

Pharmaceutical Services Negotiating Committee
Communications and Public Affairs (CPA) Subcommittee Agenda
Wednesday 27th November 2019 at 3.30pm
Aylesbury Meeting Room, 14 Hosier Lane, London EC1A 9LQ

Members: David Broome, Jas Heer, Tricia Kennerley (Chair), Clare Kerr, Fin McCaul, Jay Patel, Prakash Patel, Stephen Thomas.

1. Welcome from Chair
2. Apologies for absence
3. Conflicts or declarations of interest
4. Minutes of the last meeting

Action

5. Subcommittee workplan **Appendix 02/11/2019**
6. PSNC Policy Asks and Position Statements **Appendix 03/11/2019**
7. CPCF communications **Appendix 04/11/2019**
8. PSNC website **Appendix 05/11/2019**
9. Public affairs **Appendix 06/11/2019**

Report

10. Pharmacy communications **Appendix 07/11/2019**
11. Parliamentary work **Appendix 08/11/2019**
12. Any other business

Subject	Subcommittee workplan
Date of meeting	November 2019
Committee/Subcommittee	Communications and Public Affairs
Status	Not Confidential
Overview	A summary of the workplan for 2019 and the work completed, along with planning for 2020.
Proposed action(s)	Review progress and consider plans for 2020
Author(s) of the paper	Zoe Long

Communications and Public Affairs Subcommittee Workplan

2019 Workplan

In February 2019 the Subcommittee agreed to the following workplan for the year:

Business as usual communications and public affairs work must continue, for instance to ensure that PSNC is engaging with pharmacy contractors (via emails, CPN, social media, etc), working with the pharmacy press and maintaining support from MPs. Underpinning and driving this work, the subcommittee will work to achieve the following objectives throughout 2019:

- Ensure that contractors understand the work that PSNC does and the value of it. This will include work to ensure that all PSNC subcommittees are communicating effectively.
- Improve contractor understanding of the environment in which they are working and of how pharmacy funding works at a macro level.
- Build the media profiles of both PSNC and community pharmacy to help promote the sector.
- Carry out a strategic influencing programme to improve policy makers' perceptions and ambitions for the sector.
- Improve understanding and coverage of our core messages about the need to protect pharmacies, and their potential and value.
- Enhance collaborative working arrangements – both with the national pharmacy organisations and LPCs – to ensure that community pharmacy is unified wherever possible

2019 Progress

Brief summaries of progress against each of the workplan actions for 2019 are included below. These do not cover everything, as the subcommittee has picked up much of the work in detail throughout the year, but they are intended to give a flavour of the key progress made.

- **Ensure that contractors understand the work that PSNC does and the value of it. This will include work to ensure that all PSNC subcommittees are communicating effectively.**

The contractor/LPC summaries of the PSNC meetings have gone some way to achieving this, setting out clearly the work PSNC is doing and often also gaining media coverage. PSNC also published a new improved Annual Report this year, and the CEO's monthly blogs and numerous press interviews have highlighted the work that PSNC does.

- **Improve contractor understanding of the environment in which they are working and of how pharmacy funding works at a macro level.**

An animation launched in spring provided a new way for getting these messages across to contractors. The animation was viewed more than 5,000 times. The announcement of the five-year funding deal, and all our communications following that (including the Roadshows) have repeated many of the key messages on this topic.

- **Build the media profiles of both PSNC and community pharmacy to help promote the sector.**

The CEO and members of the leadership time have increased the national media output of PSNC with interviews including on the BBC News and national radio channels this year (media coverage is reported in the PSNC KPIs). Much of this work has been focused on medicines supply in 2019, with opportunities taken to promote the hard work that pharmacies are doing to ensure access to medicines for patients.

- **Carry out a strategic influencing programme to improve policy makers' perceptions and ambitions for the sector.**

The opportunity presented by the five-year deal to promote community pharmacy to policy makers and beyond has been taken. This has included briefing MPs; engaging with a wide range of charities and stakeholders (including through party conference events); responding to Government consultations eg on the prevention Green Paper; and engaging with Parliamentary groups and inquiries. PSNC is also now a member of the British Lung Foundation's Taskforce for Lung Health.

- **Improve understanding and coverage of our core messages about the need to protect pharmacies, and their potential and value.**

The first step in this work was to develop our core messages – CPA has led on this work through the development of policy asks (to shape our messaging) and position statements throughout 2019. These messages are being shared through the stakeholder engagement work described above and further work on this is planned for 2020. The messages also form the basis of the joint pharmacy manifesto published with the NPA and RPS ahead of the general election.

- **Enhance collaborative working arrangements – both with the national pharmacy organisations and LPCs – to ensure that community pharmacy is unified wherever possible.**

PSNC continues to host a weekly catch up between the pharmacy organisations' public affairs teams, and there has been much joint work throughout 2019. Key projects have included party conference events, the APPG tender, and the election manifesto. PSNC also continues to provide resources to support LPCs and help them to shape external messaging, for example a full range of resources following the announcement of the five-year deal.

Priorities for 2020

Alongside the business as usual work on all of the workplan areas which must continue, a number of priority projects have already been identified for 2020 as follows:

- Production of GP communications (including an animation) to promote key messages about pharmacy to GPs and PCNs
- A further animation for contractors, probably to form part of a 'one year on' communications programme about the CPCF, which may include further live events
- A full upgrade/review of the PSNC website
- Update PSNC's stakeholder map and tracking of stakeholder engagement
- Host at least one Parliamentary event to promote pharmacy to all new MPs in the New Year

Subcommittee Action

The subcommittee is asked:

- To offer feedback on the progress made towards meeting the workplan objectives in 2019. What more should we be doing to achieve these aims?
- To reflect on whether the workplan needs to be adjusted for 2020 – what would any new priorities be?
- To consider priority projects for 2020 – are there other projects we should be prioritising?

Appendix CPA 03/11/2019

Subject	PSNC Policy Asks and Position Statements
Date of meeting	November 2019
Committee/Subcommittee	Communications and Public Affairs
Status	Not confidential
Overview	A review of PSNC's policy asks and position statements.
Proposed action(s)	The subcommittee are asked to review the updated policy asks and position statements.
Author(s) of the paper	Zoe Long

PSNC Policy Asks and Position Statements

Introduction and Purpose

Earlier this year the subcommittee agreed that PSNC should have a set of policy asks which it would keep under review. These are copied below and have formed the basis of our shared pharmacy manifesto with the NPA and RPS.

PSNC Policy Asks

Community Pharmacy Contractual Framework

- Continued development of and investment in community pharmacy services in line with the five-year CCPF agreement, recognising the costs and scale of the new services.

Pharmacy Funding (including distribution and reimbursement)

- A fair approach, based on costs and value, to funding NHS pharmaceutical services.
- A fair and transparent approach to pharmacy funding distribution that doesn't expose individual pharmacy owners to unreasonable risks.
- Exemption for all healthcare services provided in NHS community pharmacies from VAT on the basis that these are NHS healthcare services.
- Reimbursement of business rate costs for NHS pharmacies, recognising that these are healthcare premises and bringing pharmacies in line with General Practice.

Service Development

- Commissioning of national public health services from community pharmacies, beginning with stop smoking and EHC services.
- National commissioning of a range of vaccination services from community pharmacies.
- National commissioning of the NHS Health Check service from pharmacies, to address the current patchy local commissioning. The service should include greater follow-up support for people who have agreed lifestyle changes following their check, provided by pharmacies.

PCNs and Local Commissioning

- Government to take steps to improve rural pharmaceutical services, possibly to include reopening the Essential Small Pharmacies and Local Pharmaceutical Services (ESPLPS) scheme.
- Collaborative development and joint publication of wider standard service specifications with NHSE&I and Public Health England. These specifications will then support the commissioning of local community pharmacy services by local commissioners.

Integration and Enablers

- Community pharmacies to have read-write access to local health and care records where appropriate permissions are given, including patient consent.
- Medicines for all patients with long-term conditions to be prescribed via the electronic repeat dispensing service, where this is appropriate for the individual.

Medicines Supply

- Changes to allow original pack dispensing for all prescribed items.

PSNC Position Statements

PSNC has been asked for its position on a number of topics since September, many of which have previously been considered by the subcommittee. On new topics we have used the following lines.

Independent Review of Representation

- We hope that this review will be the catalyst for open, honest and transparent conversations about the future of pharmacy representation.
- We very much hope that LPCs will support this endeavour – PSNC is going ahead with the review, but we need your expertise and input.
- We are all worried about the future; the challenges posed by the five-year CPCF deal should not be underestimated and come at a time when we are all already stretched to full capacity. We believe that we have to come together and be honest about what is working and what is not to ensure that we are as fit for the future as we possibly can be.
- This review is not about assessment of individuals' performance; it is a review of representation as a whole, looking at what models and ways of working will serve us best going forwards.
- While we will reflect on what is working well and what is not, we want this review to be forward looking and optimistic.
- Our absolute priority with this review is to find the models of representation that will best serve the contractors who are all working for.
- We hope the review will help us to reduce duplication in the system and increase efficiencies.
- The aim is to sense check that we are using our collective resources in the best possible way, and hopefully to find some ways to improve.
- Collaboration is key – and we need to extend that to all forums.

General Election

The priority has been to stay neutral ahead of the General Election, and we have avoided commenting on specific party policies so far. We will continue with this policy once the party manifestos have been published. Instead, we have focused on commenting on what we hope any new Government will consider, setting out a joint manifesto with the NPA and RPS which is in line with PSNC's policy asks.

Subcommittee Action

The subcommittee is asked to consider:

- The ongoing suitability of the policy asks. Are any amendments needed?
- The position statements – please share any feedback on these.

Subject	CPCF communications
Date of meeting	November 2019
Committee/Subcommittee	Communications and Public Affairs
Status	Not confidential
Overview	A summary of the guidance and resources developed to communicate the CPCF both inside and outside the sector.
Proposed action(s)	Review progress and consider next steps and messaging for the GP animation.
Author(s) of the paper	Melinda Mabbutt

CPCF Communications

Introduction

Following the announcement of the five-year Community Pharmacy Contractual Framework (CPCF), the PSNC Office has undertaken a significant amount of work to communicate the details of the agreement to both those working in community pharmacy and to external stakeholders.

Contractor roadshows

PSNC's CEO and Leadership Team ran a series of roadshow events across England to explain the context of the new five-year CPCF agreement and what it means for pharmacies. More than 1,000 people registered to attend one of the events (which were held on seven Sundays between the end of August and early October). A final roadshow was held at the national Pharmacy Show in Birmingham. The roadshows were well received, and the leadership team would like to thank all Committee Members who came along to support events.

In early October, PSNC also held a digital version of the roadshow for those who couldn't attend an event in person. This also provided a recorded version for future reference (this is available at: psnc.org.uk/digitalroadshow). 95% of viewers found this digital roadshow useful and 90% said they would recommend it to others. Some of the feedback included:

- "Well done. first one and first time I have interacted with the PSNC and loved it. Thank you." – Pharmacy L&D designer (Boots)
- "Useful resource for those of us whose other commitments (pesky children!) stopped attendance at actual roadshows." – Superintendent Pharmacist (PCT Healthcare)
- "A very well presented and informative hour." – Lay member HLP Task Group

Ongoing contractor support and communications

Throughout September and October, we have continued to inform contractors of important actions relating to elements of the CPCF through our 'CPCF Checklist' email series. Led by the Services Team, these have primarily been tasks relating to the Pharmacy Quality Scheme, but other actions – such as taking note of October Drug Tariff changes – are included as necessary.

The team at PSNC has also been responding to queries received through our dedicated cpcf@psnc.org.uk mailbox, as well as via our usual mailbox channels.

The Communications and Public Affairs Team have created a weekly summary of all news being published to help LPCs to stay on top of CPCF news and to keep their contractors informed of all developments and updates. PSNC Blogs and media interviews have also been focused on the CPCF, and particularly on the strategic importance of the CPCF, and the Communications Team have been liaising with NHS E&I and the other pharmacy organisations on this.

Explaining the deal to external stakeholders

The PSNC Communications and Public Affairs Team created a number of resources to help in explaining the five-year CPCF to external audiences. These include:

- [Community pharmacy presentation](#) – a PowerPoint about community pharmacy reflecting changes to the CPCF.
- [CPCF summary for external stakeholders](#) (Word document)
- [CPCF summary for external stakeholders](#) (PDF)
- [Summary of the Five-Year Pharmacy Deal for general practice teams](#)

- [Template letter to GP practices on five-year CPCF](#) – LPCs may wish to ask their LMC to send this letter/email out to local GP practices.
- [An infographic describing the five-year CPCF settlement*](#)

*The new infographic can be seen at the end of this report. Thank you to subcommittee members who fed back on this. We are sending A3 copies to all LPCs for local use.

PSNC has briefed a number of supportive MPs on the deal; engaged with key charity supporters of pharmacy to explain it to their teams; and been in contact with the British Medical Association (BMA) who have promoted our GP resources in newsletters for members and Local Medical Committees.

A new PSNC webpage for GPs contains information on the elements of the deal which have most relevance to general practice, as well as containing links to some of the above. LPCs and pharmacy teams can direct GPs and practice teams directly to the page: psnc.org.uk/pharmacyforGPs

Zoe Long and Melinda Mabbutt attended the Royal College of GPs (RCGP) annual primary care conference with a key aim to promote the NHS Community Pharmacist Consultation Service (CPCS). Assisted by Adam Irvine (CEO of Community Pharmacy Cheshire and Wirral) and Kath Gulson (CEO of Community Pharmacy Lancashire), the majority of the delegates we spoke to were supportive of community pharmacy and welcomed the new service.

Next Steps

Work to communicate to contractors will continue, and we will look to use Blogs and media articles to continue to promote the CPCS and the importance of engaging with all elements of the CPCF. This will include tackling some of the more difficult messaging around how contractors need to prepare for the future and consider the challenges facing their businesses.

In 2020 we will plan and implement communications around the start of the 2020/21 financial year and any changes being introduced with that, as well as a ‘one year on’ communications programme to mark a year after the agreement of the five-year deal. This may include some further roadshow events and an animation to contractors.

A priority in early 2020 will be to build links with charities and other supporters about relevant aspects of the CPCF, and also to communicate with GPs. To facilitate the latter, we are going to launch an animation aimed at GPs to explain the deal and to encourage GPs to engage with community pharmacies as part of Primary Care Networks. Work will commence on this animation in December so we should be ready to launch late in January or in February.

Subcommittee Action

The subcommittee is asked:

- To offer feedback on the work done to communicate the CPCF so far.
- To comment on any priority audiences for 2020 – who else do we need to be talking to about the CPCF and next steps?
- To consider what key messages for the GP animation should be, and share any thoughts on tone and pitching the animation.

Community Pharmacy: 2019/20 to 2023/24

PROVIDING SAFE ACCESS TO MEDICINES

Getting medicines to patients

Pharmacies will supply medicines to patients making use of technology and collaborative arrangements between businesses.

Supporting adherence

The New Medicine Service will enable pharmacists to provide extra support to patients newly prescribed medicines for a wide range of long-term conditions.

Taking pressure off urgent care and GP services

The Community Pharmacist Consultation Service (CPCS) will support this. People will be directed to community pharmacies as a first port of call for minor illness or the urgent supply of medicines, relieving pressure on the wider NHS.

Helping patients coming out of hospital

Patients coming out of hospital will be supported by their local pharmacy to help them to understand any new medicines and how they fit with their current regimen, via a medicines reconciliation service.

Embracing technology and digital communications

All pharmacies will utilise healthcare technology such as the Electronic Prescription Service (EPS), NHSmail and Summary Care Records, linking them digitally to the rest of the NHS. Pharmacies will have comprehensive NHS.UK profiles and will communicate with patients using digital technology and apps.

A KEY PART OF THE PRIMARY CARE TEAM

Supporting local priorities

Community pharmacy will work to support Primary Care Networks (PCNs) and pharmacies may offer a range of services to meet local priorities such as the provision of emergency hormonal contraception (EHC); NHS Health Checks; and healthy eating and weight loss advice.

Improving medicines safety

Patients taking palliative care medicines will be able to get them directly from their local pharmacy, and many pharmacies will undertake prescribing audits and risk reviews to improve patient and medicines safety.

Smoking cessation support

Pharmacies will offer stop smoking support which patients may be referred to from other care settings.

PUBLIC HEALTH AND DETECTION

Improving uptake of vaccinations

Pharmacies will provide a range of vaccinations to help meet Government immunisation targets.

SUPPORTING HIGH QUALITY CARE

Providing ongoing support for patients

Patients on repeat prescriptions (for example, those taking oral contraception) will receive routine safety checks from their local pharmacist.

Championing public health

All pharmacies will be Healthy Living Pharmacies, making them local hubs promoting health, wellbeing and self-care, and providing services to prevent ill-health. Pharmacies will be key supporters of NHS public health campaigns.

Identifying those at risk of disease

Pharmacies will provide Hepatitis C testing as well as screening to identify people with high blood pressure or cardiovascular disease.

Providing diagnostic point-of-care testing

Pharmacies will use point of care test and treatment services for common ailments such as Urinary Tract Infections and Strep throat infections. This will mean they can provide appropriate treatment while also supporting efforts to tackle antimicrobial resistance.

Helping people with long term conditions

Many pharmacies will check if patients with diabetes have had annual foot and eye checks and they will make efforts to become Dementia Friendly environments.



Subject	PSNC website
Date of meeting	November 2019
Committee/Subcommittee	Communications and Public Affairs
Status	Not confidential
Overview	This paper sets out some initial thinking about the PSNC website to help the subcommittee to begin thinking about how the PSNC website might better meet the needs of its audiences.
Proposed action(s)	Review the current website map; consider future audiences; and think about how best to structure all the information on our website.
Author(s) of the paper	Melinda Mabbutt

PSNC website

Introduction

PSNC is undertaking a review of its website. Our starting point is considering consider how the PSNC website might better meet the needs of its audience

Overall structure

As a visual aid, here is a diagram of the website structure:

PSNC's Work	Information about PSNC (and about pharmacy)	How to contact PSNC	Links to PSNC publications and events	Communications resources and PSNC Comms
Funding and Statistics	Information on pharmacy funding and distribution	PSNC funding roles eg COSI and Margins Survey	NHS statistics eg on MURs and NMS	Historical funding information
Contract and IT	Clinical governance requirements	Information on regulations including market entry	Community pharmacy IT topics	Guidance for contractors on regulatory matters
Dispensing and Supply	Information on the dispensing process and prescriptions	Drug Tariff resources and endorsement guidance	Supply chain & shortages information	Prescription pricing and payment accuracy
Services and Commissioning	Information and resources on Essential Services	Information and resources on Advanced Services	Local services information and resources eg Services Database	Other resources: commissioners' portal, facts & stats, and working with GPs
The Healthcare Landscape	Information on local structures eg PCNs, ICS and STPs	Information on NHS policies eg Long Term Plan, 5YFV	Information on the Pharmacy Integration Fund	Resources: Healthcare Who's Who, Acronym Glossary
LPCs	Information about LPCs (and links to their websites)	LPOSS Prospectus (ie what services PSNC offers LPCs)	LPC Members' Area (covering all resources for LPCs)	LPC news and case studies

Webpages

There are currently 1,281 live webpages on the PSNC website; however, many of these are due to individual pages being created for our briefings and details of local pharmacy services. As such, a rationalised version of the webpages on a section-by-section basis has been produced below.

PSNC's Work

- About community pharmacy
 - The Value of Community Pharmacy
- About PSNC
 - PSNC financial statements
 - PSNC members
 - PSNC privacy Notice
 - PSNC staff
- Communications and lobbying
 - Communicating with patients
 - Communications, PR and media guidance
 - Engaging with MPs
 - Working with local authorities
 - Working with commissioners
- Community Pharmacy News (CPN)
- Contact Us
- Events
 - PSNC webinar
- Feedback to PSNC
- Future of pharmacy animation
- PSNC Briefings: PSNC's Work
- PSNC Newsletter archive
- PSNC publications and resources
 - Responses to consultations
- PSNC Vision and work plan
- The latest from PSNC
 - PSNC meetings

Funding and Statistics

- A-Z of funding topics
- CPCF funding arrangements 2018/19
- Funding distribution
 - Advanced Service payments
 - Branded generics
 - Dispensing at a loss
 - Essential Service payments
 - Practice Payment and dispensing staff levels
 - Practice Payment and Establishment Payment top-ups
 - Indicative income tables
 - IT and EPS allowances
 - Pharmacy Finance Scheme
 - Pre-registration training grant
 - Retained margin (Category M)
 - Summary of funding changes
 - Temporary safeguarding payments

- VAT
- Historical funding arrangements
- NHS statistics
 - Community statistics
 - EPS statistics
 - MUR statistics
 - NMS statistics
 - Remuneration statistics
- Pharmacy funding
 - Cost of Service Inquiry
 - Margins survey
- PSNC Briefings: Funding and Statistics
- PSNC Ongoing Funding Work

Contract and IT

- Brexit and Community Pharmacy
- Clinical Governance
 - Community Pharmacy Patient Questionnaire (CPPQ)
 - Emergency Planning/Business Continuity
 - NHS complains procedure
 - Patient safety incident reporting
 - Practice leaflet requirements
 - Raising concerns (Whistle-blowing)
- Community Pharmacy Contractual Framework
 - Appeals against overpayment decisions
 - Contract monitoring
 - CPCF settlement: 2019/20 to 2023/24
 - CPC Checklist emails archive
- Community pharmacy IT
 - Communications across healthcare using IT
 - Notifications for pharmacy systems to GP practice systems
 - Use of fax machines in the NHS
 - Connectivity
 - Database of pharmacies and services
 - Digital training and capabilities
 - Electronic health records
 - Local Health and Care Records (LHCRs)
 - Summary Care Record (SCR) home
 - Funding and reimbursement (IT)
 - Future developments for IT
 - Informative governance, cybersecurity and GDPR
 - NHS / HSCN / aggregators
 - NHS website
 - NHSmail
 - Policy, the NHS and IT
 - Smartcards
 - Standard and interoperability (IT)
 - NHS medicines database (dm+d)
 - System suppliers
 - System and apps (pharmacy)
- Market entry regulations

- Change of ownership
- Distance selling pharmacies
- Opening a pharmacy
- Pharmaceutical Needs Assessment
- Relocations which do not result in significant change
- Rural issues
- Pharmacy consolidations (mergers)
- PSNC Briefings: Contract and IT
- Regulations and regulatory matters
 - Controlled Drug regulations
 - DBS checks
 - Direction of prescriptions
 - Essential Small Pharmacies
 - Falsified Medicines Directive (FM)
 - Fitness to Practise
 - Inducements
 - Information & Disclosure Regulations
 - NHS Identity Guidelines: NHS logo use by pharmacies
 - Opening hours
 - Performance panels
 - Responsible Pharmacist
 - Retention of Pharmacy Records
 - The Equality Act 2010
 - Information Standard
 - UK competition law

Dispensing and Supply

- Digitisation of the Prescription Submission (FP34C) Form and Referred Back Items
- Dispensing a prescription
 - Appliances
 - Drug Tariff Appliance Watch: Notice of Deletion
 - Medicinal products
 - Quantity
 - Special containers (including dispensing of oral liquid antibiotics requiring reconstitution)
 - Special Container Database
 - Split pack dispensing
 - Unlicensed specials and imports
- Dispensing Controlled Drugs
 - Controlled Drug prescription forms and validity
 - Controlled Drug resources and FAQs
 - Instalment dispensing
 - Methadone dispensing (FP10 and FP10MDA)
- Drug Tariff resources
 - Quick reference guides
 - Virtual Drug Tariff
 - Where to obtain external resources
- Endorsement and payment
- EPS home
- IS this item allowed?
 - Dispensing on an FP10 database

- Item endorsement and pricing
 - Endorsement guidance
 - Fees and allowances
 - Broken bulk
 - Consumables and container allowance
 - Out of pocket expenses
 - How discount deduction works
 - How the price change mechanism works
- Overprint Specification for FP10SS Forms
- Prescription payment and pricing accuracy
 - Common issues that can lead to pricing errors
 - Monthly payments
 - Prescription payment and pricing accuracy factsheets
 - Prescription pricing accuracy
 - Prescription submission
- PSNC Briefings: Dispensing and Supply
- Receiving a prescription
 - Is this prescription form valid?
 - How long is a prescription valid for?
 - Prescriber codes
 - What does the patient pay?
 - Exemptions from the prescription charge
 - Prescription Charge Card and No Charge and Multi-Charge Factsheet
 - Prescription charge refund procedure
 - Who can prescribe what?
- Supply chain and shortages
 - Adrenaline auto-injectors
 - Branded supply problems
 - Live SSPs
 - Manufacturer contingency arrangements
 - Medicine Shortages
 - Price Concessions
 - Shortage Reporting Form
 - SSPs – FAQs
 - Supply issues feedback forms
 - Problems obtaining an appliance?
 - Report product over Drug Tariff price
- The dispensing process

Services and Commissioning

- Advanced Services
 - Appliance Use Review (AUR)
 - Community Pharmacist Consultation Service
 - Flu Vaccination Service
 - Medicines Use Review (MUR)
 - New Medicine Service (NMS)
 - Stoma Appliance Customisation (SAC)
- Commissioners Portal
 - Local Politicians Hub
- Essential facts, stats and quotes
- Essential Services

- Dispensing Appliances
- Dispensing Medicines
- Disposal of unwanted medicines
- Public Health (Promotion of Healthy Lifestyles)
- Repeat Dispensing/electronic Repeat Dispensing (eRD)
- Managed repeats
- Signposting
- Support for Self Care
- Locally Commissioned Services
- NHS Standard Contract
- PSNC Briefings: Services and Commissioning
- Services Database
- Working with GPs
 - Community Pharmacy: Information for GPs
- Working with hospital colleagues

The Healthcare Landscape

- Better Care Fund
- Co-commissioning of primary care services
- Devolution
- Glossary of acronyms commonly used in pharmacy
- Healthcare who's who
- New Models of Care
- NHS England Primary Care Prescribing Guidance
- Primary Care Networks (PCNs)
- Prime Minister's GP Access Fund
- PSNC Briefings: The Healthcare Landscape
- Social prescribing
- STPs and ICS
- The Francis inquiry Report
- The GP contract
- The NHS Five-Year Forward View (5YFV)
- The NHS Long Term Plan
- The Pharmacy Integration Programme/Fund (PhIF)
- Urgent and emergency care

LPCs

- About LPCs
- Local Pharmacy Organisation Support Services (LPOSS) prospectus
- LPC Members' Area
- LPCs in the Spotlight
- PSNC Briefings

Subcommittee Actions

The Subcommittee is asked to consider:

- What are the key audiences that PSNC needs to reach with its website? Do those audiences have the same, or different needs?
- Does the current structure meet the needs of contractors?
- Does the current structure meet the needs of LPCs?
- How can we make the site more easily navigable for contractors and LPCs?
- How can we reduce the amount of content that is currently on our website?
- What might a new website structure look like?

Appendix CPA 06/11/2019

Subject	Public affairs
Date of meeting	November 2019
Committee/Subcommittee	Communications and Public Affairs
Status	Not confidential
Overview	An update on wider public affairs work with charities and patient organisations.
Proposed action(s)	To consider the proposal for further joint pharmacy engagement work with key stakeholders.
Author(s) of the paper	Jessica Ferguson

Introduction

Below is a round-up of stakeholder engagement undertaken by the PSNC Communications and Public Affairs Team since the last PSNC meeting.

Party Conference Events

PSNC, along with the NPA, CCA and AIM, co-hosted two roundtable dinner events at the Labour and Conservative conferences in September. The theme was prevention, as this is one of the key areas of the NHS Long Term Plan and one of the government's priorities, and it is also an area in which community pharmacy has much to contribute. The aim of the events was to engage with a range of stakeholders to hear about their perceptions of the pharmacy sector, its role in the prevention agenda, and what more the sector could do to contribute.

Attendees

Alison Cook, Director of External Affairs at the British Lung Foundation, chaired the event at the Labour Party Conference in Brighton, while Simon Gillespie, Chief Executive of the British Heart Foundation, chaired the event at the Conservative Party Conference in Manchester.

The following guests attended the Brighton event:

- Alison Cook, Director of External Affairs, British Lung Foundation (chair)
- Julie Cooper MP, Shadow Health Minister (address only)
- Donna Castle, Senior Director of Public Affairs and Communications, PAGB
- Frances McCabe, Chair, Healthwatch Brighton and Hove
- Graham Parsons, Chief Pharmacist, Turning Point
- Helen Boothman, Specialist Hepatology Pharmacist, St George's University Hospital NHS Trust
- James Wood, Chief Officer, Community Pharmacy Surrey and Sussex
- Janet Rittman, Pharmaceutical Adviser (Public Health), Brighton and Hove City Council
- John Maingay, Director of Policy and Influencing, British Heart Foundation
- Jules Payne, Chief Executive, Heart UK
- Julia Manning, Chief Executive, 2020 Health
- Rachel Power, Chief Executive, Patients Association
- Richard Fernandez, Head of Policy, Institute of Alcohol Studies
- Russell Viner, President, Royal College of Paediatrics and Child Health
- Stuart Smith, Director of Community Services, Hepatitis C Trust
- Valeria Fiore, Digital Reporter, Chemist and Druggist

The following guests attended the Manchester event:

- Simon Gillespie, Chief Executive, British Heart Foundation (chair)
- Arpana Verma, Head of Population Health, Health Services and Primary Care, University of Manchester
- Ben Bridgewater, Chief Executive, Health Innovation Manchester
- Carrie Richardson, Northern Regional Lead, Hepatitis C Trust
- Duncan Stephenson, Deputy Chief Executive, Royal Society of Public Health
- Emily Cook, Director and Head of Health, Lexington Communications
- Fin McCaul, Committee Member, Greater Manchester Local Pharmaceutical Committee
- Heather Henry, Nurse, Senior Lecturer, University of Salford
- Jayne Lawrence, Head of Pharmacy, University of Manchester
- Jeremy Hughes, Chief Executive, Alzheimer's Society

- Joe Farrington-Douglas, Head of Policy and External Affairs, Asthma UK
- Martin Sawyer, Executive Director, Healthcare Distribution Association
- Moira Auchterlonie, Chief Executive, Family Doctor Association
- Richard West, Chair, Dispensing Doctor's Association
- Sarah Bullock, Prevention Policy Adviser, Cancer Research UK
- Tracey Loftis, Head of Policy and Public Affairs, Versus Arthritis
- Warwick Smith, Director, British Generics Manufacturing Association

The Chief Executive and the Director of Communications and Public Affairs attended the events on behalf of PSNC, and also attended the wider conferences. Both events saw lively discussion on the topic, with lots of insight collected from the attendees.

Next steps

The next step is the drafting of a policy paper summarising some of the key themes and outputs from the events, and it has been proposed that we could use this document as the hook for a follow-up event with a wider group of stakeholders, to kickstart a programme of joint public affairs work with the CCA, NPA and AIM.

RCGP Conference

As well as the party conferences, PSNC also exhibited at the Royal College of General Practitioners' Annual Conference in Liverpool on 24-26 October 2019. The primary aim was to engage with the GP sector, but it was also a good opportunity to promote the new Community Pharmacist Consultation Service (CPCS). PSNC has exhibited at the RCGP Conference in recent years but is reflecting as to whether an alternative event might be better to interact with this audience. The subcommittee is asked to consider any alternative ideas.

British Lung Foundation

PSNC has an ongoing relationship with the British Lung Foundation and has met several times in the last year to discuss a range of policy issues, as well as pharmacy contract negotiations. Since the last committee meeting, PSNC has been approved as a member of the Taskforce for Lung Health, an organisation led by the British Lung Foundation. The Taskforce is a collaboration of more than 30 organisations, including patient groups, healthcare professionals and others, with the aim of improving lung health.

Subcommittee Action

The Subcommittee is asked to consider:

- The proposal to hold a joint pharmacy stakeholder event and to use this to kickstart longer term joint engagement work.
- Alternative events or communications channels we could use to engage with the GP sector.

Subject	Pharmacy communications
Date of meeting	November 2019
Committee/Subcommittee	Communications and Public Affairs
Status	Not confidential
Overview	An update on PSNC's communications for community pharmacy contractors and their teams, and on media work.
Proposed action(s)	None – for report
Author(s) of the paper	Melinda Mabbutt

Pharmacy Communications

Introduction

Below is a round-up of the communications work undertaken by the PSNC Communications and Public Affairs Team since the last PSNC meeting.

Webinars and videos

Aside from the Digital Roadshow (discussed in [Appendix CPA 04/11/2019](#)), the following webinars and videos have been recorded since the last committee meeting.

Community Pharmacist Consultation Service (CPCS) webinars

As registration for the CPCS opened, we held a webinar to provide contractors and their teams with a clearer insight into this important new service. Almost 500 people tuned in to the webinar co-hosted by Alastair Buxton, PSNC's Director of NHS Services, and colleagues from NHS England and NHS Improvement (NHSE&I). 98% of viewers said they found it useful, with terms such as "informative", "helpful" and "comprehensive" appearing in the feedback survey. A similar webinar was held for LPCs but focussing more on how LPCs can support the rollout of the service.

Pharmacy Quality Scheme (PQS) 2019/20 webinar

More than 700 people registered for a webinar about this year's PQS, hosted by the PSNC Services Team. The October event provided as much detail as possible on the Scheme, providing contractors and their teams with key information and advice on taking part. Feedback was very positive with 96% of people finding it useful, and 93% saying they would recommend it to others. There were also some comments in support of PSNC's use of the webinar format.

Flu Vaccination Service video

As part of our annual support for the Flu Vaccination Advanced Service, PSNC Head of Service Development, Rosie Taylor, recorded a presentation outlining the changes for 2019/20 and reminding viewers of the ongoing requirements for providing the service. Over 500 people watched the video in September and October.

Reimbursement reforms consultation webinar

PSNC also held a webinar for LPCs to discuss PSNC's response to the Government consultation on drug reimbursement reforms for community pharmacy. This aimed to support LPCs who were drafting their own responses, as well as to share PSNC's position on the proposals.

Proactive communications and pharmacy press coverage

In the past few months the Communications Team has provided comments to the pharmacy press on a range of topics including Transitional Payments, CPCS, the reimbursement reforms consultation, medicine shortages and SSPs, and flu vaccinations.

PSNC Chief Executive Simon Dukes gave two in-depth interviews to the pharmacy press on the outcomes of the five-year CPCF. In [P3 Magazine](#), the focus is on opportunity in the face of adversity, whilst the [Pharmaceutical Journal](#) talks of the difficulty in having discussions with Government on what the 'right number' of pharmacies should be.

In November, Rosie Taylor and Melinda Mabbutt worked together on an article to remind contractors about a key deadline for the Pharmacy Quality Scheme on 30th November 2019. The feature, which appeared in [The Pharmacist](#), contained top tips and guidance on how to meet the criteria.

Annual report

After a significant amount of work, PSNC published its annual report for the 2018/19 financial year. The report showcases the work taking place at PSNC and highlights the small team of just 30 people who make it happen. We hope it shows the value for money that PSNC provides to contractors.

Key work from 2018/19 included:

- Raising awareness of the impact of generic price increases on pharmacy workload;
- Securing funding levels and preventing a £33m funding cut;
- Negotiating a fee uplift and other improvements to the Flu Vaccination Advanced Service;
- Establishing the Community Pharmacy Brexit Forum; and
- Averaging four visits a minute to the PSNC website.

To appeal to people using different platforms, we have developed a number of alternative viewing methods for our annual report. These include an online flipbook, a PDF version and a mobile-friendly micro site. You can find the report on the [About PSNC](#) page of our website, or by visiting psncannualreport.com

News round-ups for LPCs

Following requests from some LPCs, the PSNC Communications and Public Affairs Team launched a new series of key news and guidance round-ups to help LPCs to make the most of the content being sent out by PSNC. Published every Friday afternoon in the [LPC Members Area](#), the round-ups are uploaded as Word documents broken up into a series of stories on elements of the CPCF and other important information. There is also an appendix of more general pieces which can be used as reminders.

Additional security for LPC website network

PSNC and our website development team, EBI Solutions, are constantly working to improve the security and resilience of the network of LPC websites. As such, significant security upgrades for the PSNC and LPC websites network were recently carried out.

The latest improvements help to deter hackers and improve the speed of the sites but required a change in how LPCs login to their websites. Unfortunately, rollout was unsuccessful in September, but we analysed what went wrong and actioned the work as two separate upgrades in October and early November instead.

Briefings report

Most of the PSNC Briefings published since the last committee meeting related to information, guidance and resources on both the Pharmacy Quality Scheme and the Flu Vaccination Advanced Service. Other topics included the Government's prevention green paper, preparing for transition to Windows 10, SCR with additional information, and detailed guidance on implementing the Serious Shortage Protocols (SSPs) for Fluoxetine.

For more information on any of these briefings, please visit PSNC's Briefings Database at: psnc.org.uk/briefings

PSNC digital communications reports

September 2019 overview: We saw considerable interest in the Pharmacy Quality Scheme, as well as a lot of traffic flowing to our webpages and briefings on the Flu Vaccination Service.

Our largest peak in website numbers was on Monday 30th, the day we sent three 'checklist' items on key elements of the CPCF.

October 2019 overview: With the introduction of the first Serious Shortage Protocols (SSPs), it was unsurprising to see interest in this topic. We also saw continued interest in the Pharmacy Quality Scheme.

Our largest peak in website numbers was on Tuesday 1st, the day we sent out a specific services newsletter and two 'CPCF Checklist' emails.

Full statistics reports overleaf.

Conclusion

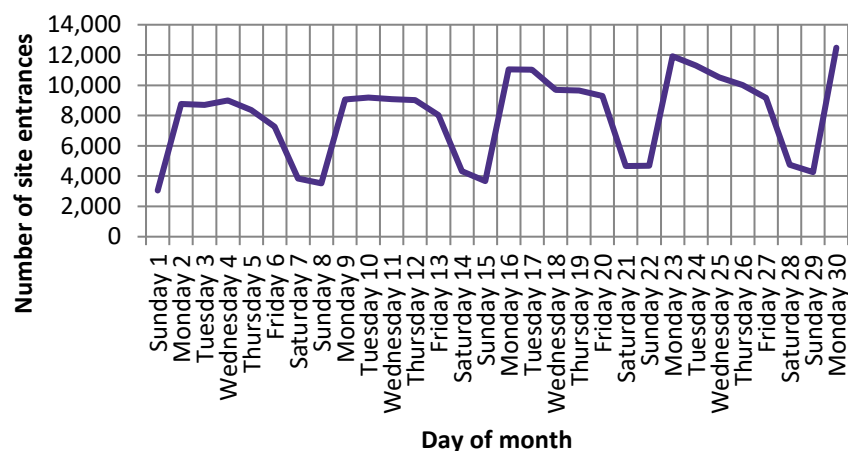
This paper has been created just for review; no action is required. However, subcommittee members are welcome to share their feedback or questions on any of the above.

September 2019: PSNC comms statistics report

PSNC Website

Audience	Sept 2019	Aug 2019
Number of unique visitors (site entrances)	239,390	183,425
Number of unique pageviews	434,388	314,067

Number of people visiting the website each day



Pages	Views
Price concessions and NCSO	19,447
Flu Vaccination Service	10,239
Flu Vaccination – record keeping and data requirements	8,308
Pharmacy Quality Scheme	8,265
Flu Vaccination – service spec and PGD	8,262

News stories	Date	Views
New MUR target requirements from 1st October	13 Sept	3,925
CPCS service spec published and registration opens	2 Sept	3,351
Hormone Replacement Therapy (HRT) Supply Issues	23 Aug	2,536
Clarification on dental prescription reimbursement	20 Sept	1,840
Funding negotiations result in five-year CPCF deal	22 Jul	1,526

PSNC Briefings	Views
041/19: The Pharmacy Quality Scheme 2019/20	4,085
031/19: Guidance on Seasonal Influenza Vaccination Advanced Service	2,987
043/19: Pharmacy Quality Scheme – Foot and eye screening (retinopathy) checks for patients with diabetes	2,986
035/19: Factsheet: Eligible groups for the Flu Vaccination Service	1,579
038/19: Pharmacist checklist for the Flu Vaccination Service	1,339

Webinars	Plays
CPCS webinar – ON-DEMAND	552
Flu Vaccination Service recorded presentation	475
CPCS webinar – LIVE	460
Five-Year Deal on CPCF webinar	164

PSNC Emails

PSNC Newsletter	Sept	Aug	Other health newsletters
Open rate	30%	32%	23%
Click rate	4%	4%	6%
Clicks to opens	12%	12%	20%

LPC News	Sept	Aug
Open rate	37%	33%
Click rate	6%	3%
Clicks to opens	17%	10%

Social media

	Sept	Aug
Twitter reach	154,800	120,200
Twitter interactions	2,481	1,763
Facebook reach	6,337	5,892
Facebook interactions	778	441
LinkedIn reach	7,329	7,551
LinkedIn interactions	609	509

October 2019: PSNC comms statistics report

PSNC Website

Audience	Oct 2019	Sept 2019
Number of unique visitors (site entrances)	294,072	239,390
Number of unique pageviews	532,253	434,388



Pages	Views
Price concessions and NCSO	20,661
Pharmacy Quality Scheme	15,599
Community Pharmacist Consultation Service	13,381
Flu Vaccination – record keeping and data requirements	11,763
Flu Vaccination – eligible patient groups	7,213

News stories	Date	Views
SSPs issued for Fluoxetine: Urgent actions required	3 Oct	4,213
Supply Notice – Ranitidine all oral formulations	15 Oct	3,491
New MUR target requirements from 1st October	13 Sept	2,820
PQS: Update your NHS website and DoS profiles now	1 Oct	2,291
CPCS countdown starts – are you ready for 29th Oct?	22 Oct	1,675

PSNC Briefings	Views
041/19: The Pharmacy Quality Scheme 2019/20	4,784
043/19: PQS – Foot and eye screening checks for patients with diabetes	3,539
023/19: SSPs – A guide for community pharmacy teams	1,741
047/19: PQS – Guidance for contractors on the PCN domain	1,483
035/19: Factsheet: Eligible groups for the Flu Vaccination Service	1,091

Webinars	Plays
Community Pharmacist Consultation Service (CPCS) webinar	457
Pharmacy Quality Scheme 2019/20 webinar – ON-DEMAND	302
Digital CPCF Roadshow – ON-DEMAND	192
Pharmacy Quality Scheme 2019/20 webinar – LIVE	166
Digital CPCF Roadshow webinar – LIVE	110
Serious Shortage Protocols (SSPs) webinar	53

PSNC Emails

PSNC Newsletter	Oct	Sept	Other health newsletters
Open rate	30%	30%	23%
Click rate	3%	4%	6%
Clicks to opens	11%	12%	20%

LPC News	Oct	Sept
Open rate	34%	37%
Click rate	4%	6%
Clicks to opens	10%	17%

Social media

	Oct	Sept
Twitter reach	134,700	154,800
Twitter interactions	2,748	2,481
Facebook reach	11,310	6,337
Facebook interactions	1,654	778
LinkedIn reach	6,600	7,329
LinkedIn interactions	251	609

Subject	Parliamentary work
Date of meeting	November 2019
Committee/Subcommittee	Communications and Public Affairs
Status	Not confidential
Overview	An update on the APPG and other Parliamentary business concerning community pharmacy.
Proposed action(s)	None – for report
Author(s) of the paper	Jessica Ferguson

Introduction

Please note that Parliament has been subject to autumn recess and a period of prorogation since the last meeting. Despite this, the work of the All-Party Pharmacy Group is progressing, and some good wider parliamentary engagement has taken place. This is summarised below.

2019 General Election

Once a General Election was officially confirmed for 12 December, PSNC and the other pharmacy organisations began work to develop joint resources. The CCA and AIM chose not to be involved, so subsequently PSNC, the NPA and the RPS jointly developed a 'General Election Hub', which is a microsite containing resources for LPCs and contractors to use with candidates during the General Election campaign. The resources include:

- A joint 'pharmacy manifesto', a document which sets out how the pharmacy organisations hope any new Government will commit to investing in community pharmacy and supporting the sector
- Guidance from PSNC and the RPS on engaging with parliamentary candidates

This includes PSNC's 'Visit Guidance for General Election Candidates', which we have also additionally promoted to LPCs and contractors through our own channels.

At the time of writing, the party manifestos have not yet been published, however, PSNC will be taking a neutral stance in that we will not be commenting on party-specific policy proposals. The pharmacy organisations have also worked to influence the manifestos, sharing our joint pharmacy manifesto with policy teams. Once a Government is in place, we will work with them, as well as other supportive MPs, to continue to build support for the sector.

All-Party Pharmacy Group

Although Parliament is in recess, our public affairs agency Lexington are continuing to develop the APPG. Below is a summary of the work they are currently undertaking.

APPG Chair and Officers

Following the announcement that Sir Kevin Barron would be standing down as an MP at the 2019 General Election, the group is seeking a new chair. Steve Double, who was Vice Chair of the APPG, was promoted to Parliamentary Private Secretary to the Department of Health and Social Care's ministerial team, so has also left the APPG.

Lexington are currently seeking out potential replacements for a new chair and officers of the APPG and are also conducting background research into new candidates with health interests. We will work with LPCs to try to engage with potential candidates, and then begin the APPG recruitment drive in the new year, once we know with certainty which MPs will form the next Parliament.

APPG Workplan

Alongside the recruitment drive, Lexington are continuing to develop the APPG workplan for 2019/20. Due to the timing of the General Election, the order of the workplan has changed. The first event will be a drop-in Parliamentary reception in Parliament, currently titled: "Pharmacies – more than just prescriptions". This will be a large open reception in Parliament, and the aim is to build greater awareness of the pharmacy sector in Parliament, and also increase support for the APPG. The full event brief, logistics and agenda will be confirmed after the General Election.

Other elements of the 2019/20 workplan remain the same: an inquiry into digital technology in pharmacy will be held around May 2020, as well as an additional meeting, either on the Community Pharmacist Consultation Service (CPCS) or the role of the pharmacy sector in Primary Care Networks (PCN) are still planned.

Website

Lexington are building a new, more engaging website for the APPG, which is currently occupied by a holding page but should go live soon.

Parliamentary Engagement

Since the last meeting, Parliament has been subject to autumn recess and a period of prorogation, but despite this, some good engagement with Parliamentarians has taken place.

MP Visit Guidance and LPC Support

LPCs are still hosting successful MP visits and the team is providing assistance where necessary. We have updated the MP visit guidance for LPCs to use for pharmacy visits with any candidates standing in the upcoming General Election.

Debate – The Role of Community Pharmacies

On 2nd October, Holly Lynch, Labour MP for Halifax, hosted a Westminster Hall debate on the role of community pharmacies. Holly discussed her experiences of working in a community pharmacy, as well as pharmacy closures, medicines shortage, and the five-year Community Pharmacy Contractual Framework.

The debate was well-attended and notable contributions included:

- Rachael Maskell, Labour MP for York Central, who questioned how the impact of the five-year deal will be measured, particularly on independent contractors;
- Tim Farron, Liberal Democrat MP for Westmorland and Lonsdale, who called for an essential community pharmacy scheme to support pharmacies in rural areas;
- Liz McInnes, Labour MP for Heywood and Middleton, who spoke about home delivery charges;
- Kevin Barron, Labour MP for Rother Valley, who spoke about the Community Pharmacist Consultation Service (CPCS) and other future pharmacy service developments; and
- Nic Dakin, Labour MP for Scunthorpe, who questioned why the five-year funding settlement was not index linked, in line with inflation.

There were some difficult questions about some parts of the sector. PSNC followed up with MPs after the debate to offer a briefing on the five-year deal and other matters.

Jo Churchill, Conservative MP for Bury St Edmunds and Parliamentary Under-Secretary of State for Prevention, Public Health and Primary Care, was also present. She began by noting she had been able to meet with the sector and PSNC the previous week at the LPC Conference (27 September). She also discussed the consultation on community pharmacy drug reimbursement reforms, as well as the five-year deal, noting the impending introduction of the Community Pharmacist Consultation Service (CPCS).

On the five-year deal, the Minister said:

“The deal is the beginning of a programme to transform the sector and to see community pharmacies play a much expanded role in the delivery of health and care across prevention, urgent care and medicine safety. Those new arrangements will support the pharmacy team to utilise all its extensive clinical expertise, further developing new roles and providing the community with the knowledge, skills and support to prevent ill health, manage minor conditions and stay happy and healthy for longer.”

Following the debate, PSNC was able to secure dates for meetings with Liz McInnes and Nic Dakin, both MPs we have not regularly engaged with before. Unfortunately, due to the timing of the upcoming General Election, these meetings both had to be cancelled. However, PSNC has maintained contact with the MPs offices and if they are re-elected, these meetings will be rescheduled for some time in the new year.

Parliamentary Questions

Some questions concerning pharmacy and medicines have been raised in recent months, including:

- Julian Sturdy, Conservative MP for York Outer, and Nic Dakin, Labour MP for Scunthorpe, asking about the community pharmacy drug reimbursement reform consultation;
- Stephen Metcalfe, Conservative MP for South Basildon and East Thurrock, asking what steps were being taken to improve community pharmacies;
- Lord Taylor of Warwick, asking about dry-powder inhalers; and
- Dr Rosena Allin-Khan, Labour MP for Tooting, asking about specific shortages.

The text of these PQs is included below for reference.

Julian Sturdy (Con) (York Outer): To ask the Secretary of State for Health and Social Care, with reference to his Department's consultation entitled, Community pharmacy drug reimbursement reform, published in July 2019, what steps he is taking to undertake an impact assessment on the possible effect of those reforms on the practices of dispensing GPs.

Julian Sturdy (Con) (York Outer): To ask the Secretary of State for Health and Social Care, what steps he is taking to consult representatives of dispensing GP practices on the proposals in his consultation on community pharmacy drug reimbursement reform.

Jo Churchill (Con) (Bury St Edmunds): The Department's consultation on changes to the reimbursement of pharmacy contractors has now closed and responses are being analysed. The impact assessment that was published alongside the consultation document will be updated with information provided by respondents to the consultation which includes dispensing doctors and bodies representing them.

Nic Dakin (Lab) (Scunthorpe): To ask the Secretary of State for Health and Social Care, pursuant to the Answer of 5 September to Question 284853 on prescription fees and charging, whether NHS England will publish its own impact assessment on the effects of the consultation on dispensing doctors.

Jo Churchill (Con) (Bury St Edmunds): The Department's consultation on changes to the reimbursement of pharmacy contractors has now closed and responses are being analysed. The impact assessment that was published alongside the consultation document will be updated with information provided by respondents to the consultation which includes dispensing doctors and bodies representing them. No separate impact assessment will be undertaken by NHS England and NHS Improvement in relation to the consultation.

Stephen Metcalfe (Con) (South Basildon and East Thurrock): What steps he is taking to improve community pharmacies.

Jo Churchill (Con) (Bury St Edmunds): In July, we set out plans in our landmark five-year Community Pharmacy Contractual Framework deal. This outlined our ambition for community pharmacies to be fully integrated into the National Health Service, support patients get the best from their medicines and provide advice to the public to help them stay healthy for longer. As part of this, today we have launched a new national service referring patients suffering from minor illness to our highly skilled community pharmacists through NHS 111.

Lord Taylor of Warwick (Non-affiliated): To ask Her Majesty's Government whether they intend to cease the prescription of dry powder inhalers in England apart from in exceptional circumstances; and if so, when.

Baroness Blackwood of North Oxford (Con): It is the intention of the National Health Service, as set out in its Long Term Plan commitment, to reduce the use of traditional inhalers with higher levels of fluorinated gases. There are devices available which use significantly less fluorinated gases and dry powder devices, which do not use fluorinated gases, unlike traditional metered dose devices.

This year, the National Institute of Health and Care Excellence has published a Patient Decision Aid to help people with asthma, alongside health professionals, to identify which inhalers could meet their needs and control their symptoms. Where several inhalers could be viable options, the decision aid helps clinicians and patients choose the more environmentally friendly option, with a lower carbon footprint. The British Thoracic Society have included device carbon impacts in their recently published asthma guidelines.

Dr Rosena Allin-Khan (Lab) (Tooting): To ask the Secretary of State for Health and Social Care, what recent assessment his Department has made of the adequacy of the availability of adrenaline auto-injectors.

Jo Churchill (Con) (Bury St Edmunds): Adrenaline auto-injectors are currently available and all patients who require an adrenaline auto-injector should be able to obtain a device from their pharmacy. The Department continues to work very closely with all the manufacturers of adrenaline auto-injectors to ensure supply remains available in sufficient quantities to support demand.

Conclusion

This paper has been created just for review; no action is required. However, subcommittee members are welcome to share their feedback or questions on any of the above.