
Date: Tuesday 21st January 2025
 Time: 10.00 – 16.00
 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 until 13.00
Amit Patel (CEO)	AP	Present
CJ Patel (V. Chair)	CJP	Absent – apologies given
Rachna Chatralia	RC	Present until 13.00
Beran Patel (CPE rep)	BP	present
Ravi Vaitha (AIMp)	RV	Absent – apologies given
Jyoti Bakshi (CCA rep)	JBY	Absent – apologies given
Radhika Amin	RA	Absent – apologies given
Shahil Soni	SS	present
Bola Sotubo	BS	Present
Amish Patel	APa	Present until 13.00
Subha Subramanian	SSu	Present
Umesh Amin	UA	Present
Jaymil Patel (V. Chair)	JMP	Present
Devan Jethwa	DJ	Present
Hina Patel (Admin)	HP	Present – virtually
Kishan Patel	KP	Present
David Tamby Rajah	DTR	Present
Mansukh Sheth	MS	Absent – apologies given
Guests		
Stuart Brown (Minute taker)	SB	Present

Conor Price	CPr	12.30 – 13.00
Dina Thakker (CPCL SWL ICB)	DT	Present from 14.00 – 15.00
Helen Porter (SWL ICB Chief Pharmacist)	HP	Present from 14.00 – 15.00

1. **WELCOME & APOLOGIES**

MP welcomed all to the meeting.

Apologies are recorded in the table above.

MP commented that there was to be no CCA representation at this meeting.

2. **DECLARATIONS OF INTEREST**

MP stated that he had been appointed onto the CPE committee as an observer.

AP stated that he has a declaration – which would need to be taken to the Governance committee for approval.

AP stated that as of the end of this week, he will be the director of a national provider for pharmacy services outside of the pharmacy contract, called “Prime Roots”.

Action	Description	Who to action
1	To take his “Prime Roots” role to the governance committee for approval.	AP

3. **MINUTES OF MEETING HELD ON 191124** **ACCURACY**

There were no issues of accuracy raised.

PREVIOUS ACTIONS & MATTERS ARISING

These were discussed by the members.

4. **LPC LEVY STRUCTURE** **OPTIONS PAPER**

The committee members discussed this paper, and came up with the following outcomes:

MP stated that the recommendation would be for the LPC to charge a fixed levy fee to all contractors - £147 per month.

AP asked the members to vote in favour of supporting the three levy setting options:

- 1) Fixed Annual Levy Per Pharmacy** - A fixed fee for all pharmacies, regardless of size or workload.
- 2) Turnover-Based Levy** - Levies are calculated as a percentage of each pharmacy’s NHS turnover.
- 3) Prescription Volume-Based Levy (current Southwest London LPC Model)** - Community Pharmacy Southwest London (CPSWL) uses a prescription volume-based levy where pharmacies contribute based on the number of prescriptions they dispense.

Option 1 – all members voted for this option.

Option 2 – no members voted for this option.

Option 3 – no members voted for this option.

Therefore, the committee agreed to charge a fixed annual ley per pharmacy.

JMP suggested that the letter, to be sent out to contractors, should contain visual comparisons of how the levy fee that contractors who dispense different numbers of items would now pay, as compared to before.

Action	Description	Who to action
2	To find out how many SWL pharmacies currently dispense less than 5000 items – for the purpose of using the data in the “new levy” setting letter.	Executive

AP stated that this letter should be sent on behalf of the LPC Chair and Vice Chair.

Action	Description	Who to action
3	To complete draft “new levy” setting letter by 31 January 2025 – to be then sent to committee members for comment.	MP

Action	Description	Who to action
4	To wait for contractor comment and then send out final “new levy” setting letter to SWL contractors by 1 March 2025.	MP

5. **LPC BUDGET** **BSA ERROR**

MP stated that CJP had picked up last week that there had been an error with the levy amount that NHS BSA had collected from contractors over the last two months – £48,000 had been taken per month for two months instead of £40,000. Therefore, the LPC had received an extra £16,000.

Action	Description	Who to action
5	To write a letter to NHS BSA to notify them of the error in taking £48,000 in levy monies instead of £40,000 for December 2024, and Jan 2025 – and to also ask the BSA to continue to take £48,000	MS

	until end of Feb 2025, after which the levy amount should be reduced back to £40,000 per month.	
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AP then had a brief discussion about the governance of CPE.

6. **LPC STAFF REMUNERATION**

MP held a discussion about this matter, and AP and DTR were asked to leave the meeting for this section.

It was proposed that a subcommittee be set up, which would agree a procedure for conducting annual reviews for LPC staff, and this should be written into the LPC governance.

It was proposed that a subcommittee decide on a set of KPIs/objectives and outcomes for all LPC staff members.

Action	Description	Who to action
6	To agree a procedure for conducting annual reviews for LPC staff, and this should be written into the LPC governance.	Gov & Finance committees

Action	Description	Who to action
7	To agree a set of KPIs/objectives and outcomes for all LPC staff members.	Gov & Finance committees

7. **LPC CORPORATE STRUCTURE**

AP stated that he and MP had met with the Lawyers to talk about "incorporation". The committee members then had a discussion about the pros and cons of incorporation.

AP stated that he would add all this information into an options paper for the members to consider at the next meeting.

The members were happy for AP to continue this work.

Action	Description	Who to action
8	To bring an options paper on the subject of "incorporation" to the next LPC meeting.	AP

8. **LPC SERVICES UPDATE**

DTR spoke to some slides and highlighted the following information:

- **CHALLENGES FOR 2025**
- **CONTRACTOR AND LPC SUPPORT**
- **SERVICES**
- **LOCAL AUTHORITY COMMISSIONED SERVICES**

Action	Description	Who to action
9	To send letter to HWB wrt. the lack of response and activity re. Croydon PH services.	AP/DTR

DTR stated that all the commissioners from all the SW London boroughs would be meeting him and AP on 4th Feb 2025 to discuss the PH services.

- ICB

9. PAPER ON LPC WEBSITE DEVELOPMENT

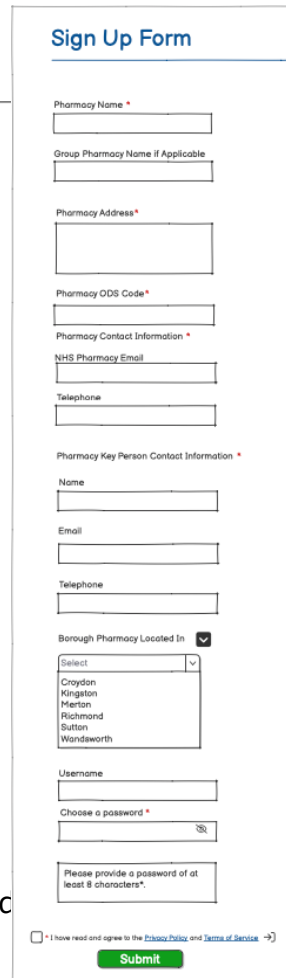
AP stated that Apa had done great work putting this paper together.

Apa highlighted the following "wireframes" from his paper:

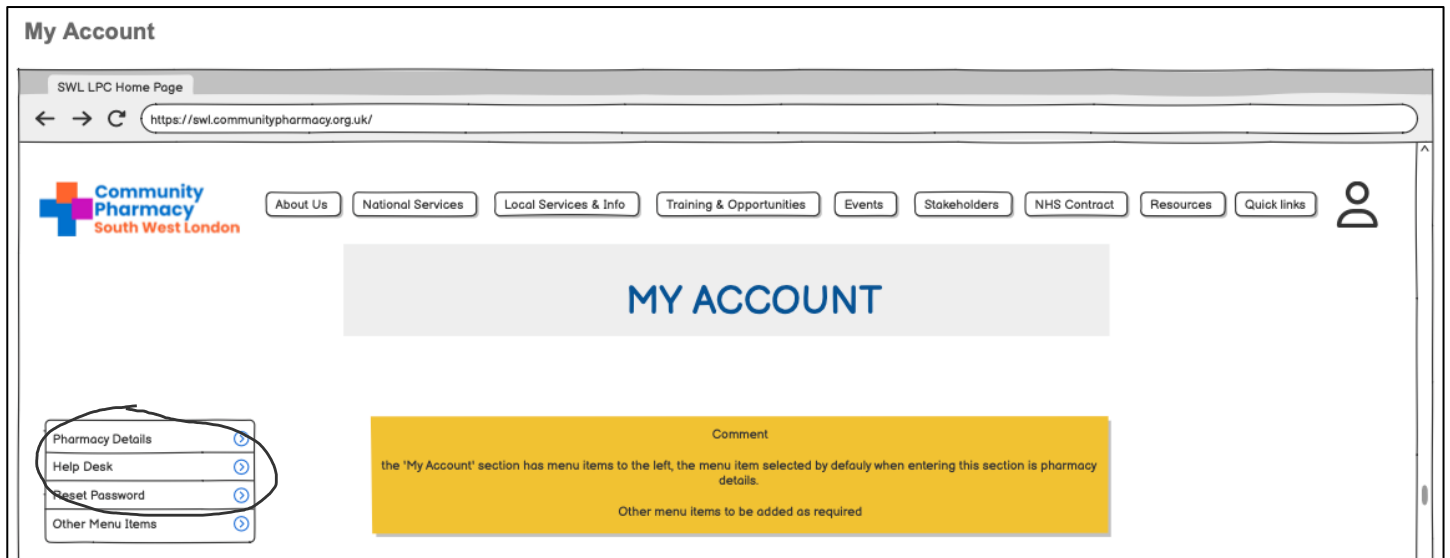
- The new site would build in a "log in" facility –



- The sign-up form would look like this:

- The member account homepage would look like this: "k" feature.



- The helpdesk may have this functionality:

powered by wordpress or application e.g. raise a ticket, zendesk

HELPDESK

Response Times

New Help Ticket >
 Unresolved Tickets >
 Resolved Tickets >

Name.

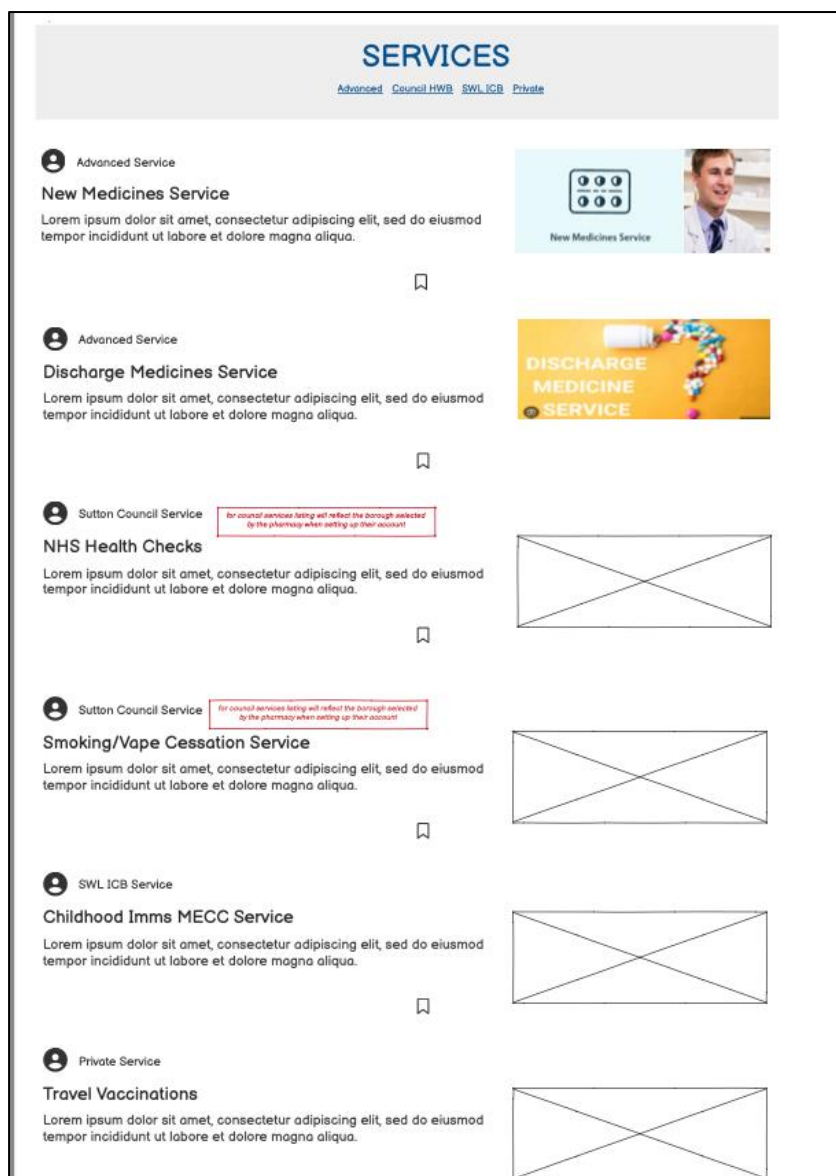
Email

Subject.

Services
 Complaint
 Payment
 Services
 Other

Details

- The services listing page would look something like this:



- The difference service pages could contain videos for training and best practice.
- The following functions could be added to the website:
 - Polls.
 - Financial reporting displays.
 - Newsletter section.
 - LPC and CEO KPIs could be displayed.
 - Committee member profiles.

AP proposed that the LPC put aside £5000 for the LPC website improvement work.
All the members agreed to approve the proposal to set an LPC website upgrade budget of £5000.

Action	Description	Who to action
10	To send the initial website specs. out to developers for a quote.	APa

10. NHS CONFEDERATION

AP stated that this LPC is now a member of this group – thanks to the funding and application by CP London.

AP spoke about the advantages afforded by being a member of the NHS Confed.

AP stated that the NHS Confederation conference would be happening in April 2024, and reps. from this LPC would be attending.

11. KPI DOCUMENT

AP asked for comments from the members about this document and the details of the KPIs and objectives for the LPC staff.

LRC UPDATE

AP updated the members on matter to do with this group.

12. CP LONDON UPDATE – CONOR PRICE

CP introduced himself and talked about his vision for CP London's work over the coming years.

AP thanked CP for his attendance.

13. ICB UPDATE - DT

DT gave updates on the following

- Pharmacy First
- Contraception service
- EOLC Service
- Pharmacy Sel is being cancelled
- British Heart Foundation AF detection pilot service bid

14. ICB UPDATE – HP

HP highlighted the following:

- She is new to the post in SW London (4 months).
- Her experience is mainly in provider trust landscapes, and her clinical background is in EDs and acute medical units.
- She had led nationally at HEE on the reforms to the education training for pharmacists.
- She would want to know what CP would want from her in her new role as SWL Chief Pharmacist.
- She has been visiting pharmacies.
- She would like to create a governance structure for meds. optimization in the system.
- She expects an LPC rep. to sit within the new strategic leadership layer of the new governance.

AP stated that he is happy to have HP being active in the SWL patch – and he is proud of the work that SWL pharmacies have achieved.

AP thanked HP for her attendance.

15. LPC PRIORITIES – 2025

AP stated that, as a new committee, SWL LPC has been supporting its contractors for just over a year.

AP stated that the business plan and reporting have been implemented.

AP stated that he wanted to spend the rest of this meeting reflecting to help formulate thoughts for the annual report, and to start to write the new business plan, complete with new priorities.

AP stated that he wanted the members to acknowledge the achievements and challenges of the last year.

AP sent a "slido" <https://www.slido.com> link to all members.

AP stated that he would want the members to write down what they are most proud of wrt. the LPC work, and how the LPC has benefited contractors.

AP stated that he also wanted the members to write down the challenges that the group/ or individual members had faced.

AP then asked the members present to think about the LPC's vision for 2025/26.

AP asked the members to shout out potential KPI's for the committee for 2025/26.

The following results were collated:

Objective	Proposed KPI	Specific Target
Example: Improve outreach	Increase contractor engagement rate	Host 4 contractor events annually
Increased contractor revenue through contractor negotiations	One major new Service	An integrated SW London approach. Service to be in excess of £150k.
Supporting contractor delivery of clinical services.	Improve service delivery by 20% for existing contractors. 90% of contractors delivering at least one clinical service.	Newsletters , CRM up to date , Asking non-responsive pharmacies to opt out of services. Set specific target around pharmacy visits.
Creating an education and training strategy.	On training session/modules per quarter.	Identifying training needs and why there is non-delivery of services.

Having an integrated neighbourhood team strategy.	TBC	Community Pharmacy engagement.
Future workforce planning ie DPP, Foundation trainee pharmacists , Foundation Pharmacists , IP , inequity of ARRS .	Workforce development and inclusion. IP and DPP . Inclusion in ICB training hun activity	TBC
Creation of Quality improvement pathway building into Primary care.	TBC	TBC
Develop LPC skills and capability.		

AP then asked the members to think about what good work the committee would need to keep doing, and what work it should drop to maximise the help given to contractors at this time and what new initiatives should be invested in. The following table was constructed to reflect this discussion:

Keep	Drop	Add
Example: Winter Fit Program	Low-impact social media posts	New contractor engagement strategies
New digitally focussed service		
Relationship building with stakeholders		. Briefing from external stakeholders.
Work with Pharmacy London		Detailing LPC representation to CPE.
Work with NHS confederation		
Contractor engagement	Drop specific ICB and LA meeting where there is no benefit.	
Keep focus on LCS-ICB and LA.		

Keep	Drop	Add
Keep improving sub committee responsiveness		
Ongoing website development		
LPC team to develop and evaluate stakeholder engagement		
		Celebrate contractor success, awards, best practice , good news
		Develop newsletter

16. **A.O.B.**

Stop Smoking

SSu asked whether the Wandsworth Smoking Cessation service could be added to the PharmOutcomes platform.

JMP brought 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
CPE	Community Pharmacy England (formerly PSNC)
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
ERD	Electronic Repeat Dispensing
F2F	Face to face
FAC	Financial Audit Committee
FOI	Freedom of Information

ICB	Integrated care board
ICP	Integrated care partnership
ICS	Integrated care system
INT	Intergrated Neighbourhood Teams
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
LRC	Local Representative Committee
LOC	Local Ophthalmic Committee
MECC	Making every contact count
MPG	Middlesex Pharmaceutical Group
OOD	Out of Date
OPB	Original Pack Dispensing
P2U	https://www.pharmacy2u.co.uk
PCARP	Primary Care Access Recovery Plan
PCN	Primary Care Network
PF	Pharmacy First
PH	Public Health
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