

Date: Wednesday 26th June 2024

Time: 10am-3pm

Venue: The Grange - Beddington Park London Road London Road, Wallington
SM6 7BT

| <u>Attendee Name</u> | <u>Initials</u> | <u>Attendance</u> |
|-----------------------------|------------------------|--------------------------|
| Mayank Patel (Chair) | MP | Present |
| Amit Patel (CEO) | AP | Present |
| CJ Patel (V. Chair) | CJP | present |
| Rachna Chatralia | RC | present |
| Mansukh Sheth (CCA) | MS | Present |
| Beran Patel (CPE rep) | BP | Apologies given |
| Ravi Vaitha (AIMp) | RV | Present |
| Jyoti Bakshi (CCA rep) | JBY | Apologies given |
| Radhika Amin | RA | Present |
| Shahil Soni | SS | Present from 12.05 |
| Bola Sotubo | BS | Absent |
| Amish Patel | APa | Present |
| Subha Subramanian | SSu | Present |
| Umesh Amin | UA | Apologies given |
| Jaymil Patel (V. Chair) | JMP | Present |
| Devan Jethwa | DJ | Present |
| Hina Patel (Admin) | HP | Present |
| Kishan Patel | KP | Present |
| David Tamby Rajah | DTR | Present |
| Guests | | |
| Stuart Brown (Minute taker) | SB | Present |
| Dina Thakker (CPCL SWL ICB) | DT | Present 10-11am |

| | | |
|---|-----------|----------------------------|
| Martin Donald – Primary Care Team Wandsworth local authority | MD | Present from 14.00 - 14.30 |
| Donna Wiggins - Sutton Commissioning Manager (Health, Prevention and Wellbeing) | DW | Absent |

1. **WELCOME & APOLOGIES**

JMP welcomed all to the meeting.

2. **ICB UPDATE FROM DT**

DT highlighted points and led discussions on the following:

- **MEDICINES OPTIMISATION STRUCTURE**
- **PHARMACY FIRST**

| Action | Description | Who to action |
|--------|---|---------------|
| 1 | To add to the LPC newsletter the invite for contractors to share information wrt. referral issues re. the PF service. | DTR |

- **PLACE BASED LEADS**
- **EMIS LOCAL SERVICES**
- **NATIONAL COMMUNITY PHARMACY INTEGRATION LEAD**
- **HYPERTENSION AND CONTRACEPTION SERVICE LEADS**
- **NHS APP USAGE SERVICE**
- **IMMS (MMR VACCINE HESITANCY) SERVICE**

| Action | Description | Who to action |
|--------|---|---------------|
| 2 | To look into setting a minimum threshold number for the MMR vaccine hesitancy service. | AP |
| 3 | To look into placing wording in the MOU for the MMR vaccine hesitancy service wrt. data sharing via a league table. | AP |

- **LONDON MMR VACCINATION SERVICE**
- **SERVICE DELIVERY**
- **ARRS FUNDING**

3. **MINUTES OF MEETING HELD ON 240424**

ACCURACY

There were no issues of accuracy raised.

PREVIOUS ACTIONS & MATTERS ARISING

The following actions were discussed:

- **AP to find out who to escalate issues wrt. outstanding/miscalculated SONAR payments for services – to raise with ICB, CPE and NHS E.**

| Action | Description | Who to action |
|--------|---|---------------|
| 4 | To ask the NHS London Team to create guidance for contractors to use, for them to raise discrepancy issues wrt. data submission (via PharmOutcomes/SONAR) and MYS, at the next LPC/NHS meeting. | AP |

- GP CPCS Consultations - PharmOutcomes asking for payments.

| Action | Description | Who to action |
|--------|--|---------------|
| 5 | To send AP evidence of PharmOutcomes charging for GP CPCS consultations. | SS & CJP |

| Action | Description | Who to action |
|--------|--|---------------|
| 6 | To raise with PharmOutcomes the fact that people have been paying for GP CPCS consultations. | AP & SS |

| Action | Description | Who to action |
|--------|--|---------------|
| 7 | To create videos on how to run detailed data reports for CP services for SONAR and PharmOutcomes | APa & SS |

- AP TO CREATE TOR FOR THE LPC SUBCOMMITTEES

| Action | Description | Who to action |
|--------|---|---------------|
| 8 | To share new guidance on subcommittee TOR with the LPC subcommittees. | AP |

- AP to tell ZS what training support the LPC would want to get funded for contractors in 2024.

- APa / Services subgroup to create a FAQ document for PF – to then publish on the LPC website.

| Action | Description | Who to action |
|--------|---|---------------|
| 9 | To share PF flowchart on LPC website and in Newsletter. | AP/HP/DTR |

- AP to create a forum with local NHS 111 provider – to talk to them about issues such as the one BP relayed.

- DTR to look into getting specs for the local palliative care service in NEL.

- Gov subcommittee + DT to meet to discuss ICB MOU

- **AP to put forward an LPC member to attend the SWL quarterly team meetings for the mental health interface forum.**

| Action | Description | Who to action |
|--------|---|---------------|
| 10 | To obtain meeting minutes from SWL quarterly team meetings for the mental health interface forum. | DTR |

- **Finance and Governance**

| Action | Description | Who to action |
|--------|---|-----------------------------|
| 11 | To create an LPC financial risk register. | LPC Governance subcommittee |

- **Guide to Market Entry Process**

| Action | Description | Who to action |
|-------------|--|---------------|
| 12 Previous | To publish the highlights of the Market Entry process on the LPC website | AP/DTR |

MATTERS ARISING

The following topics were discussed:

- **AGM**
- **LEVY VALUE CALCULATION**

| Action | Description | Who to action |
|--------|--|---------------|
| 13 | To present an options paper to the Gov. and finance committee wrt. the different methods that LPC levies could be calculated – with advantages and disadvantages – for sign off. | AP |
| 14 | To present an options paper at the next LPC meeting – wrt. the different methods that LPC levies could be calculated – with advantages and disadvantages. | AP |

4. FINANCE UPDATE

MS highlighted the following:

- Figures had been circulated to members up to the end of June 2024 which allows for all the payments to be made except for the CP London levy payment.
- The bank balance is approx. £126,000.

There were no questions raised on the finances by the members.

5. SERVICES UPDATE

DTR gave an update on his work to date.

6. UPCOMING EVENTS

AP led a discussion on the following events:

- **AGM**
- **BUSINESS FUNDAMENTALS SESSIONS**
 - ***The members agreed that this event should be scheduled for the 6th October 2024 – 10am till 4pm.***

| Action | Description | Who to action |
|--------|---|---------------|
| 15 | To add to the Business Fundamentals event the opportunity for attendees to work on their revalidation status. | AP |

- **PEER LEARNING EVENTS**
- **NEXT LPC MEETING**

| Action | Description | Who to action |
|--------|--|---------------|
| 16 | To schedule the next LPC meeting for a date in Sep 2024 – preferably at the ICB HQ in Wimbledon. | AP/HP |

7. MARKET ENTRY APPLICATIONS

AP led a discussion on how the committee should process and respond to market entry applications.

All the members present agreed that the LPC should respond appropriately to any and all market entry applications for the SW London area.

| Action | Description | Who to action |
|--------|---|---------------|
| 17 | To set up a standing 30-minute market entry meeting every 3 weeks, on Mondays, at 19.30 to discuss applications. | AP/HP |
| 18 | To set up an “automatic forward” for all market entry application emails – to be sent on to the members of the market entry subcommittee. | AP/HP |

| Action | Description | Who to action |
|--------|--|---------------|
| 19 | To set up the first market entry meeting to be held for an hour – where TOR would be discussed and agreed. | AP/HP |

8. CEO UPDATE

AP gave updates on the following topics:

- **COMMUNITY PHARMACY LONDON**
- **LPC ANNUAL OPERATING PLAN**

AP then shared the following document with the members for discussion:

CONSOLIDATED SMART KPIS FOR ANNUAL OPERATING PLAN 2024-25

STRATEGIC THEME: SUPPORT & DEVELOP CONTRACT SUPPORT & SERVICE DEVELOPMENT

1. Identify and support contractors with difficulties complying with contract requirements.

- **Specific:** Identify and support contractors struggling with compliance and service support.
- **Measurable:** Support at least 20 contractors annually.
- **Achievable:** Leverage electronic means and face-to-face visits.
- **Relevant:** Ensures contractors meet necessary requirements.
- **Time-bound:** Annually by Q4 2024.
- **Referenced Sections:** Support & Develop, Communication & Engagement

2. Encourage uptake of Advanced Services.

- **Specific:** Increase participation in Advanced Services.
- **Measurable:** Achieve a 10% increase in Advanced Services uptake.
- **Achievable:** Through briefings, pathways, and enablers.
- **Relevant:** Enhances service delivery and contractor income.
- **Time-bound:** Quarterly.
- **Referenced Sections:** Support & Develop

3. Provide briefings on services and arrangements.

- **Specific:** Offer briefings and develop pathways for Advanced Services.
- **Measurable:** Conduct at least 4 briefings annually.
- **Achievable:** Schedule quarterly briefings.
- **Relevant:** Educates contractors on service opportunities.
- **Time-bound:** Quarterly, starting Q1 2024.
- **Referenced Sections:** Support & Develop

4. Update the local service guide annually inclusive of local and advanced services.

- **Specific:** Update and distribute the service guide.
 - **Measurable:** Update the guide once per year.
 - **Achievable:** Allocate resources for annual updates.
 - **Relevant:** Provides contractors with necessary service information.
 - **Time-bound:** By end of Q1 each year.
 - **Referenced Sections:** Support & Develop
5. **Update services information quarterly on the website.**
- **Specific:** Regularly update service information online.
 - **Measurable:** Quarterly updates.
 - **Achievable:** Set quarterly review dates.
 - **Relevant:** Keeps contractors informed.
 - **Time-bound:** Quarterly, starting Q1 2024.
 - **Referenced Sections:** Support & Develop, Communication & Engagement
6. **Provide webinars on local service level agreements.**
- **Specific:** Offer educational webinars.
 - **Measurable:** Host at least 2 webinars annually.
 - **Achievable:** Schedule webinars linked to changes in local authority and ICS guides.
 - **Relevant:** Keeps contractors informed of changes.
 - **Time-bound:** Quarterly, starting Q1 2024.
 - **Referenced Sections:** Support & Develop
7. **Support and work with contractors to improve claiming of services.**
- **Specific:** Assist contractors in claiming services.
 - **Measurable:** Create local claims guide.
 - **Achievable:** Create guide and Provide targeted support if requested.
 - **Relevant:** Maximises contractor revenue.
 - **Time-bound:** Update annually.
 - **Referenced Sections:** Support & Develop
8. **Negotiate new Local Services and maintain current services.**
- **Specific:** Secure new service agreements.
 - **Measurable:** Secure at least 1 new service across LPC areas.

- **Achievable:** Engage with local commissioners.
- **Relevant:** Expands service offerings and income opportunities.
- **Time-bound:** Annually by Q4 2025.
- **Referenced Sections:** Support & Develop

9. **Review existing local services to ensure continuation and development.**

- **Specific:** Review and continue existing services.
- **Measurable:** Services committee to review at least 2 services per annum for potential renegotiation and update.
- **Achievable:** Allocate time for reviews.
- **Relevant:** Ensures service quality and relevance.
- **Time-bound:** Annually by Q4 2024.
- **Referenced Sections:** Support & Develop

10. **Provide support for the Pharmacy Quality Scheme (PQS).**

- **Specific:** Assist contractors with PQS.
- **Measurable:** Support 100% of contractors needing help.
- **Achievable:** Through streamlined communications and individual support.
- **Relevant:** Ensures high participation in PQS.
- **Time-bound:** Throughout the PQS submission period.
- **Referenced Sections:** Support & Develop, Communication & Engagement

11. **Publish support events on the website.**

- **Specific:** Promote support events online.
- **Measurable:** Publish at least 4 events annually.
- **Achievable:** Use website and communication channels.
- **Relevant:** Informs contractors of support opportunities.
- **Time-bound:** Annually by Q4 2024.
- **Referenced Sections:** Support & Develop, Communication & Engagement

12. **Work with the ICB to gain data on Advanced services including Pharmacy First.**

- **Specific:** Collaborate to obtain service data.
- **Measurable:** Obtain data quarterly.
- **Achievable:** Engage with ICB regularly.

- **Relevant:** Improves service tracking.
- **Time-bound:** Quarterly, starting Q1 2024.
- **Referenced Sections:** Support & Develop

13. **Ensure contractors have access to up-to-date SLAs and PGDs for all services.**

- **Specific:** Maintain up-to-date SLAs and PGDs.
- **Measurable:** Update documents quarterly.
- **Achievable:** Allocate resources for document updates.
- **Relevant:** Ensures compliance and quality.
- **Time-bound:** Twice a year, starting Q1 2024.
- **Referenced Sections:** Support & Develop

14. **Quarterly meetings with public health teams.**

- **Specific:** Engage in regular public health meetings.
- **Measurable:** Attend 100% of scheduled meetings.
- **Achievable:** Schedule and prioritise meetings.
- **Relevant:** Enhances collaboration and service delivery.
- **Time-bound:** Quarterly, starting Q1 2024.
- **Referenced Sections:** Support & Develop, Represent

15. **Distill information to contractors including commissioning plans, targets, and opportunities.**

- **Specific:** Provide clear information to contractors.
- **Measurable:** Issue updates quarterly.
- **Achievable:** Utilise communication channels effectively.
- **Relevant:** Keeps contractors informed of opportunities.
- **Time-bound:** Quarterly, starting Q1 2024.
- **Referenced Sections:** Support & Develop, Communication & Engagement

STRATEGIC THEME: REPRESENT STAKEHOLDER RELATIONSHIPS

1. **Identify key individuals and groups influencing ICB planning and decisions.**

- **Specific:** Map influential individuals and groups.
- **Measurable:** Identify 100% of key stakeholders.
- **Achievable:** Through comprehensive research.

- **Relevant:** Enhances strategic influence.
 - **Time-bound:** By Q2 2024.
 - **Referenced Sections:** Represent
2. **Advocate for representation on NHS South West London leadership committees.**
- **Specific:** Secure a position on leadership committees.
 - **Measurable:** Achieve representation on at least one committee.
 - **Achievable:** Through strategic advocacy.
 - **Relevant:** Ensures pharmacy interests are represented.
 - **Time-bound:** By Q2 2024.
 - **Referenced Sections:** Represent
3. **Develop partnerships with LPC neighbours.**
- **Specific:** Strengthen local partnerships.
 - **Measurable:** Establish collaborative relationships with Community Pharmacy London and Community Pharmacy Surrey and Sussex.
 - **Achievable:** Engage in regular meetings and joint projects.
 - **Relevant:** Enhances regional cooperation.
 - **Time-bound:** By Q4 2024.
 - **Referenced Sections:** Represent, Support & Develop
4. **Maintain regular contact with Healthwatch.**
- **Specific:** Maintain engagement with Healthwatch.
 - **Measurable:** Contact Healthwatch quarterly.
 - **Achievable:** Schedule regular updates.
 - **Relevant:** Ensures community health alignment.
 - **Time-bound:** Quarterly, starting Q1 2024.
 - **Referenced Sections:** Represent, Communication & Engagement
5. **Map key individuals in local patient representative organisations and elected representatives.**
- **Specific:** Map key patient and elected representatives.
 - **Measurable:** Annually updated stakeholder mapping exercise.
 - **Achievable:** Through targeted outreach.
 - **Relevant:** Enhances community representation.

- **Time-bound:** By Q3 2024.
 - **Referenced Sections:** Represent
6. **Build contacts and relationships with MPs and local councillors.**
- **Specific:** Committee to develop relationships with MPs and media.
 - **Measurable:** Establish contact with 100% of MPs and key press contacts.
 - **Achievable:** Through strategic outreach.
 - **Relevant:** Promotes pharmacy interests.
 - **Time-bound:** By Q3 2024.
 - **Referenced Sections:** Represent, Communication & Engagement
7. **Meet with LMC officials quarterly to keep GPs informed of interprofessional issues.**
- **Specific:** Regular meetings with LMC officials.
 - **Measurable:** Hold 4 meetings annually.
 - **Achievable:** Schedule and prioritise meetings.
 - **Relevant:** Ensures collaborative efforts with GPs.
 - **Time-bound:** Quarterly, starting Q1 2024.
 - **Referenced Sections:** Represent
8. **Develop relationships with representatives of other primary care contractor professions and draw up plans for proactive engagement.**
- **Specific:** Engage with LDC and LOC representatives.
 - **Measurable:** Establish engagement plans with 100% of representatives.
 - **Achievable:** Through regular communication.
 - **Relevant:** Enhances interprofessional collaboration.
 - **Time-bound:** By Q4 2024.
 - **Referenced Sections:** Represent
9. **Respond to 100% of NHS England requests within 30 days.**
- **Specific:** Ensure timely responses to NHS England.
 - **Measurable:** Respond to all requests within 30 days.
 - **Achievable:** Allocate resources for timely responses.
 - **Relevant:** Demonstrates responsiveness and reliability.
 - **Time-bound:** Ongoing throughout 2024.

- **Referenced Sections:** Represent
10. **Ensure Community Pharmacy representation on all area prescribing groups with support provided to representatives.**
- **Specific:** Maintain representation on prescribing groups.
 - **Measurable:** Achieve representation on 100% of relevant groups.
 - **Achievable:** Through regular support to representatives.
 - **Relevant:** Ensures pharmacy interests are considered.
 - **Time-bound:** Ongoing throughout 2024.
 - **Referenced Sections:** Represent
11. **Collaborate with Health and Wellbeing Boards for ongoing PNA supplementary statements.**
- **Specific:** Collaborate on PNA statements.
 - **Measurable:** Participate in 100% of relevant activities.
 - **Achievable:** Schedule and prioritize involvement.
 - **Relevant:** Ensures accurate PNA representation.
 - **Time-bound:** Ongoing throughout 2024.
 - **Referenced Sections:** Represent, Support & Develop
12. **Document ongoing engagement with new stakeholders as the ICB evolves.**
- **Specific:** Document engagement with new stakeholders.
 - **Measurable:** Report new engagements and evolving landscape to committee as they develop.
 - **Achievable:** Through regular updates.
 - **Relevant:** Adapts to evolving ICB structures.
 - **Time-bound:** Ongoing throughout 2024.
 - **Referenced Sections:** Represent
13. **Ensure CPSW representation on Southwest London Primary Care Transformation meetings.**
- **Specific:** Ensure representation at primary care transformation meetings.
 - **Measurable:** Attend 100% of scheduled meetings.
 - **Achievable:** Allocate representatives for meetings.
 - **Relevant:** Ensures involvement in primary care changes.
 - **Time-bound:** Ongoing throughout 2024.
 - **Referenced Sections:** Represent

14. Create and maintain a CRM Database.

- **Specific:** Develop a CRM database for stakeholder management.
- **Measurable:** Complete database by Q3 2024.
- **Achievable:** Allocate resources for CRM development.
- **Relevant:** Enhances stakeholder engagement and communication.
- **Time-bound:** By Q3 2024.
- **Referenced Sections:** Represent, Communication & Engagement

15. Map all pharmacies on a CRM database against current MPs to support communications.

- **Specific:** Map pharmacies against MPs in the CRM database.
- **Measurable:** Complete mapping by Q3 2024.
- **Achievable:** Through systematic data collection.
- **Relevant:** Supports targeted communication efforts.
- **Time-bound:** By Q3 2024.
- **Referenced Sections:** Represent, Communication & Engagement

STRATEGIC THEME: COMMUNICATION & ENGAGEMENT**1. Develop and maintain effective partnerships with networks and stakeholders.**

- **Specific:** Strengthen partnerships and involvement.
- **Measurable:** Establish 2 new partnerships annually.
- **Achievable:** Through targeted outreach and collaboration.
- **Relevant:** Enhances stakeholder engagement.
- **Time-bound:** Annually by Q4 2024.
- **Referenced Sections:** Communication & Engagement, Represent

2. Improve communication channels.

- **Specific:** Enhance communication with contractors.
- **Measurable:** Achieve a 90% satisfaction rate in contractor surveys.
- **Achievable:** Through newsletters, WhatsApp, and social media.
- **Relevant:** Ensures contractors are well-informed.
- **Time-bound:** By Q4 2024.
- **Referenced Sections:** Communication & Engagement

3. Utilise WhatsApp for information dissemination.

- **Specific:** Use WhatsApp for quick information sharing.
- **Measurable:** Increase WhatsApp group participation by 25%.
- **Achievable:** Through targeted recruitment efforts.
- **Relevant:** Enhances quick communication.
- **Time-bound:** By Q4 2024.
- **Referenced Sections:** Communication & Engagement

4. Obtain feedback from stakeholders.

- **Specific:** Gather and act on stakeholder feedback.
- **Measurable:** Conduct bi-annual surveys and implement at least 3 improvements annually.
- **Achievable:** Utilise online survey tools.
- **Relevant:** Improves communication effectiveness.
- **Time-bound:** Surveys conducted by Q2 and Q4 each year.
- **Referenced Sections:** Communication & Engagement

5. Share good practice and success stories.

- **Specific:** Disseminate examples of good practice.
- **Measurable:** Share 4 stories annually.
- **Achievable:** Through newsletters and social media.
- **Relevant:** Promotes effective practices.
- **Time-bound:** Annually by Q4 2024.
- **Referenced Sections:** Communication & Engagement, Support & Develop

6. Ensure contractors have up-to-date information on the local health economy.

- **Specific:** Provide timely information to contractors.
- **Measurable:** Update website quarterly.
- **Achievable:** Utilise communication channels effectively.
- **Relevant:** Keeps contractors informed of opportunities.
- **Time-bound:** Quarterly, starting Q1 2024.
- **Referenced Sections:** Communication & Engagement, Support & Develop

7. Develop briefing notes and presentations for stakeholders.

- **Specific:** Create informative materials for stakeholders.
- **Measurable:** Develop and distribute 4 sets of materials annually.
- **Achievable:** Through targeted communication efforts.
- **Relevant:** Raises awareness and understanding.
- **Time-bound:** Annually by Q4 2024.
- **Referenced Sections:** Communication & Engagement

8. Support national and local communications.

- **Specific:** Enhance communication efforts.
- **Measurable:** Contribute to 6 national and local campaigns annually.
- **Achievable:** Through coordinated efforts.
- **Relevant:** Ensures consistent messaging.
- **Time-bound:** Annually by Q4 2024.
- **Referenced Sections:** Communication & Engagement

9. Plan and implement the Annual Report and AGM.

- **Specific:** Produce the Annual Report and plan AGM.
- **Measurable:** Complete and publish the report by Q4.
- **Achievable:** Through systematic planning.
- **Relevant:** Ensures transparency and accountability.
- **Time-bound:** By Q4 2024.
- **Referenced Sections:** Communication & Engagement

10. Contribute to media campaigns and demonstrate expertise.

- **Specific:** Increase media engagement.
- **Measurable:** Contribute to at least 1 media campaign annually.
- **Achievable:** Through proactive outreach.
- **Relevant:** Promotes the role of community pharmacy.
- **Time-bound:** Annually by Q4 2024.
- **Referenced Sections:** Communication & Engagement, Represent

11. Maintain current website content.

- **Specific:** Regularly update website content.
- **Measurable:** Update content at least quarterly.

- **Achievable:** Allocate resources for regular updates.
- **Relevant:** Ensures information is accurate.
- **Time-bound:** Monthly, starting Q1 2024.
- **Referenced Sections:** Communication & Engagement, Support & Develop

12. Publish monthly newsletters from CPSWL to contractors.

- **Specific:** Publish regular newsletters.
- **Measurable:** Issue 12 newsletters annually.
- **Achievable:** Through systematic planning.
- **Relevant:** Keeps contractors informed.
- **Time-bound:** Monthly, starting Q1 2024.
- **Referenced Sections:** Communication & Engagement, Support & Develop

13. Enhance engagement via the website.

- **Specific:** Improve website engagement.
- **Measurable:** Increase website traffic by 30%.
- **Achievable:** Through improved content and design.
- **Relevant:** Enhances contractor interaction.
- **Time-bound:** By Q4 2024.
- **Referenced Sections:** Communication & Engagement

14. Develop a social media presence promoting the work of contractors.

- **Specific:** Establish a social media strategy.
- **Measurable:** Increase social media followers by 50%.
- **Achievable:** Through targeted campaigns.
- **Relevant:** Promotes positive contractor activities.
- **Time-bound:** By Q4 2024.
- **Referenced Sections:** Communication & Engagement

15. Plan and execute timely campaigns, for example, for flu PQS.

- **Specific:** Implement specific health campaigns.
- **Measurable:** Conduct at least 3 campaigns annually.
- **Achievable:** Through systematic planning.
- **Relevant:** Supports public health initiatives.

- **Time-bound:** Annually by Q4 2024.
- **Referenced Sections:** Communication & Engagement

16. Develop sponsorship from external companies to reduce costs for meetings and events.

- **Specific:** Secure external sponsorships.
- **Measurable:** Obtain at least 3 sponsorships annually.
- **Achievable:** Through targeted outreach.
- **Relevant:** Reduces costs for contractors.
- **Time-bound:** Annually by Q4 2024.
- **Referenced Sections:** Communication & Engagement

STRATEGIC THEME: LPC PLANNING MANAGEMENT & ADMINISTRATION

1. Complete a business report for each LPC meeting.

- **Specific:** Regular performance reviews.
- **Measurable:** Produce reports for all LPC meetings.
- **Achievable:** Integrate into meeting agendas.
- **Relevant:** Ensures transparency and accountability.
- **Time-bound:** Implement by end of Q2.
- **Referenced Sections:** LPC Planning Management & Administration

2. Conduct an annual skills audit and maintain a training register.

- **Specific:** Evaluate committee skills.
- **Measurable:** Complete audit and training for 100% of members.
- **Achievable:** Schedule annual audits and follow-up training.
- **Relevant:** Ensures committee effectiveness.
- **Time-bound:** By Q4 2024.
- **Referenced Sections:** LPC Planning Management & Administration

3. Implement performance development plans for the operational team.

- **Specific:** Develop operational team skills.
- **Measurable:** Complete plans for all employees.
- **Achievable:** Conduct bi-annual appraisals.
- **Relevant:** Enhances team capabilities.

- **Time-bound:** Plans in place by Q2 2024, appraisals by Q4 2024.
 - **Referenced Sections:** LPC Planning Management & Administration
4. **Encourage members to attend appropriate training events.**
- **Specific:** Promote training attendance.
 - **Measurable:** Promote at least 5 events per annum.
 - **Achievable:** Promote via existing channels.
 - **Relevant:** Enhances committee skills.
 - **Time-bound:** Ongoing throughout 2024.
 - **Referenced Sections:** LPC Planning Management & Administration
5. **Create induction training for new members.**
- **Specific:** Develop induction program.
 - **Measurable:** Complete program by Q2 2024.
 - **Achievable:** Through structured planning.
 - **Relevant:** Ensures new members are well-prepared.
 - **Time-bound:** By Q4 2025.
 - **Referenced Sections:** LPC Planning Management & Administration
6. **Publish a forward schedule of LPC meetings.**
- **Specific:** Plan and communicate meeting schedules.
 - **Measurable:** Schedule and publish meetings at least 6 months in advance.
 - **Achievable:** Utilise online calendars and notifications.
 - **Relevant:** Ensures transparency and member preparedness.
 - **Time-bound:** By Q2 2024.
 - **Referenced Sections:** LPC Planning Management & Administration
7. **Present plans at each LPC meeting with tracking of actions.**
- **Specific:** Regular action tracking.
 - **Measurable:** Present tracking reports at 100% of meetings.
 - **Achievable:** Integrate tracking into meeting agendas.
 - **Relevant:** Ensures accountability and progress monitoring.
 - **Time-bound:** Ongoing throughout 2024.

- **Referenced Sections:** LPC Planning Management & Administration
8. **Address items off track and agree on mitigating actions.**
- **Specific:** Address off-track items.
 - **Measurable:** Resolve 100% of off-track items within 30 days.
 - **Achievable:** Through systematic follow-up.
 - **Relevant:** Ensures timely issue resolution.
 - **Time-bound:** Ongoing throughout 2024.
 - **Referenced Sections:** LPC Planning Management & Administration
9. **Publish an up-to-date LPC meeting schedule on the CPSWL website.**
- **Specific:** Publish meeting schedules online.
 - **Measurable:** Update schedules quarterly.
 - **Achievable:** Utilise online calendars.
 - **Relevant:** Ensures transparency.
 - **Time-bound:** By Q2 2024.
 - **Referenced Sections:** LPC Planning Management & Administration
10. **Publish meeting minutes within 10 days following an LPC meeting.**
- **Specific:** Publish meeting minutes promptly.
 - **Measurable:** Publish 100% of minutes within 10 days.
 - **Achievable:** Through systematic documentation.
 - **Relevant:** Ensures timely information sharing.
 - **Time-bound:** Ongoing throughout 2024.
 - **Referenced Sections:** LPC Planning Management & Administration
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STRATEGIC THEME: LPC GOVERNANCE & FINANCE

1. **Complete an annual governance audit.**
- **Specific:** Conduct governance audit.
 - **Measurable:** Complete audit by Q4 2024.
 - **Achievable:** Allocate resources for audit.
 - **Relevant:** Ensures governance standards.

- **Time-bound:** Annually by Q4 2024.
 - **Referenced Sections:** LPC Governance & Finance
2. **Update all declarations of interest during the first three months of new committees and ongoing as required.**
- **Specific:** Maintain current declarations.
 - **Measurable:** Update 100% of declarations within 3 months.
 - **Achievable:** Through regular reminders.
 - **Relevant:** Ensures transparency.
 - **Time-bound:** By Q1 2024 and ongoing.
 - **Referenced Sections:** LPC Governance & Finance
3. **Review and implement CPE recommendations.**
- **Specific:** Review CPE recommendations.
 - **Measurable:** Address 100% of recommendations within 6 months.
 - **Achievable:** Through structured planning.
 - **Relevant:** Ensures continuous improvement.
 - **Time-bound:** By Q4 2024.
 - **Referenced Sections:** LPC Governance & Finance
4. **Complete the CPE financial checklist and implement an action plan with timelines.**
- **Specific:** Conduct financial checklist review.
 - **Measurable:** Complete checklist by Q2 2024.
 - **Achievable:** Through systematic planning.
 - **Relevant:** Ensures financial oversight.
 - **Time-bound:** By Q2 2024.
 - **Referenced Sections:** LPC Governance & Finance
5. **Maintain a tracker for the review of expiry dates of all policies and relevant documentation.**
- **Specific:** Maintain policy expiry tracker.
 - **Measurable:** Update tracker quarterly.
 - **Achievable:** Allocate resources for tracking.
 - **Relevant:** Ensures compliance.
 - **Time-bound:** Quarterly, starting Q1 2024.

- **Referenced Sections:** LPC Governance & Finance
6. **Ensure sub-committee membership is in place and reviewed when vacancies arise.**
- **Specific:** Maintain sub-committee membership.
 - **Measurable:** Review membership within 1 month of vacancy.
 - **Achievable:** Through regular updates.
 - **Relevant:** Ensures effective sub-committee functioning.
 - **Time-bound:** Ongoing throughout 2024.
 - **Referenced Sections:** LPC Governance & Finance
7. **Complete an annual governance audit and any actions by end of Q4.**
- **Specific:** Conduct and complete governance audit.
 - **Measurable:** Complete audit and actions by Q4.
 - **Achievable:** Allocate resources for audit and follow-up.
 - **Relevant:** Ensures governance standards.
 - **Time-bound:** Annually by Q4 2024.
 - **Referenced Sections:** LPC Governance & Finance
8. **Maintain up-to-date LPC member declarations on the CPSW website.**
- **Specific:** Maintain current website information.
 - **Measurable:** Update declarations within 1 month of changes.
 - **Achievable:** Through regular updates.
 - **Relevant:** Ensures transparency.
 - **Time-bound:** Ongoing throughout 2024.
 - **Referenced Sections:** LPC Governance & Finance
9. **Ensure financial procedures are up-to-date as per the CPE financial checklist.**
- **Specific:** Maintain current financial procedures.
 - **Measurable:** Complete updates by Q2 2024.
 - **Achievable:** Through systematic planning.
 - **Relevant:** Ensures financial oversight.
 - **Time-bound:** By Q2 2024.
 - **Referenced Sections:** LPC Governance & Finance
10. **Maintain up-to-date policies and relevant documentation reviewed by relevant timescales.**

- **Specific:** Maintain current policies and documentation.
- **Measurable:** Review 100% of policies annually.
- **Achievable:** Allocate resources for regular reviews.
- **Relevant:** Ensures compliance.
- **Time-bound:** Annually by Q4 2024.
- **Referenced Sections:** LPC Governance & Finance

AP added that there is also a KPI schedule document (a spreadsheet), which will map the progress of the KPIs.

AP stated that at every LPC meeting – the KPI schedule document would be used as a committee business report template which would inform the members of the progress of the work of the CEO against the KPIs.

AP stated that the KPI schedule document would be RAG rated.

AP stated that his aim is to have the KPI schedule document posted on the LPC website – so that the contractors can see the progress of the LPC work. The members agreed that these documents are comprehensive.

AP then updated the members wrt. information on the following topics:

- **LRC UPDATE**
- **VACCINE MECC INTERVENTION SERVICE**

9. **A.O.B.**

The members raised issues on the following topics:

- **FINANCE DOCUMENTS ON THE LPC WEBSITE**
- **ABPM SERVICE FAQ**

| Action | Description | Who to action |
|--------|--|---------------|
| 20 | To survey the Croydon contractors to see what ABPM machines they currently have. | AP/DTR |

| Action | Description | Who to action |
|--------|---|---------------|
| 21 | To share the training videos wrt. different ABPM machines with Croydon contractors. | AP/DTR |

- **MANSUKH SHETH STATUS**
MP reminded that MS has no voting rights on this committee.

- **PATIENT SAFETY ALERTS**

Lunch break

10. **LOCAL AUTHORITY UPDATE**

MD updated the members wrt. information on LA services and schemes.

| Action | Description | Who to action |
|--------|---|---------------|
| 22 | To set up a meeting with for AP, DTR, SS and MD to attend to look at how the Wandsworth pharmacies providing the Health Check service can be further supported. | HP |

| Action | Description | Who to action |
|--------|--|---------------|
| 23 | To look into whether the LPC could utilise an NHS account to use Accurx to send patients messages for them to take part in CP NHS Health checks. | MP |

| Action | Description | Who to action |
|--------|---|---------------|
| 24 | To check whether NRT prices are up to date for the smoking cessation service. | MD |

11. **MISC. ITEMS**

The members raised questions about the following topics:

- **FINANCIAL STABILITY ISSUES FOR CPS**

MP then brough the meeting to a close.

Glossary of Acronyms

| | |
|------|---|
| ABPM | Ambulatory Blood Pressure Monitor |
| A&F | Audit and Finance |
| AIMp | Association of Independent Multiple pharmacists |
| ARRS | Additional Roles Reimbursement Scheme |
| BARS | Booking and Referral Standard |
| CCA | Company Chemists Association |
| CCG | Clinical Commissioning Group |
| CP | Community Pharmacy |
| CPCL | Community Pharmacy Clinical Lead |
| CPCS | Community Pharmacy Consultation service |
| CPCF | Community Pharmacy Contractual Framework |
| CPL | Community Pharmacy London (previously PL) |
| CRM | Customer Relationship Management |
| DMS | Discharge Medicines Service |
| DOP | Dentistry, Optometry, Pharmacy |
| DPS | Dynamic Purchasing System |
| DSP | Distance Selling Pharmacy |
| ELPR | East London Patient Record |
| EOLC | End of Life Care Service |
| ERD | Electronic Repeat Dispensing |
| F2F | Face to face |
| FAC | Financial Audit Committee |
| FOI | Freedom of Information |
| HRCH | https://hrch.nhs.uk/work-us/health-and-wellbeing |
| ICB | Integrated care board |
| ICP | Integrated care partnership |
| ICS | Integrated care system |
| IPA | Independent Pharmacy Association |
| IPMO | Integrated NHS pharmacy and Medicines optimisation work program. |
| IPPP | Independent Prescriber Pathfinder Program |
| LA | Local Authority |
| LDC | Local Dental Committee |
| LPC | Local Pharmaceutical Committee |
| LMC | Local Medical Committee |
| LCS | Locally Commissioned Service |
| LOC | Local Ophthalmic Committee |
| MECC | Making every contact count |
| MPG | Middlesex Pharmaceutical Group |
| P2U | https://www.pharmacy2u.co.uk |
| PCN | Primary Care Network |
| PF | Pharmacy First |
| PL | Pharmacy London |
| PLOT | PSNC AND LPC OPERATIONS TEAMS |
| PMs | Practice Managers |
| PNA | Pharmaceutical needs assessment |
| PQS | Pharmacy Quality Scheme |
| PSNC | Pharmaceutical Services Negotiation Committee |
| REN | Research and Education Network |
| RSG | Review Steering Group |
| SCS | Smoking Cessation service |

| | |
|------|--|
| SD | System development |
| STP | Sustainability transformation plan |
| SWOT | Strengths, Weaknesses, Opportunities and Threats |
| TAPR | Transforming Pharmacy Representation. |
| VO | Virtual Outcomes https://virtualoutcomes.co.uk |