

# Executive Officers Report 24 January 2018

Attended 39 meetings as at 24 January 2018 since last report on 23 November 2017. Please note started two day a week PSNC secondment on 16 October 2017. On average this works out at about 4-5 meetings a week. Meetings fell under the following topics and progress was made as outlined.

## 1. East and North Herts CCG

- Meeting with Head of Pharmacy and Medicines Optimisation Team and NHS England Clinical Programme Lead to discuss pharmacists working in general practice and how to support as they work as a locum at a GP practice in Hertfordshire.
- Meeting with GP locality Chair and Business Manager in Lower Lea Valley along with community pharmacy lead, CCG prescribing lead and LPC member, Niles Bathia to take forward greater locality working as part of the Primary Care Home initiative.
- Primary Care Medicine Management Group meeting. Action to identify and support an LPC member to attend these events in future.

## 2. Hertfordshire and West Essex STP

- Meeting with Project Manager (as part of medicines optimisation group) to discuss current STP projects and progress.
- Regular monthly Chief Pharmacist meetings to discuss pharmacy proposition, STP workstreams and ensuring visibility at high level within the STP. Has also led to better integration and communication with other chief pharmacists about community pharmacy issues. Developed and submitted final community pharmacy offer in conjunction with Essex LPC.
- Prevention CVD subgroup meeting on how to take forward the BHF bid in Hertfordshire and STP in general. Agreed to focus bid on prevalence due to BHF criteria so localities selected as Watford, Lower Lea Valley and Stevenage.
- Presentation to STP Prevention workstream on community pharmacy proposal.
- Mobilisation meeting with all hospital Chief Pharmacist to discuss progress on clinical handover STP project.
- Presentation to the All Party Pharmacy Group meeting at the House of Commons on community pharmacy engagement with the STP.
- Meeting with LPC subgroup to discuss mobilisation of the clinical handover project and how this would work practically.
- Operational follow up meeting to LPC subgroup to agree how to progress and feedback.
- Meeting with Head of STP communications to discuss practical considerations around the open the bag campaign. Full implementation plan and ideas to be developed at meeting with CCG leads in early February 2018.
- STP CVD Prevention subgroup meeting to discuss BHF bid, atrial fibrillation detection and national diabetes audit results.
- Care Planning event on development of new care plan that would be launched across whole health and social system. Large response from audience that product presented is too complicated and needs to be simplified. Recognition that cannot write own medicines in folder but must be in conjunction with GP practice and community pharmacy.

## 3. Herts Valleys CCG

- Mobilisation meeting with identified GP practice and St Albans and Harpenden Locality Officer to discuss community pharmacist in GP practice pilot.
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- Meeting with St Albans and Harpenden Locality Officer to catch up on issues in relation to mobilisation of community pharmacist in GP practice pilot.
- Contractor meeting in St Albans and Harpenden to launch Community Pharmacy Diabetes Plus Service. Final specification for pilot included as appendix.
- Attendance and Hertsmere Locality Provider Board meeting to discuss STP open the bag campaign. Agreed to test out “hoarding” model in Hertsmere to support this campaign and agreed by STP medicines optimisation workstream.
- Mobilisation meeting with identified GP practice and community pharmacist to discuss community pharmacist in GP practice pilot in Hertsmere.
- Mobilisation meeting with CCG prescribing advisor and GP lead for launch of diabetes plus project.

#### **4. Public Health**

- Pharmacy Development Group Meeting – agreed terms of reference and that LPC public health leads would be invited in future. Regular meeting to discuss public health issues in detail outside of the LPC open meeting.
- Meeting with Liz Fisher and Zara Mehra to prepare for alcohol event on 10 January 2018 to support contractors during Dry January

#### **5. NHS England**

- LPN Meeting to discuss ideas for working together across the area. LPN Chair to update at agenda item 9.5.
- National event for NHS England and LPC representatives on pharmacy local dispute resolution that went through potential scenarios and when pharmacies should be challenged on contractual grounds.

#### **6. Herts Health and Wellbeing Board (HWB)**

- PNA steering group meeting to reflect on comments received to the consultation and finalise the document in preparation for the publication due for April 2018. Copy of consultation comments in relation to LPC comments included as appendix.

#### **7. Other Meetings**

- PSNC meeting with invited LPC Chief Officers to discuss how PSNC can better use the expertise in LPCs for more collaborative working on service development. Outcomes of meeting outlined below:
  - Just following up the telecons before Christmas on PSNC/LPC collaborative working – great discussions, ideas and enthusiasm - thanks again for your contributions. We had two groups – there was some common ground and some extra ideas in each group, here’s a summary bringing the two calls together:
  - Good to avoid duplication, when possible; could be achieved by one group of LPCs working on one product and others on another – PSNC co-ordinating. Sharing work in this way reduces individual workload
  - Products could include resource packs, briefings /guidance, tips, drafting templates, commenting on PSNC materials

- \*Find out what LPCs are considering /working on now to find common areas and possible clusters of LPCs to collaborate. PSNC will trawl the Yahoo group for leads
  - LPCs working together regionally or nationally – depends on the task – more likely a group of LPCs dotted around the country (particularly on products related to STPs) but LPCs in a region may want to work together.
  - PSNC database - needs more push of contributions from LPCs, not just pull from PSNC; don't forget draft work – a failed bid may still have value
  - Bring together LPCs with a particular interest e.g. AF or hypertension
  - \*Use this group (i.e. those on the two calls getting this email) as a catalyst for going wider
  - Use webinars for group work
  - \*Create a database of expertise and skills in individuals in LPCs (not limited to COs)
  - Distil and share information from regional meetings
  - Some LPCs exploring new funding opportunities would be helpful
  - \*Ask the group to think about other issues and priorities across the country; what do commissioner want most
  - Move beyond service development – contractual and other areas
  - Make sure the network underpinning this work is inclusive – not an exclusive club
  - PSNC seen as the 'wheelhouse' coordinating and facilitating
  - Consider the RATs approach used in Boots (Rapid Action Teams)
  - What about the cost to an LPC of involvement in producing resources
  - \*PSNC scope what is happening with STPs and monitor
  - \*Find an alternative to the Yahoo group for this group to use
  - The call achieved a lot in a short time – let's do it again.
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- To getting things going, we'll make a start on the one's I've asterisked and let all LPCs know about this initiative and get them involved. The upcoming national meeting for LPCs on 21st March would also be a good time to put some of this into action. It would be great to have your suggestions for the agenda for the meeting, and possibly involvement on the day too – I'll be in touch with you again about that shortly.
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- Meeting with DOS leads due to change in staff to discuss how we work together.
  - Attended event preparation meeting with GP and CPPE on potential "red flag" event for contractors linked to NHS England transformation events funding approved by LPC members. Contractor event scheduled for 21 March 2018.
  - Attended event preparation meeting with safeguarding leads, MECC (Making Every Contact Count) and CPPE on potential event for pharmacy staff and Health Champions linked to NHS England transformation events funding approved by LPC members. Event scheduled for 17 April 2018.
  - Observer at LMC meeting. Action to identify LPC member to attend future meetings to continue engagement. Issues discussed as follows:
    - Issues with prior approval processes for referrals that are rejected due to high BMI or smoking. Letter refers patient to GP but should direct to CCG as they made decision. Form also "clunky" to submit for approval. Noted there was a patient leaflet that was helpful.
    - LMC developed something for GPs around what is part of core contract and what is not.
    - Issues re voluntary levy and funding for GPC/GPDF.
    - Discussion about Accountable Care Systems (ACS)/Organisations (ACO).

- Federations involved in extended access directive but workforce is limited and concern expressed about impact on out of hours service. Watford Care Alliance given as example of working well.
- Problems with domiciliary phlebotomy waiting list in East and North Herts CCG.
- East and North Herts predicting break even with potential small underspend.
- Herts Valleys aiming to achieve financial balance with QIPP plan in place.
- Saving general practice communication from GPC to be used as briefing for political organisations.
- Over the Counter policy already implemented locally so felt no need to engage with national consultation.

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

- Regular meetings with Implementation Manager
- Appraisal with Implementation Manager
- LPC events and agenda planning with office team
- Appraisal with LPC Chair and Vice-Chair

## **UPDATE FROM THE OFFICE TEAM SINCE NOVEMBER 2017**

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 meeting on 30 November 2017. 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**

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

During the week of 20 November there were many calls from contractors asking questions regarding the quality payments. I also made phone calls to 62 pharmacies to ensure they are using the correct email addresses for the quality payments and sent emails to back-up the detail. NHS Choices, further phone calls to 40 pharmacies to ensure they have up-dated their NHS choices correctly. Phone calls to 48 pharmacies to ensure their entry on the DOS is correct.

Attended 21 meetings as at 22 January 2018 since the last report on 23 November 2017. This works out at about 3 meetings a week and these meetings fell under the following topics and progress was made as outlined.

#### **1. Contractor support**

- Attended one meeting at a community pharmacy to offer support of how to become a healthy living pharmacy. We also ran through the NUMSAS service and this pharmacy will be live to deliver this service shortly.
- Attended the Alcohol identification and brief advice evening event supported by CPPE and presented by Lee Doherty and Liz Fisher, Head of Provider Services, Tobacco Control and Health Check Lead, Public Health Service, Hertfordshire County Council
- Attended the diabetes pilot event to understand the service and how the LPC will support the pharmacies who are signing up to deliver this pilot and how in particular I will be supporting each of these pharmacies.

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

- Pharmacy action meeting that Helen, Girish and I attended with an objective to develop an action plan to promote and support the public health role of community pharmacy
- Attendance at the Sexual health network with Hitesh. One of the outcomes from the meeting was a newsletter item. PHE will be launching a new Sexual Health campaign aimed at 16-24-year olds. The campaign will raise awareness of the risk of STIs and encourage the normalisation of condom use. To ensure that young people get the services listed Pharmacies were advised to ensure that they have ordered the condom wallets and this was put into the weekly newsletter and onto the LPC website. There was also a very interesting presentation around safeguarding however it highlighted to me the lack of education for prevention
- Attended the Flu planning meeting – items discussed were:
  - GP/Pharmacy engagement and what’s the best way for this to be achieved for winter 2018/19 and how to overcome the difficulties that keep arising. Ready for the flu meeting in May 2018.

- Planning for flu engagement event, April 2018. This is aimed at secondary care and is there anyone the LPC feel should be invited to speak or attend? STP will be invited. Hospital pharmacy, are they being included. LPCs should attend. They will circulate the date and information of this event.
- Actions from the previous agenda, HM & GZ (Bedfordshire LPC) to discuss pharmacy action for action plan.
- Actions from the previous agenda, Distribution of the poster designed to support pharmacists with individuals who have learning disability accessing the flu vaccination – has this been well received especially as the poster was purposefully out together with pharmacies in mind.
- Some pharmacies are sending flu information (presumably data) by post and not using pharmoutcomes. Posting and not using recorded delivery (as it is understood that the specifications don't state recorded). We should receive a list of which Herts & Beds pharmacies are posting. As they all have nhs.net emails and the query was raised as to why are they posting?
- Last point on flu plan, easy read leaflet to be agreed for use by pharmacists to enable learning disability patients to identify their eligibility.

### 3. Other meetings

- I attended the Hertswise steering group. The meeting identified that once someone is diagnosed with Alzheimer's and they are given their EMDAS (Early Memory Diagnosis and Support Service) pack, although follow up calls and visits are made there are still patients and carers slipping through the net who are not aware of the services available to them and the support and help and how to source these. CP can help to support with signposting.
- I attended the Carers PPG. The carers strategy, refresh plans were discussed and it is in the early stages. Once it is at draft stage we can review the community pharmacy inclusions.
- Helen and I met with Zara (CPPE) to discuss future events in 2018. At this meeting we discussed the alcohol event in January, Champions event in April and the Red Flag event in March.
- I attended the Healthy Stevenage summit. This was an afternoon to hear how Stevenage are tackling the health concerns of Stevenage residents. The presentation included a piece around the STP. It was positive to hear community pharmacy mentioned through the presentation by Stevenage borough Council and the STP. The event involved two interactive workshops on physical activity and obesity and mental health and wellbeing.
- I attended the Hertsmere locality provider board where the data from pharmacies around the recent falls project was discussed. As part of the project Gary and I delivered leaflets and posters to all of the pharmacies within the Hertsmere locality. The group are asking for data around this following MUR's and it was asked if there is anyway of obtaining this information. Garry will liaise to provide this. We also discussed hording medicines at home and the "open the bag" campaign was discussed too. One of the attendees found something that Great Yarmouth are doing around open the bag. It was also discussed at the time of patient home visits that they could ask to see where medicines are stored and hence check for out of date, no more needed to be ordered etc... and how these two procedures can assist with medicine waste.
- Helen and I met with Directory of Services - East and North Herts CCG & Herts Valleys CCG - Minhaj & Meena. This meeting re-affirmed our relationship as the DOS lead has recently started in this role. Discussions included NUMSAS and up-dates on the DOS

### 4. Communications

- I contacted all MP's across Hertfordshire making them aware of the Pharmacy Integration Fund and asking for their support of community pharmacy. 3 replies received so far of which one pharmacy visit has been arranged. The Rt Hon Sir Oliver Heald QC MP,

Member of Parliament for North East Hertfordshire received a response from Jeremy Hunt MP. This has been sent to LPC members for information and asking if we should also share with contractors and put the letter onto the LPC website.

## **5. Voluntary sector engagement**

- 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.
- I met with Ruth Horne, HertsHelp Network Co-ordinator and we discussed how we can increase the awareness to community pharmacy of the services HertsHelp can offer. Ruth has proposed a webinar which we can send in one of the weekly newsletters with signposting patients to support in a crisis. There is also the potential of presenting the benefits around community pharmacy to their teams of advisors to increase their awareness and confidence when making recommendations to a caller. Further information has been sent to Ruth and there are no further developments with this at present.

## **6. NHS 111**

I attended two monthly Integrated Urgent Care stakeholder meetings that covered the following topics

- The current drug shortages were discussed and Helen forwarded a document to all present to make them aware of the current issues.
- We have requested for the NUMSAS referrals to be added to their sitrep, community pharmacy referrals are already detailed.
- For NUMSAS, some of the pharmacies are receiving out of area referrals. We are to obtain a list of contact numbers for these areas to assist pharmacies should they receive such a referral.
- We discussed the palliative care support now based at 111 and the successes they are having to help end of life patients and their families.

## **7. Pharmaceutical companies**

- I met with Mark Anderson of Quintiles – now IQIVA. We discussed his attendance at the Alcohol event in January as his company is sponsoring. We also discussed potential ways to work together in the future
- I met with Orion pharma. They are keen to engage with the LPC and will support LPC committee meetings

## **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.

## **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. Email to 20 Lloyds pharmacies with test

email for NUMSAS. 4 responded to the test emails and these are now live to deliver the service. Chasing the 100-hour pharmacies to encourage sign up and chasing the pharmacies who have signed up but haven't acknowledged the test email with the aim of having more pharmacies signed up to deliver the service before Christmas.

- Events planning meeting of the office team to produce a process for the administration of events from start to finish.
- Leading on implementation of LPC events policy and calendar. Overseeing all of the events and attendance at them. Discussions around the planning of further events to support community pharmacies in relevant learning areas and where applicable obtaining the support of pharmaceutical companies.
- Helen and I met with a Hertfordshire GP and Zara of CPPE to discuss a red flag event we are putting on in March 2018
- Helen and I met with Zara of CPPE and Treena Beard Nurse Specialist Safeguarding Children East and North Herts and Herts valley CCG to discuss a champion event we are putting on in April 2018
- Calls to 15 pharmacies who had not submitted their full CPAF questionnaires on line. Email sent to many of these with the link and reminders to complete.
- Up-dating the list of Healthy living pharmacies on the website.
- Support Helen with the planning and preparation of the weekly newsletter
- Putting together an events survey for all contractors and another to be used once the new committee is appointed
- Working on a social media policy
- Working on a proposal to offer job adverts on the LPC website

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

- 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 election voting papers, mailing them out. Collating voting returns
- 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 election paperwork and dispatching to contractors
- LPC meeting papers including Q3 budget paper and member reports
- Supporting Executive Officer with diary management by booking in meetings and confirming availability
- 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
- Restructuring records system on LPC computer drive
- Collating evaluation summaries

**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
- Managing HLP Champion training for community pharmacies - spreadsheet updates, sending new applications to Buttercups and chasing those who have not yet completed their training
- Updating database in preparation for LPC elections
- Supporting LPC events – printing of paperwork for example
- Sending out the LPC newsletter weekly and uploading to website
- Daily emails/queries/telephone calls
- Supporting the Executive Officer/ Implementation Manager/Office Coordinator requests