

# Executive Officers Report 5 April 2018

## UPDATE FROM THE OFFICE TEAM SINCE JANUARY 2018

The office team consisting of Jeanette, Sara and Sally are the first port of call for all incoming calls and email enquiries. These calls and enquiries can be very varied, some from contractors and others from stakeholders. The office teams support pharmacies with their questions, sending relevant communication.

The following gives an idea of some of the tasks the team have undertaken since the last report in January 2018. There are many other “one-off” tasks in addition to those outlined below where the team support community pharmacies across Hertfordshire and this does not include day to day dealing with queries.

### **Implementation Manager (Jeanette Edwards)**

In the Executive Officer’s absence as part of the two-day secondment with PSNC, I interact more with contractors and stakeholders and am now the first line contact to deal with issues by answering questions and obtaining information.

I attended 39 meetings as at 5 April 2018 since the last report in January 2018. This works out at about 4 meetings a week and these meetings fell under the following topics and progress was made as outlined.

#### **1. Contractor Support**

- Attendance at two CPAF visits to observe the NHS England procedures and to enable future support for the pharmacies.
- Support for two contractors interested in becoming a Healthy Living Pharmacy and also keen to offer NUMSAS, stop smoking and EHC.
- Visit to all 17 pharmacies who are participating in the diabetes pilot in St Albans and Harpenden to support them with this, ensure they are all set up on PharmOutcomes and have all of the relevant documents necessary.

#### **2. Public Health**

- Tobacco Control Alliance – this is in general a fact finding and presentations meeting. Robin Trevellion of Public Health presented and during this he explained how community pharmacy has been involved in Audit C for alcohol and they discussed alcohol and smoking working together more.
- Hertfordshire Sexual Health Network - an interesting and thought-provoking presentation from Hertfordshire Constabulary on Modern Slavery. The presentation will be available shortly to add to the website to raise awareness of this little talked about crime. They reported that the feedback on the condom wallets has been good and they are planning on removing the C-cards.
- Two Flu meetings - the group mentioned that they are awaiting clarification if pharmacies and GPs have already ordered flu vaccines for 2018 and had to swap the vaccine what was the procedure. Communication between GPs and pharmacies was discussed. It was reported that pharmacies are not telling GPs in advance that they are going into care homes to do vaccinations. For the 2018/19 season one element of training will concentrate on stock and the wastage of flu vaccines. The May flu meeting will be extended by 30 minutes to include time to discuss GP/CP engagement/collaboration. The easy read leaflets to be used by pharmacies for learning disability patients will be finalised and used for the 2018/19 season. A further meeting has been added for April 2018 to commence the planning for 2018/19. Flu data was issued - however there were concerns of how accurate

the data is. PharmOutcomes is as yet to be commissioned for the 2018/19 season. GP Practice Managers will be invited to the meetings. Can a pharmacist attend too?

- Attendance at the drugs and alcohol meeting with Rachel.

### **3. Other meetings**

- Signpost training - meeting with Helen to understand how Herts Valley CCG are communicating to the GP receptionists and Practice Managers to signpost to community pharmacy.
- Hertfordshire Health Improvement Service – attendance at the meeting for the new database, stop smoking service.
- Support committee - evening meeting.
- Hertfordshire Health & Physical activity working group - presentations around Year of Physical Activity (YOPA) 2018. Links to the website and newsletter will be sent to all pharmacies via the weekly e-news. Each month has a different theme ie. April – older adults month, May – walking month. Signposting to all of the activities will be via hertshelp.
- Attendance at the LPC meeting for the day.
- Dementia Strategy Group – topics included location devices and the technology and ethics around using them.
- “What do carers want from Herts Valley CCG Carers strategy” - reviewing the strategy 2015-18. Morning event with workshops. There were around 30 carers attending. Interaction with carers and the frustrations they have with knowing about the services. During the bus stop session, the queries/comments I received about community pharmacy were changes to medication, weekly and monthly medications and how helpful it is that some of the pharmacies now offer a delivery service of medications. A summary from the meeting will be sent to all of the attendees.
- Primary Care Workforce and Education Network (PCWEN) - the STP primary care workforce plan update will be shared with the LPC.
- Liver group - this was organised by IQIVA and Rachel attended too, being the lead on drugs and alcohol. Although many good ideas were raised the outcome of the meeting came to a very clear line that we need to have the ‘right’ people around the table who could make decisions and who could support ideas moving forward financially. Helen has a meeting with the pharma company in June 2018 to discuss a proposal he would like to make and following this our continued involvement in the meeting will be made.
- Visit to a local office furniture company to obtain a quotation for new office chairs.

### **4. Communications**

- I met with Judith Poulton of Avon LPC/ VirtualOutcomes – they are promoting webinars to LPCs for us to provide online training for all of our contractors and their teams in the comfort of their own pharmacy. To support pharmacy from 2018 they are facilitating an online webinar service that will make available a range of key learning materials for CP to use. These modules will drive the development of the whole team on site allowing all individuals to have access to key messages and will ensure that new standards of excellence are met.

Monthly Healthy Living Pharmacy training webinars.

All you need to deliver a high standard public health campaign.

These will link in with national campaigns or be topical for the time of the year.

Making Every Contact Count.

Training on how to have difficult conversation.

Instigation of interventions with patients in a non-threatening and non-judgemental way.

CPAF.

Support around contract monitoring.

The follow on to the Quality Payment Scheme.

It is expected that QPS 2 or another initiative will be launched soon.

Once released there will be a series of webinars to explain the key points to the pharmacies

Included will also be webinars to share best practice regarding making it work in your pharmacy and the key areas to focus on.

NHS flu vaccinations.

During the summer there will be a webinar to support pharmacies in maximising flu vaccination season.

Certain modules, for example the Healthy Living Pharmacy modules will contain a final set of questions to assess the delegates understanding of the topic. Successful candidates will be able to print off CPD certificates to add to their HLP portfolio. All webinar materials will be branded with our LPC logo to ensure consistency of branding for our contractors. The costs are £3460.00 including VAT per year. This works out at £14.07 per pharmacy per year (based on 246 pharmacies) and if we collaborated with Beds LPC we can reduce the costs further.

They can also provide us with data, ie. knowing how many pharmacies and staff have accessed the training.

- I met Mark Prisk MP at a pharmacy to discuss the services the pharmacy is offering. The visit came on the back of the pharmacy integration fund email to all MPs. Photo opportunity with a press release sent to the local newspapers.

## **5. Voluntary Sector Engagement**

- Hertswise Steering Group - Age Matters Magazine is currently on hold pending a new launch date. Hertswise is now one year old and they presented how many people with dementia and carers they had accessed during this year and that they had exceeded their targets. A carer presented, he is a film maker with the BBC and is offering to make a film for Hertswise. They will work on the topic to promote Hertswise potentially to the younger generation via social media with the aim of further awareness.
- Young carers conference – included workshops. In particular one of the workshops concentrated on communication and how the young carers are often excluded from conversations with GP's Pharmacies and hospitals but that they are the ones administering medications and supporting the carer and should be included.
- Meeting with Tim Anfilogoff – Integration Lead, (HVCCG) with a discussion around Carers week in June 2018 and how community pharmacy can be involved. A proposal is currently being worked on.
- I attended the Dacorum Carers pilot - To focus attention on the needs of Carers in Dacorum in order to inform the development of a new plan STP Carer Strategy proposed for 2018. In order to build a stronger network of carer leads and key organisations, that are able to identify ways to reduce the negative health impact of caring. To secure Carer involvement. In readiness for the next meeting I have prepared a document around the benefits of

community pharmacy to carers. This group is continuing to look at the communications from primary care to carers.

## **6. NHS 111**

- I attended two monthly Integrated Urgent Care stakeholder meetings. Discussions around the numbers now signed up to NUMSAS. Additional reporting requested to split the CCG areas and obtain a guide to how many referrals to NUMSAS other areas in the East are having
- A presented around the benefits of community pharmacy and the services that CP can offer to the new recruits at 111

## **7. Pharmaceutical companies**

- Meeting with Abbott, pharma company regarding adult nutrition and what support they can offer to the LPC now and in the future
- I met with Dipesh and Sebastian of Teva. They are keen on supporting an LPC meeting or training events in 2018.

## **8. HR and Office Administration**

- Regular meetings with Executive officer.
- Regular Line Manager meetings with Office Coordinator and Administration Assistant. LPC office team meeting to reflect on key areas of work.

## **9. Events**

- Planning the events, working with Sara to book the venues
- Putting together the flyer and ensuring the communications are sent to all contractors and put into the weekly newsletter.
- Approaching pharma companies for sponsorship
- Ensuring the venues have the correct details.
- Ensuring the agendas, documents and attendance sheets are produced.
- Attendance at the events, 14.03.18/EMOP & 21.03.18/ Red Flag

## **Additional work**

- Continue to lead on the maintenance of NUMSAS. This requires checking the national Q codes data on a weekly basis and the administration necessary to administer the new pharmacies signed up to deliver the service along with putting a report together for the integrated urgent care group on a monthly basis. Chasing up many pharmacies who although they have signed up for the service had not acknowledged the test emails and this achieve more pharmacies now live with the service. Currently 67 pharmacies.
- Support Helen with the planning and preparation of the weekly newsletter
- Calls to many pharmacies who have not fulfilled their public health contracts for stop smoking and sexual health.
- Calls and emails to the pharmacies signed up to offer Naloxone to ensure they have ordered their packs and understand the claim process.
- Weekly diabetes pilot email to the contractors who are signed up to it to advise them of the progress of the scheme and offer support.
- Communication with one of the pharmacies and AAH regarding delivery problems.

## **OFFICE COORDINATOR (part time) – Sara Norwood**

- LPC Elections – prepare paperwork for contractors, collate votes, inform candidates and PSNC of outcome. Prepare governance forms for new members.

- Prepare governance forms for 2018.
- Payroll – this includes on a monthly basis collating staff expenses as part of payroll, ensuring authorisation by LPC Treasurer, processing information via Sage and distributing payslips to staff, managing the payment of pensions, HMRC submission and payment
- Preparing the end of year accounts – chase up outstanding payments
- LPC Accounts – this includes weekly updating of management accounts via Sage, paying and creating all invoices, member expenses and troubleshooting and authorising all finance issues with the LPC Executive Officer and Treasurer
- Managing process of Executive Officer, staff and member expenses
- Invoicing PSNC for Executive Officer secondment including all expenses
- LPC meeting papers including Q4 budget paper and member reports
- Supporting Executive Officer with diary management by booking in meetings and confirming availability
- Contract applications – inform Executive Officer and Contract Lead of new applications, updates on existing applications and updating the database.
- Daily emails/queries/telephone calls
- Writing minutes from LPC meeting
- Updating contractor database
- Contractor updates
- CPPQ – opening each CPPQ questionnaire returned in enveloped, analysing data and completing CPPQ reports and posters, keeping administrative database up to date and querying where contractors have not followed the process appropriately
- Printing and collation of papers for LPC events
- Supporting Executive Officer requests
- Collating evaluation summaries, adding to the report
- Processing the flipchart work from the recent EMOP events

#### **OFFICE ADMINISTRATOR (part time) – Sally Hutcherson**

- CPPQ surveys – data entry of every survey submitted by paper onto survey monkey, supporting the office coordinator with keeping administrative database up to date querying where contractors have not followed the process appropriately.
- 9050 survey forms completed with another 3675 to complete, in total 13725 survey forms will have been processed onto Survey Monkey for CPPQ 2017/18
- Managing HLP Champion training for community pharmacies - spreadsheet updates, sending new applications to Buttercups and chasing those who have not yet completed their training
- Sending out the LPC newsletter weekly and uploading to website
- Daily emails/queries/telephone calls
- Printing and collation of papers for LPC events
- Supporting the Executive Officer/ Implementation Manager/Office Coordinator requests