**Liverpool LPC Agenda –January 2022**

**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 | ✓ | ✓ |  | 85.7% |
| James Forshaw (JF) | Member / Treasurer | JF | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | x |  | 85.7% |
| Dave Sanchez (DS) | Member | DS | ✓ | x | ✓ | ✓ | ✓ |  |  |  | 80% |
| James Moir (JM) | Member | JM | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |  | 100% |
| David Porter (DP) | Member | DP | ✓ | ✓ | ✓ | x | x | ✓ | x |  | 57.1% |
| John Davey (JD) | Member | JDav | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |  | 100% |
| Leah Davies (LD) | Member | LD | ✓ | ✓ | x | ✓ | ✓ | ✓ | ✓ |  | 85.7% |
| Peter Beeley (PB) | Member | PB | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | x |  | 85.7% |
| Dave Jones (DJ) | Member | DJ | ✓ | ✓ | ✓ | ✓ | x | ✓ | ✓ |  | 85.7% |
| 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 | 3rd March 2022 @ Hope Street | **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. |  |
| **2** | **Apologies** |  |
| 2.1 | There were apologies sent by 3 members.  The committee discussed the need to give 7 days’ notice for apologies due to costs of hiring the venue and supplying refreshments for the members. **TW to email members regarding this matter.** | **Action – TW** |
| **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.   1. Tweak and circulate the NMS Guide – MH to read and finish. **TW to inform contractors of delay and circulate when ready.** 2. Joining onto Cheshire’s Zoom License – **TW to contact Adam Irvine.** 3. Update and circulate the Asset register – **Send out ASAP.** 4. Collate skills information and create a plan to upskill members – **To be done by next meeting.**   MH has shown TW how to use basic elements of PharmOutcomes with training being rearranged to April.  Events planning is on hold for the time being.  TW is able to increase his hours to 2 days a week.  JD has sent TW the information for pharmacies to share with patients should they feel the need to make a complaint regarding NHS services.  Objectives have been finalised from the last review with the next review being a week from today.  JDev has offered help to MH on completing tasks in the future should he require extra capacity. | 1. **Action – TW** 2. **Action – TW** 3. **Action – TW** 4. **Action – MH** |
| **5** |  |  |
| 5.1 | CPCS / Pharmacy First Update  DB showed members a presentation on his work. This presentation is to be considered as DBs Officer Report.  Nationally, CPCS is being described as a “slow-burner”, however, Liverpool is performing exceptionally well with CPCS. Pharmacies are able to contact DB regarding any difficulties, but pro-active engagement levels have dropped through November and into December due to the impacts of the Omicron variant of COVID-19. There has also been a drop in referrals during that time period as well which correlates with other service provisions dropping.  Data on the PGDs show a steady increase in service provision. This increase has had knock-on effects, with a number of pharmacies struggling to cope with the additional workload. Pharmacies have been either waiting for the patient to contact them, not managing the workload, patients being uncontactable, untrained/unmotivated locums or simply not acknowledging the referrals.  During November and December, DB has held 10 “drop-in” events for Practice Managers. Practices were required to engage before the 1st of December, with a number of them doing so who otherwise weren’t engaging prior to being incentivised to do so. There will be a “Top tips” guide circulated to pharmacies and GPs to give support on best practice. The back-door telephone numbers have been provided to pharmacies prior to this announcement, but the numbers will be added to the “Annex” are PharmOutcomes.  The Doxycycline PGD is on hold due to late objections nationally. Because of this, it will be reviewed and information will be circulated when there’s an update. |  |
| 5.2 | Service Dashboard  TW gave a presentation on the Q3 performance and Year to Date performance of service.  Overall, the level of services for both Q3 and Year to Date has been positive and are on target. The increase in provisions has not been met with an increase in engagement by contractors due to the difficulties facing pharmacies at the moment with workload and staffing issues. Additional support and engagement will be organised to identify and work with contractors to help where we can.  DMS has seen steady progression with increases month on month of pharmacies completing the referrals. However, November seen a smaller increase to completed referrals and December seen a drop to completed referrals. Based on the aforementioned difficulties pharmacy is facing, it is expected that in January and February there should be a return to form. It should be stated that Liverpool is head and shoulders above the national average.  MH presented members with the recently available PSNC dashboard. The dashboard allows the distribution of services data to aggregate data across the regions.  **Use the DMS claims data to explore potential missed claims and support pharmacies to maximise their potential income.** | **Action – Officers** |
| **BREAK** | | |
| 5.3 | Attendance by James Wood, PSNC Director of Contractor and LPC Support  JW attended the meeting. He has replaced Mike King in his position of PSNC Director of Contractors and LPC Support.  MH welcomed JW to the meeting and members & officers gave introductions. JW gave an update with a presentation informing members of his background and future aims with the PSNC in his role.  His role includes supporting all 69 LPCs in England. This ranges from support with guidance, maintaining networks with other pharmacy bodies and broader contractor support, being part of the PSNC Leadership Team with temporary responsibilities whilst recruitment for PSNC CEO is ongoing, support the work of the Review Steering Group.  PSNC are aware of the struggles across the board with COVID-19, workforce, financial uncertainty, and budgets with the short-term difficulty surrounding LFT procurement.  Reflecting on 2021, PSNC secured additional investment into the sector beyond the global sum, with almost 9000 contractors benefiting from earlier advance payments in Jan 2022. Additionally, negotiating the easing of contractual obligations towards the end of the year, 22 million COVID vaccinations provided by community pharm and a 3rd of all booster vaccinations.  Turning to 2022, PSNC want to build on the annual review, CPCF Year 3 beneficial changes, CPCF Year 4 negotiations, focus on consolidation, leverage the phenomenal community pharmacy performance in those negotiations, boost relationships with key interlocutors, changes in commissioning, internal matters i.e., CEO, RSG.  Ongoing from Year 3, DHSC is seeking VAT exemption for services delivered under pharmacist supervision, methodology for pricing services, reimbursement forms and medicine dispensing and supply regulations.  They are in the process of evidence gathering on workforce costs with a contractor survey, that will be available on this matter and other, wider pressures in pharmacies of which they’re grateful for LPC Support.  Year 4 negotiations are expected to start in the coming weeks, given a spending review which we should not expect an uplift in funding so they will focus on how to make the most of what *is* there.  With regards to the RSG, there is a lot of difficult areas to navigate through with decisions on particular matters, however, PSNC expects to provide some updates towards March / April.  MH asked about what to expect regarding the possible merging of LPCs, considering the size of our LPC. Will it happen or not?  JW replied that we should plan as normal, and over the course of the year we will be informed if they decide merging or not is the plan. There can be a delay which can be down to difficulties when operating under multiple councils, geographical locations, etc. There is no time scale available for this.  **MH to send JW issues regarding DMS & MYS.** | **Action – MH** |
| 5.4 | Website Update  TW gave members an update on the current progress with the new website. Overall, the process has been difficult with TW working additional hours in order to complete the website before the “go-live” date. The communications from PSNC have been difficult, with many decisions or Teams calls being very last minute or have required TW to take holidays from his other place of employment to ensure he is available. There are 4 pages that require updating, however the core areas of the website are ready to go.  Overall, there were various options of support available:   * 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.   PSNC and MAKE proposed the website would take approximately 40 hours to rework and add content to. Members voted on which package to take and decided to go with the “free” option, under the assurance from TW that he could take this on and have it completed in a timely manner. The website was completed on time at 26 hours and was the 6th LPC website to go live. The other 5 websites were all part of the £2000 package, marking a great cost saving achievement. |  |
| **LUNCH** | | |
| 5.5 | Workplan review and extension  MH reminded members that the current workplan will need to be extended by 1 year due to the extension of the committee cycle to fall in line with that of the PSNC. Members held a vote:  VOTE: **6 Yes | 0 No | 0 Abstain**  MH asked members to go through the workplan as a group and decide on actions to meet the requirements:   1. **Create new service guides for Pharmacy First PGDs.** 2. **MH to collate skills on a spreadsheet and then create actions from that.** 3. **Communications group to turn yellow to green.** 4. **Review workplan at the next meeting.** 5. **To review the Staff Handbook.** 6. **Data assets register to be update and circulated** 7. **Propose a budget in March for the next meeting** | 1. **Action – Serv Group** 2. **Action – MH** 3. **Action – Comms Group** 4. **Action – Everyone** 5. **Action – Gov Group** 6. **Action – TW** 7. **Action – MH** |
| 5.6 | Sexual Health Service Update  MH has contacted Axess and they’ve received most of the “expressions of interest” back confirming applications to provide the service. They will contact MH in the weeks to come regarding “go-live” dates and any other relevant information.  **MH to send the SH:24 website link to members to get the website past firewalls.** | **Action – MH** |
| 5.7 | Hypertension Service Update  The difficulties at the moment for this service stems from an IT issue. MH has spoken to those in the know regarding an expected date for getting started, and the response is that it is a while away from being sorted. There is an alternative model available on PharmOutcomes that is being looked at to be replicated for use, however, there is still some additional sorting to do. |  |
| **BREAK** | | |
| 5.8 | Meeting Dates for 22/23  MH ran through dates with members to agree upon for future meetings for the coming year.   * 7th April * 19th May * 7th July * 8th September * 20th October * 1st December * 12th January * 2nd March   **TW to add these dates to the website and send out calendar invites to members.**  **MH to book Hope Street Hotel for the aforementioned dates.** | **Action – TW**  **Action – MH** |
| 5.9 | Health Protection Board Update  Due to the absence of JDav, **TW has been asked to email JDav and request minutes from all the HPB meetings between the dates of 25th of November 2021 to the 13th of January 2022.** | **Action – TW** |
| 5.10 | Contracts Update  Members reviewed a minor change relocation application in Tuebrook, where an existing contract is proposing to move into a closing pharmacy site. MH confirmed these meets regulations and the committee had no comments to make on this. |  |
| 5.11 | Officer Reports  Reports were circulated prior to the meeting. Members had no further comments or questions. |  |
| 5.12 | Regional Joint Working Group Update  Reports were circulated prior to the meeting. Members had no further comments or questions. |  |
| 5.13 | Forthcoming Meeting Attendance  MH is able to attend meetings at the moment but will ask if he needs assistance. |  |
| 5.14 | Forthcoming Holidays  JM – 14th to 18th Feb  JDev – First week of Feb  LD – 9th to 11th Feb  GW – 21st to 25th Feb |  |
| **6** | **Finance** |  |
|  | Treasurer’s Report  JF was not present in this meeting but had sent the report prior with notes. The accounts are looking healthy and we have made good progress with further reducing our costs and increasing our “value for money”. |  |
| **7** | **Any Other Business** |  |
|  | **MH to add new computer devices to Asset Register.**  **DB to circulate slides henceforth for governance reasons as an alternative to an Officers Report.**  MH received notification that “Taxi to the Vaxi” is now ready to go. | **Action – MH**  **Action – DB** |
| **8** | **Date and Time of Next Meeting** |  |
|  | 3rd of March 2022 @ Hope Street Hotel – 9:30am to 4:00pm |  |

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|  | **Action** | **Person** | **Update** |
| 2.1 | Email members regarding the need to inform absences from meetings at least 7 days prior to the meeting. | TW | Complete |
| 3.1 | Add minutes to the website. | TW | Complete |
| 4.1 | Inform contractors of the delay in a new NMS Guide. Then circulate when it’s ready. | TW |  |
| 4.1 | Contact Adam Irvine and ask to be added to Cheshire’s Zoom license. | TW | Complete |
| 4.1 | Update and circulate Asset Register. | TW |  |
| 4.1 | Collate skills information and create a plan to upskill members with actions. | MH |  |
| 5.2 | Use the DMS claims data to explore potential missed claims and support pharmacies to maximise their potential income. | Officers |  |
| 5.3 | Send JW issues regarding DMS & MYS. | MH |  |
| 5.5 | Create new service guides for Pharmacy First PGDs | Service Groups |  |
| 5.5 | Review workplan for communications group and turn the remaining yellows to green. | Comms Group |  |
| 5.5 | Review the Staff Handbook. | Gov Group |  |
| 5.5 | Propose a budget for the next meeting. | MH |  |
| 5.6 | Send the SH:24 website link to members. | MH |  |
| 5.8 | Add dates to the website and send out calendar invites to members. | TW |  |
| 5.8 | Book Hope Street Hotel for the confirmed dates. | MH |  |
| 5.9 | Request minutes for HPB meetings from JDav for meetings between 25th November 2021 & 13th of January 2022. | TW | Completed |
| 5.9 | Supply TW with minutes for HPB meetings between 25th of November 2021 & 13th of January 2022. | JDav |  |
| 7 | Add the webcam & speaker to Asset Register. | MH |  |
| 7 | To circulate slide from the presentation to members for each meeting to adhere to governance, if they are to be used as an alternative to a monthly Officers Report. | DB |  |