**Liverpool LPC Agenda – November 2021**

**Present Attendance Statistics 2021/2022**

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| **Name** | **Designation** |  | **Members** | **Apr** | **May** | **Jul** | **Sep** | **Oct** | **Nov** | **Jan** | **Mar** | **Attendance** |
| Gemma Whitehead (GW) | Member / Chair | GW | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |  |  | 100% |
| Anna Mir (AM) | Member / Vice Chair | AM | ✓ | ✓ | ✓ | ✓ | x | ✓ |  |  | 83% |
| James Forshaw (JF) | Member / Treasurer | JF | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |  |  | 100% |
| Dave Sanchez (DS) | Member | DS | ✓ | x | ✓ | ✓ | ✓ |  |  |  | 83% |
| James Moir (JM) | Member | JM | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |  |  | 100% |
| David Porter (DP) | Member | DP | ✓ | ✓ | ✓ | x | x | ✓ |  |  | 66% |
| John Davey (JD) | Member | JDav | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |  |  | 100% |
| Leah Davies (LD) | Member | LD | ✓ | ✓ | x | ✓ | ✓ | ✓ |  |  | 83% |
| Peter Beeley (PB) | Member | PB | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |  |  | 100% |
| Dave Jones (DJ) | Member | DJ | ✓ | ✓ | ✓ | ✓ | x | ✓ |  |  | 83% |
| John Devaney | Member | JDev |  |  |  |  |  | ✓ |  |  | 100% |
| Matt Harvey (MH) | Chief Officer |  |  |  |  |  |  |  |  |  |  |
| David Barker (DB) | Engagement Officer |  |  |  |  |  |  |  |  |  |  |
| Thomas Wareing (TW) | Business Support Officer |  |  |  |  |  |  |  |  |  |  |

**Guests**

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| **Name** | **Designation** |
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|  | **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 Member Skills and Competencies  Break  5.2 CPCS / Pharmacy First  5.3 How to Increase Service Uptake  5.4 Engagement Officer Capacity  Lunch  5.5 PQS Update  5.6 Contractor Survey Results  5.7 Engagement Event  5.8 Original Pack Dispensing Consultation  Break  5.9 PSNC Meeting Feedback  5.10 Health Protection Board Update  5.11 Officer’s Reports  5.12 Regional Joint Working Group  5.13 Contracts Update  5.14 Forthcoming Meeting Attendance  5.15 Forthcoming Holidays | **10:00am**  **11:00am**  **11:15am**  **11:30am**  **12:15pm**  **12:30pm**  **2:00pm**  **2:05pm**  **2:15pm**  **2:30pm**  **3:00pm**  **3:15pm**  **3:30pm**  **3:35pm**  **3:37pm**  **3:39pm**  **3:41pm**  **3:43pm** |
| **6** | Finance | 6.1 Treasurer’s Report | **3:45pm** |
| **7** | Any other business |  | **3:55pm** |
| **8** | Date and time of next meeting | Thursday 25th November 2021 – 9:30am | **Close 4:00pm** |

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| **No.** | **Item** | **Action** |
|  | This meeting took place at the Hope Street Hotel, Liverpool City Centre. |  |
| **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. The chair welcomed John Devaney, our new Lloyds CCA representative who replaced David Sanchez. A round of introductions was had. |  |
| **2** | **Apologies** |  |
| 2.1 | There were no apologies received for this meeting. |  |
| **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.  **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.   * NMS guide has been completed but needs to be re-jigged. * MH and GW have discussed remuneration and agreed an outcome. * The Sexual Health Service proposed fee levels have been accepted We are now in the process of having IT access sorted out along with the confirmation of possible training dates. * GW has not started the DMS project yet. * Obtaining a Zoom license is almost sorted. Further discussion for joining Cheshire’s license needs to be had. * All hardware requirements have been fulfilled. * The skills discussion has been added to this month’s agenda. * Asset register is to go out next week once it has been rebranded. * JD has introduced MH to the Winter Pressures team and discussions will be ongoing. * JW was invited, but he couldn’t make it due to PSNC meeting. He will possibly join us in January if possible. * Contractor’s survey has been circulated with results being shared in this meeting. * The magazine has been postponed and discussed later in this meeting. | **Action – TW**  **Action – TW**  **Action – TW** |
| **5** |  |  |
| 5.1 | Member Skills and Competencies  Members completed a skills audit to identify areas within their skill set that could be improved. They then took turns to speak about their choices to come up with possible outcomes to broaden their skill set. **The information will be collated and a plan will be created** to increase the capability of members and officers going forward and reviewed periodically. | **Action – MH & Everyone** |
| **BREAK** | | |
| 5.2 | CPCS / Pharmacy First update  DB showed members a presentation which is also doubling up as his Officers Report for the month.  GP CPCS  Liverpool is performing brilliantly with GP CPCS. There are currently 38 practices up and running, with more on the way. 98.5% of referrals are being completed with the key issue for not completing a referral being locum cover. DB is monitoring the engagement from pharmacies to ensure those who are not completing the referrals are prompted to do so. The use of PGDs is also growing month on month.  DB has held drop-in sessions during November for PMs to engage with the initial conversation to get going. He is re-engaging with those GPs that have “fallen off” with engagement and there will be training sessions on Teams throughout December.  There are 13 additional practices that are due to go live soon.  Pharmacy First  New PGDs will be launched after Christmas with training possibly being available from January. The PGDs are for:   * Hydrocortisone * Nystatin * Hydrogen Peroxide * Brulidine Cream * Doxycycline.   **MH to show TW how to upload documents and links with PharmOutcomes.** | **Action – MH & TW** |
| 5.3 | How to increase service update  MH informed members that officers have decided to delay the finalisation of the 2nd Community Pharmacy Liverpool magazine until the new year. This is to allow contractors time to get through the busy Christmas period and to focus the 2nd edition on the new services and additional elements to existing services that will be coming in the new year.  There was a big discussion on how to increase uptake such as:   * Benchmarking pharmacies. * Creating a spreadsheet that filters pharmacy data to assign support. * A factsheet for pharmacies to help identify “time taken” and “pure income” for services as well as the benefits to patients.   **Officers are to prepare proposals for the next meeting.** | **Action – Officers** |
| 5.4 | Engagement Officer Capacity  MH approached members regarding the need to extend the capacity for the Engagement Officer role on a permanent basis. Currently, TW has taken on an extra half day on a temporary 3-month basis to lighten the pressures on DB, who has been focussing on the implementation and expansion of GP CPCS.  Due to the scale of the project, this will be ongoing for the foreseeable future and therefore leaves the need for permanent additional capacity. With the extra funding available, MH would like members to discuss the permanent increase in TWs hours to 2 days or to outsource the additional hours to another Engagement Officer in the area.  **VOTE: To increase engagement team hours to 5 days**  **Yes 10 | No 0 | Abstain 0**  **MH to ascertain whether this capacity increase can be made within the existing team, and if not, to seek external candidates.**  MH added that this extra capacity will help with the implementation of the new services launching in the new year. | **Action – MH** |
| **LUNCH** | | |
| 5.5 | PQS Update  TW gave members an update on PQS. Both DB and TW have sent out regular updates to contractors through MailChimp, updates on the website and through phone calls to ensure any contractor that needs help can find it. |  |
| 5.6 | Contractor Survey results  TW gave members an update on the Contractor survey. Overall, we received 21 responses in comparison to the 60 responses from the last survey. This is due to the previous survey being held after an engagement event.  The feedback overall is positive, with all contractors giving a rating of 4 (good) or 5 (excellent) on their happiness with the Community Pharmacy Liverpool and its efforts. |  |
| 5.7 | Engagement Event  MH & GW proposed to members that we hold engagement event(s) in the new year to promote the new services that are set to go live. Due to the number of events that are already scheduled from other areas of the pharmacy network, they will need to be spaced out so there is no overlapping with other events or bombarding contractors with all the information at once.  Members discussed how, when and where the event(s) should be held and the systems needed to suit both those who want to attend Face-to-Face and those who wish to attend Virtually.  As such, many of the details surrounding the content of the event would require in-depth discussion which led members to call for a delay on holding and further discussing the events until there is adequate time to do so. |  |
| 5.8 | Original Pack Dispensing Consultation  Members read the document prior to the meeting and held a discussion, informing MH of the areas of concern they found.  MH stated that he will send members an email collating their concerns, that requires members’ seal of approval before he sends it off. |  |
| **BREAK** | | |
| 5.9 | PSNC Meeting Feedback  MH and GW attended the PSNC meeting. There was no feedback to give that has not been given in the past. |  |
| 5.10 | Health Protection Board Update  JD reported back to members that members on the Health Protection Board have extended their collective thanks to community pharmacy for ongoing efforts during this difficult time. |  |
| 5.11 | Officer’s Reports  Reports were circulated prior to the meeting. Members had no further comments or questions. |  |
| 5.12 | Regional Joint Working Group Update  Minutes were circulated prior to the meeting. Members had no further comments or questions. |  |
| 5.13 | Contracts Update  There have been no new applications |  |
| 5.14 | Forthcoming Meeting Attendance  MH is able to attend all upcoming meetings but will request help from members should he need it. |  |
| 5.15 | Forthcoming Holidays |  |
| **6** | **Finance** |  |
|  | Treasurer’s Report including PSNC Levy  JF briefed members on the current finances for Community Pharmacy Liverpool. Overall, we are performing well with all the balances looking tip top and healthy. PSNC levy has also been set for payment. |  |
| **7** | **Any Other Business** |  |
|  | All 4 contracts for current sexual health services have gone out to those already providing the service with other pharmacies receiving it soon.  JD to send through details to TW to circulate prescription concerns number and information  MH, DB and TW to finalise objectives | **Action – JD**  **Action – Officers** |
| **8** | **Date and Time of Next Meeting** |  |
|  | 13th January 2022 @ 9:30am |  |

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|  | **Action** | **Person** | **Update** |
| 3.1 | Add minutes to the website from the previous meeting | TW | Completed |
| 4.1 | Tweak and circulate the NMS guide | TW |  |
| 4.1 | Continue discussion with Cheshire for the Zoom license | TW |  |
| 4.1 | Rebrand and circulate the Asset Register | TW |  |
| 5.1 | Collate skills information and create a plan to increase the skill set of members | MH |  |
| 5.2 | Show TW how to upload documents and links to PharmOutcomes | MH | Completed |
| 5.3 | Officers to prepare proposals for the next meeting | Officers |  |
| 5.4 | Ascertain if the increase can be made with the current team and if not, to seek external candidates | MH |  |
| 7 | JD to send TW contact information to circulate for pharmacies | JD | Completed |
| 7 | Officers to finalise objectives | Officers |  |