

# Community Pharmacy Devon meeting held on 19th February 2024

## Minutes

**Present:** Rachel Fergie, Chair (Day Lewis); Ciaran McCaul (Boots); Jackie Lewis (Ind); Kelly Holman; Matt Robinson (Boots); Mike Charlton (Boots); Ronak Maroo (ClarePharm); Ron Kirk (Ind); Ronak Maroo (Independent); Sian Retallick (Poolearth);

**In attendance:** Sue Taylor (LPC); Kathryn Jones (LPC); David Bearman (LPC); Leah Wolf (LPC)

**Apologies:** Andrew Jones (Wells); Robert Nsenga (Wells)

### 1. Actions Arising

Sian queried when the governance for the subcommittee was going to begin. Sue stated it would be the 1<sup>st</sup> April 2024 and emphasised that the members of the sub-committee (Andrew, Ronak and Sian) need to arrange a meeting and sign the documents so she can confirm to CPE after the end of March that everything has been signed off.

Kathryn noted that all members need to re-sign their declarations of interest and confidentiality.

Sue added that training has been arranged for the 24<sup>th</sup> June 2024.

**All agreed that notes from the previous meeting held on the 17<sup>th</sup> of January 2023 were accurate.**

**Action:** Sue will send out the Governance Terms of Reference to members of the subcommittee group.

**Action:** Subcommittee Group to arrange first meeting and sign documents

### 2. Finance Report

A verbal report was given by Ron Kirk (Treasurer).

### **3. Secretariat Report including KPIs and activity update**

Sue confirmed that the secretariat report was sent out to all members. She noted that there had been a few queries from contractors who were struggling with IT and registration issues to do with Pharmacy First, but that, on the whole, the launch had gone well. Three contractors in Devon hadn't confirmed their IT supplier with NHS England, so were unable to access Pharmoutcomes, but this should have been addressed by now. There has been a lot of work around Pharmacy Strategy Consultation and Health and Wellbeing boards.

The ECG training has gone well and was fully subscribed. £2,000 in sponsorship has been provided which has helped with the costs for these. An evening session has also been arranged for the 11<sup>th</sup> March for 20 pharmacists.

There have been a few enquiries about potential applications and relocations for new pharmacies in the Exeter area and a few more are expected in South Devon.

Kathryn added that on the contractual applications, Wellbeing pharmacy in Withycombe Village Road, Exmouth, is showing as a distance-selling pharmacy, but this is an error. However, there is a new distance selling pharmacy at Cullompton that will go on the next report.

Leah reported that she had updated the KPI tracker to reflect the changes requested from last meeting's feedback. She added that the work she has been doing with 111 and PPG has been positive; Leah has given feedback to them about making sure that the right referrals are coming through to pharmacy and about how they should be conveying information regarding pharmacy to patients. Sue added that the number of referrals for Pharmacy First have gone up by 3% in Devon since the launch of the service.

Sian asked if Leah had seen that CP Avon had created a document that highlighted the inclusion and exclusion criteria for Pharmacy First so it was easy to see who was eligible. Leah stated that something very similar has been shared by CP Devon.

Jackie queried whether diabetes should be on the UTI document as an exclusion and also whether any inroads had been made regarding oral contraception and sending patients to community pharmacy. Leah stated that there is a meeting booked for the sexual health leads across the county where they will discuss how to ensure more referrals are coming through to community pharmacy.

David informed members that Pedro from 111 is very insightful with the data and statistics around 111 calls and that it would be a good idea to have him at the committee meeting. Sue agreed that having him at a daytime meeting would be useful.

Matt questioned whether CP Devon would like to be informed if an appropriate referral comes through from 111. Leah stated that it would be very helpful to hear of any feedback so it can be reviewed in the monthly 111 meeting. Sue added that the more specific the information can be, the more helpful it is, so any dates and times etc are important.

Ron asked whether there was any data regarding walk-ins; Sue stated that there wasn't. He then wanted to know how to establish how many Pharmacy First consultations have been done by a specific pharmacy through Pharmoutcomes. Leah said that there wasn't. Sue asked if Leah could flag it up at the next NHS meeting.

Mike reported that there is a national problem affecting all contractors, with extracting Pharmacy First data out of pharmoutcomes and that CPE and Pharmoutcomes are trying to resolve this.

Kelly stated that she would look into the issues at the next IT meeting. Sue stated that CPE had set up a meeting for all the CPLs to attend regarding any pharmacy IT issues.

**Action:** Sue to ask Richard to raise the pharmoutcomes IT issues at the CPE and LPC operational team meeting.

#### **4. Pharmaceutical Needs Assessments and Pharmacy Resilience**

David reported that the strategy is undergoing an engagement period with Healthwatch, ICB, PCN leadership and Health and Wellbeing boards. Closures end up being reviewed by the Health and Wellbeing boards and Scrutiny. The Scrutiny committee in Plymouth wanted the Health and Wellbeing boards to examine what was happening with a view to accelerating the PNA activity as they felt it was a significant change to the infrastructure within Plymouth.

The Scrutiny group want to be more involved with the ICB and the strategy derivation and how they use the wellbeing board to support the pharmacy strategy and community pharmacy going forward. They now view community pharmacy as being a high area of risk alongside dentistry and one of the biggest threats to the health system. Further engagement with the Health and Wellbeing board is taking place and there is a session on the 20<sup>th</sup> February on resilience of pharmacy. The intention of the session is bringing the pharmacy strategy and PNA work closer together in terms of consultation and ensuring that the PNA reflects where community pharmacy is headed with the Nuffield Report in mind.

Sian wanted to know if they had also flagged that a change in funding needs to happen. David stated that they are very much aware that finances are at the heart of the issues, and they are having conversations around that.

Jackie highlighted that a Pharmacy select committee are being put together on the 5<sup>th</sup> March at the House of Commons. She is attending and wanted any questions or feedback from the committee to bring along. She will send along the details of the event to CP Devon.

#### **5. Pharmacy First - good news stories, issues and general feedback.**

Matt reported that the pharmacists are enjoying delivering the Pharmacy First service.

Ron agreed that it had been good so far.

Jackie said that she feels she is doing a lot of extra work that she is not being remunerated for.

Leah stated that she has seen everyone working closely together on the PCN group and celebrating each other's wins.

David stated that we need to use the good press around Pharmacy First as much as possible as it can help to change perceptions of community pharmacy and that creating some comms around it might be worthwhile.

Sue noted that the ICB has set up a pharmacy first implementation group that meets weekly, this group is chaired by Daffyd Jones from Beacon medical group who is also the ICB clinical lead for urgent care. They are keen to see the data from Pharmoutcomes around how many Pharmacy First consultations have been done.

Mike emphasised that there are only 12 months to prepare contracts for the bundle payments so to keep that in mind.

## 6. CPE Update

Sian highlighted that members should keep checking the CPE website as information is being produced regularly on updating contractors.

She wanted to know how MPs were informed about upcoming pharmacy-related parliamentary sessions, Sue confirmed that invites are sent out from CP Devon.

Janet Morrison and Mike Dent have recently been to the houses of parliament to update them on recent activity within community pharmacy and to highlight the funding problems.

Ronak wanted to know whether there was any progress on the new contractual framework from CPE. Sian stated that it is always kept very confidential and that she recommended that everyone look out for the CPE questions and polls that come out before meetings. Answers to these will be used to assist CPE in shaping the contracts based on what contractors want.

## 7. PCN Leads Update on activity and outcomes

Kelly shared some slides detailing the Pharmacy First related activity within each PCN. Contractors were asked where they needed support and the main three answers were training, IT and engagement.

Rachel highlighted that there are some amazing events happening in community pharmacy around engagement and that perhaps a committee member should be in attendance at these events. She added that maybe members should brainstorm further ways to help boost engagement at the next meeting.

**Action:** Sascha to add brainstorm as agenda item.

Ronak added that at the last meeting there had been a discussion about training for non-pharmacy team members and wanted to know if there had been any progression with this. Jackie commented that herself, Tom Kallis and Kelly were organising some team training on the 24<sup>th</sup> and 25<sup>th</sup> April to assist with them feeling more supported.

Rachel proposed that the agenda item CPD priorities be moved to next month's meeting.

**Action:** Sascha to move **CPD priorities to September 2024** to the March agenda.

David wanted to know if members thought it would be helpful to have another Red Whale event. Members thought it would be a good idea so David said he would try to find a way to make it work.

**Action:** David to look into funding for a Red Whale event.

#### **8. CPD Training and Development Plan for April 2024 – September 2024**

Sue informed members that the note-taking training was happening on the 20<sup>th</sup> February, ENT training event is taking place on the 11<sup>th</sup> March, and two workshops for pharmacy teams are taking place on the 24<sup>th</sup> and 25<sup>th</sup> April. Contraception Service training should be taking place in June/July and flu training is also happening in June.

Sian stated that she would like a discussion around assisting contractors with supporting students from Bath and Plymouth university for next meeting.

**Action:** Sascha to add item to agenda.

#### **9. CPD Proposed draft budget 2024 – 2025**

Ron shared some slides with members. Mike asked if it was possible to see MTD and YTD figures as the budget is tight, Ron said he can do that going forward.

Rachel proposed to accept the draft budget and Sian seconded it, all members were in favour.

#### **10. AOB**

Ronak asked David about the PTPT funding and when it might come through. David stated that he will investigate it urgently and report back.

**Action:** David to look into the PTPT funding and let members know by the next committee meeting on the 18<sup>th</sup> March.

There was no further business. Rachel thanked everyone for their time and contributions.

<b>Date of next meeting: 18<sup>th</sup> March 2024 on MS Teams 7.30 pm – 9.00 pm.</b>
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