20pm**  **2:30pm**  **3:00pm**  **3:35pm**  **3:38pm**  **3:40pm**  **3:42pm**  **3:43pm** |
| **6** | Finance | 6.1 Treasurer’s Report | **3:45pm** |
| **7** | Any other business |  | **3:55pm** |
| **8** | Date and time of next meeting |  | **Close 4:00pm** |

|  |  |  |
| --- | --- | --- |
| **No.** | **Item** | **Action** |
|  | This meeting took place at the Holiday Inn, Lime Street. |  |
| **1** | **Welcome, Introductions and Housekeeping** |  |
| 1.1 | No members declared a declaration of interest. Members were asked to keep phones off or on silent and to leave the room quietly if it was urgent etc. Members were informed of the Fire safety precautions, along with the requirements for Face mask coverings and hand sanitising when leaving the room. |  |
| **2** | **Apologies** |  |
| 2.1 | LD has sent apologies to this meeting, but all other members were in attendance. AM gave apologies to leave for 30 minutes at 11AM. |  |
| **3** | **Minutes from the last meeting** |  |
| 3.1 | The committee went through the minutes of the last meeting and the minutes have been signed off as a true and accurate record. The committee also agreed the minutes from the meeting on the 16th of March 2021 were a true and accurate record.  **TW to add minutes to the website.** | **Action – TW** |
| **4** | **Matters arising / Action from previous minutes** |  |
| 4.1 | Members discussed the actions of the previous meeting.   * Stakeholder – MH continues to update and finalise the stakeholder list. * CCG comms group – Pharmacy First – The CCG have provided a comms plan for Pharmacy First viewing the service from a patient perspective. There are plans for a social media campaign and additional messaging focusing on how to engage with the pharmacy and the GP. Members have received a copy of what MH knows so far in the papers that have been sent round prior to this meeting. * DMS report – The report includes the whole period up until 1st July 2021. A lot of pharmacies have not actioned DMS and members feel that officers should support contractors with DMS considering it is still new. MH asked for feedback from members on the difficulties using DMS. Members discussed some issues such as:   + Medicines omitted on the discharge and are either missing or already on the patient repeat.   + Wrong doses.   + Poor communication to the patient over changes.   **MH will highlight DMS issues with the CCG.**   * Officer Support – DB has been done but MH and TW are still to be done. * Delay to nominations – There is a vote later about delaying member votes. * RSG – MH copied and pasted the responses over and sent that as a reply. * Closure of some Rowlands stores – LD contacted MH over when the stores are closing. | **Action - MH** |
| **5** |  |  |
| 5.1 | Pharmacy First / GP referrals into CPCS  DB showed a presentation for CPCS and Pharmacy First. He is tracking the practices, provisions and contractors going live each month. The data shows we are slowly building up our practices and contractors each month, therefore the provisions are going up. At this stage, we have 15 surgeries live with 11 are well on the way to joining that group.  DB showed a presentation for sore throat. The positive trend is not as strong as the UTI’s, however that will come in time with experience among contractors and GP practices.  DB explained to members the difficulties in getting just 1 surgery live which singularly revolves around the lack of consistent communication.  There have also been some issues regarding patients not being signposted correctly, staff not sending the referral to the pharmacy in time leading to problems, staff at the pharmacy not understanding what the patient is asking and subsequently sending the patient away, slow adoption by practices to provide the service, locums not managing referrals, contractors not responding.  The anticipation is that we should see a boost to the provisions available once the promotion material comes through from the CCG. This will be beneficial for both pharmacy teams and the surgery themselves for the patient facing staff to engage correctly.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  MH spoke about Pharmacy First. The CCG Medicines Optimisation Committee have agreed to progress with further PGDs. These will be more dermatological in nature. MH will liaise with the CCG over the summer with the aim that these are signed off in the early Autumn.  MH will inform BP of the approval of the non-POM medicines. |  |
| 5.2 | LPC Dashboard  DB showed a presentation for figures attained for pharmacy services. He was asked by MH to compare the figures year on year. Overall, services have bounced back with only the “Not Dispensed Service” being lower than the previous year.  DB has created a list of pharmacies that have less than 10 engagements on each service. He has approached some of the pharmacies to get an idea of why they are not entering their data in order to get them up to par, however, DBs capability has been slowed due to his work on Pharmacy First and GP CPCS, which will be discussed later on.  **Find a video of DMS and include it in the newsletter.**  DB showed the data from the HIV pilot which has ran for 2 months instead of 1 month as originally planned. Notes were made from his initial visit to pharmacies involved as to whether they required any additional support I.e., follow-up visits, phone calls or promotional materials. So far, almost half of the kits have been used, but pharmacies are struggling past the initial phase to have anyone taking up the service. | **Action – TW** |
| **BREAK** | | |
| 5.3 | Health Protection Board Update  JD did not attend this week but has been sending the agenda through to MH and GW. JD spoke about the progress community pharmacy has made to the council throughout the pandemic. Our standing with the members attending these meetings has improved, given the efforts by community pharmacy throughout the pandemic. This will hopefully evolve in the future to further opportunities.  JD stated that more of his time was being taken up with attendance at these meetings over and above the 1.5 hours he was claiming. Three hours was mooted s an appropriate figure and JD agreed with this. Members voted on whether to allow JD to claim for 3 hours.  **Vote: 9 Yes | 0 No | 1 not in attendance**  Members agreed to give JD extra time to send in expenses claims of up to |  |
| 5.4 | Council Update  MH had four items to feedback to members that flowed into the following agenda item.   * Drug user services – MH has submitted the proposal in how drug user services are offered in Liverpool pharmacies. The council has had to bid for ADDER funding which keeps getting bounced back and is delaying the process, however, they are still keen on getting our proposal through in some way. * Sexual health – The tender winner will be announced soon and as a key partner, MH expects we should know as soon as the winner is decided. MH has spoken with 2 tender idders to sound out what pharmacies offer actually is. JW is said to be impressed with our proposal, which seemed to be above and beyond what was expected.   **EHC will need a new contract 1st November, add to calendar**.   * Vitamin D Proposal – This has been acknowledged by the council who in response have returned with additional questions. There are still elements that are being finalised and therefore discussions are ongoing.   The fourth point is discussed in agenda item 5.5. | **Action – TW** |
| 5.5 | COVID Vaccine Uptake Service  MH thanked members for their responses on the service proposal and he has sent members the finished article since the initial feedback was received. He asked members to review what he has changed and to provide further feedback before the document is finalised and sent.  Members to divide into 2 groups to discuss the Tier 1 and Tier 2 proposals and feedback after some discussion.  Members presented their feedback in the form of a word document which ran through each step, making note of any questions that arose.  The overall main concerns were time and the effort needed to get the information from the patient and to enter it. Additionally, there are possible language barriers to overcome and an efficient sorting of transport for patients would need to be a priority to ensure contractors are not faced with further time-consuming matters.  **Circulate information for the free translating service that pharmacies can use as an item on the newsletter.**  **MH will give members until the 23rd of July to respond to his amended proposal** | **Action – TW**  **Action – MH** |
| 5.6 | Engagement Officer Capacity  MH informed members that DB must focus on project managing GP referrals into CPCS. There will be additional work coming up with new local service offerings and the 3rd year contract announcement (and therefore PQS) imminent.MH has been workload planning and there is currently insufficient capacity and skill within the team to conduct what will be asked of us.  Due to a conflict of interest, TW and GW left the meeting at this point in order for members to discuss the proposal.  MH proposed that TW be promoted to Engagement Officer. The current Business Support Officer functions will be absorbed by the Engagement Team. This would allow TW to be upskilled in supporting DB with engagement activities. As the Autumn of 2021 is looking to be workload heavy, TW will increase his hours on a fixed-term basis from mid-August until mid-December to 12 hours per week.  Members agreed with MHs proposal with the starting date being 11th August 2021. There will be an additional 4 hours per week granted to help TW fill his original duties as well as learn from DB on how to be an effective Engagement Officer. |  |
| **LUNCH** | | |
| 5.7 | Forward Planning  MH asked members for a quick brainstorm on what they would like officers to focus on in the upcoming months.  They replied with:   * DMS. * Flu guides hints and tips. * PCN Leads |  |
| 5.8 | PSNC Meeting Update  MH and GW attended this meeting. There were no notable points that came from this meeting except community pharmacy being given thanks for their efforts this past year.  **MH to find out when the HR package (Klein & Co) is up for renewal.**  **Privacy notices to be displayed by pharmacies.**  All members are to understand their role with the LPC Finances (JF has sent to TW). **This is to be sent out with the papers and add as an agenda item for the following meeting.** | **Action – MH**  **Action – All**  **Action – All** |
| 5.9 | LPC Website  The PSNC are updating their website and TW has been attending regular meetings to discuss what the LPC would like from the new website builder.  TW fed information back to members regarding the different levels of support available. They range from free to £2000 and are set out below:   * Free: Access to walkthrough guides * £250+ VAT: Access to walkthrough guides. Access to online or in-person help sessions. * £2000: MAKE to install the full website and implement themes along with sustained updates and further training.   TW felt he was capable of building the website without the purchase of any support plan and would utilise the free help that is available. This information will be fed back to the PSNC and we will await further plans once that period of information gathering is complete.  **TW to inform PSNC and Make of the decision to go with the free package.** | **Action - TW** |
| 5.10 | LPC Election Postponement  PSNC has advised LPCs to delay member elections by 12 months in order to see through any changes to LPC structure as part of the Review Steering Group’s work. Members held a vote on whether to postpone the elections until 2022.  **VOTE: 9 Yes / 0 No / 1 not in attendance**  This will now go to a contractor vote at a special contractor meeting to be held alongside the AGM.  Due to absence and to allow for preparations, members unanimously voted to postpone the AGM until Thursday 9th September.  **Change the dates on the website for future meetings.**  Everything will need to be sent out by the 10th of August. | **Action – TW** |
| 5.11 | PSNC New Member Days  MH asked members who have not attended to book themselves onto the day. The AM JP DP are the members who have put themselves forward to attend. The dates are:   * 26th July * 28th July * 20th Sept * 23rd September * 29th November   Members are to book themselves onto a date and inform the treasurer through an expense claim form for reimbursement of their time. |  |
| 5.12 | LPC Risk Assessment  The LPC risk assessment has not yet been updated due to the delay in easing of lockdown restrictions. MH asked for members for some feedback on how members pharmacies are preparing for the next phase of easing of lockdown restrictions and how that will relate to the LPC Risk Assessment and how we will operate at meetings. The consensus was to continue with the Lateral Flow Tests prior to meetings and to abide with the health and safety precautions of the venue.  Regarding pharmacy visits, the officers attending should adhere to the health and safety precautions of the pharmacy and what they are happy with. |  |
| 5.13 | Sub-Group Working  Governance  MH asked members to discuss the purchase of 2 printers for MH and TW. Members agreed. **MH to purchase printers and inform JF.**  Communications  Circulate information from the Services group on “how to get back to normal. **TW to circulate to contractors.**  Services  **Complete the “business as usual” hints and tips and send to TW to forward to contractors.** | **Action – MH**  **Action – TW**  **Action – Services** |
| **BREAK** | | |
| 5.14 | Officers Reports  Reports were circulated prior to the meeting. Members had no further comments or questions. |  |
| 5.15 | Regional Joint Working Group Update  Minutes were circulated prior to the meeting. Members had no further comments or questions. |  |
| 5.16 | Contract’s update  There have been no new applications.  All of the Rowlands discussed in previous meetings have now closed with the exception of Lodge Lane.  The Rowlands pharmacy on Picton Road has been sold and the new contract details have been updated on our databases. |  |
| 5.17 | Forthcoming Meeting Attendance  MH can attend all meetings. |  |
| 5.18 | Forthcoming Holidays  JM – Last 2 weeks of August.  DJ – 2nd August (2 weeks).  AM – Next week.  PB – 21st July (2 weeks). 11th August (2 weeks).  DS – 19th of July (2 weeks).  JF – Next week. 30th August (1 week).  GW – 2nd August (1 week). 30th August (1 week).  MH – 19th July 1 week. 30th August 1 week.  TW – 2nd August (1 weeks). |  |
| 6 | **Finance** |  |
|  | 6.1 Treasurer’s Report  There has been extra GP CPCS funding that has gone into the account since the report was circulated prior to this meeting. PSNC Levy has also been taken out.  Everything else is looking great so far. |  |
| 7 | **Any Other Business** |  |
|  | MH advised that he needs to change the LPC PO BOX address due to him moving house. The old PO BOX cannot be continued as he now lives in a different postcode. He wondered whether the LPC post could be sent to his pharmacy instead to avoid the LPC’s cost. Members discussed the pros and cons of this and held a vote.  **Vote:** Should the PO Box be changed?  **Vote: 4 Yes | 4 No | 1 Abstain | 1 Not in attendance. Due to a 50:50 split, the Chair vote carried to keep the PO Box.**  **MH to sort.** | **Action – MH** |
| 8 | **Date and Time of Next Meeting** |  |
|  | 9th September 2021. Venue to be decided.  Venue needs to be sorted before the 9th August for the AGM. Make it available virtually and to email TW on attendance. |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Action** | **Person** | **Update** |
| 3.1 | Add minutes to the website from the previous meeting | TW | Completed |
| 4.1 | Ask about issues regarding DMS that members feed back | MH | Completed |
| 5.2 | Add the DMS training video to a MailChimp and send to contractors | TW | Completed |
| 5.4 | Add EHC contract expiry to the calendar | TW | Completed |
| 5.5 | Add a free translating section into the weekly newsletter and circulate | TW | Completed |
| 5.5 | Members to reply on the final proposal by the 23rd of July 2021 | All | Completed |
| 5.8 | Find out when the HR package (Klein & co) is up for renewal | MH | Completed |
| 5.8 | Privacy notices to be displayed by pharmacies | All |  |
| 5.8 | Send members the LPC Finances document with the next meetings papers and add to the agenda | TW & MH | Completed |
| 5.9 | TW to inform PSNC of the decision to take the “Free” package for the upcoming website change over | TW | Completed |
| 5.10 | Change the date for September meeting on the website | TW | Completed |
| 5.13 | MH to purchase 2 new printers and inform JF | MH |  |
| 5.13 | Circulate “business as usual” document from the services group | TW |  |
| 5.13 | Complete the “business as usual” hints and tips and send to TW to forward to contractors. | Services Group |  |
| 7 | MH to sort the PO Box business out. | MH |  |