

**Pharmaceutical Services Negotiating Committee**  
**LPC and Contractor Support (LCS) Subcommittee Agenda**  
**Wednesday 22nd May**  
**PSNC, Hosier Lane, London, EC1A 9LQ**

**Members:** Sam Fisher (Chair), Alice Hare, Fin McCaul, Lucy Morton-Channon, Umesh Patel, Indrajit Patel, Jay Patel, Sian Retallick

1. Welcome from Chair
2. Apologies for absence
3. Conflicts or declaration of interest
4. Minutes of the last meeting
5. Matters Arising

**Action**

6. Provider companies (**Appendix 02/05/2019**)
7. LPC Dashboard (**Appendix 03/05/2019**)
8. Primary Care Networks (**Appendix 04/05/2019**)
9. LPC Conference 2019 (**Appendix 05/05/2019**)

**Report**

10. Quality Payments (**Appendix 06/05/2019**)
11. HMRC and advice to LPCs – Gordon to report at the meeting
12. LPC Support Reports (**Appendix 07/02/2019**)
13. Any other business

Subject	Community Pharmacy Provider Companies
Date of meeting	22nd May 2019
Committee/Subcommittee	LPC and Contractor Support subcommittee
Status	Not confidential
Overview	The paper sets out development and implementation of the revised model for provider companies
Proposed action(s)	To consider and, as appropriate, to recommend to the committee: <ul style="list-style-type: none"> <li>1) A national LPC conference</li> <li>2) Plans for continued development</li> <li>3) PSNC Observers for provider companies</li> </ul> As set out in the last paragraph of the paper.
Author(s) of the paper	Gordon Hockey

## Background

1. Last year the committee agreed the principles of a new model provider company and this year draft Articles were agreed by LRA.
2. The original intention was to pilot the model with Greater Manchester and then roll it out to other LPCs, but in February, it was decided that the model should be made available to all LPCs.

## Revised Articles and Rules

3. The main aims and changes to the Articles and Rules are as follows:
  - To make provider companies more inclusive – AIM and CCA companies – so commissioned services can be delivered across a locality.  
*By the appointment of Observers to the board - to enable CCA and AIM companies to be involved (there were technical compliance reasons why it is difficult for reps of the bigger companies to be directors of other companies).*
  - To make the provider companies easier to administer and clearly for the contractor base in the area.  
*By reducing the number of members to one for each sub-region (designated by the LPC), introducing affiliate membership for all other contractors providing services, and funding the operating costs of company through services rather than membership fees.*
  - To assist CP participation in emerging NHS structures as providers – if providers rather than LPCs or LMCs are invited to discuss provision of services; and more support from PSNC.  
*By broadening the purposes of the provider company to include 'representation' of CP as providers of services to the NHS; and offering a PSNC Observer to the Board.*
4. The Articles and Rules will be revised further as required; for example, provision has been made for the company to be not-for-profit if it also informs commissioners (and others as relevant) that pharmacy services are delivered through community pharmacies/retail pharmacy businesses.

## Current activity

5. The new model was presented to the LPC Chief Officers conference in March this year.
6. We are now in touch with and progressing the revised model with the following LPCs in addition to Greater Manchester LPC:
  - \* West Midlands, (visit on 14 May)
  - \* Norfolk, Suffolk and Cambridgeshire (meetings on 16/17 May)
  - \* Devon, Somerset and Cornwall (visit on 7 May)
  - \* Merseyside Association of LPCs (visit on 5 June)
7. We have asked NHS England if we can work with them to ensure community pharmacy provider companies are fully accepted by commissioners.

8. The draft Articles and Rules may be revised further before implementation as issues are drawn to our attention by those LPCs seeking to adopt it.
9. LPCs with existing provider companies will be encouraged to include (only) relevant changes to their Articles and/or Rules.

#### **Future activity Planned**

10. Future activity, which the subcommittee is asked to consider and, as appropriate, recommend to committee is:
  - a) Identify and promote provider companies for all areas across England.
  - b) A PSNC Observer offered for each provider company, initially to be Gordon Hockey.
  - c) A national conference of community pharmacy provider companies in September this year, the day after the national LPC conference; the agenda to include introducing the revised model, learning from existing models, the role and financing of the companies and considering opportunities from emerging NHS structures.

Subject	LPC Dashboard
Date of meeting	22nd May 2019
Committee/Subcommittee	LPC and Contractor Support subcommittee
Status	Not confidential
Overview	To receive a presentation and review progress on LPC Dashboard.
Proposed action(s)	To agree if the presentation of the data can form the basis for further development of the Dashboard.
Author(s) of the paper	Mike King

## Background

An LPC Dashboard is a way for LPCs to capture key information about the LPC (staff, levy rates and other financial information for example) providing a way for the LPC to demonstrate to their contractors in a more transparent way, key data about the LPC and the service it provides. The Dashboard would also provide at a glance management data for LPC members to help support their role. The LPC Dashboard is a natural extension of the self-assessment tool which is being updated.

## Update

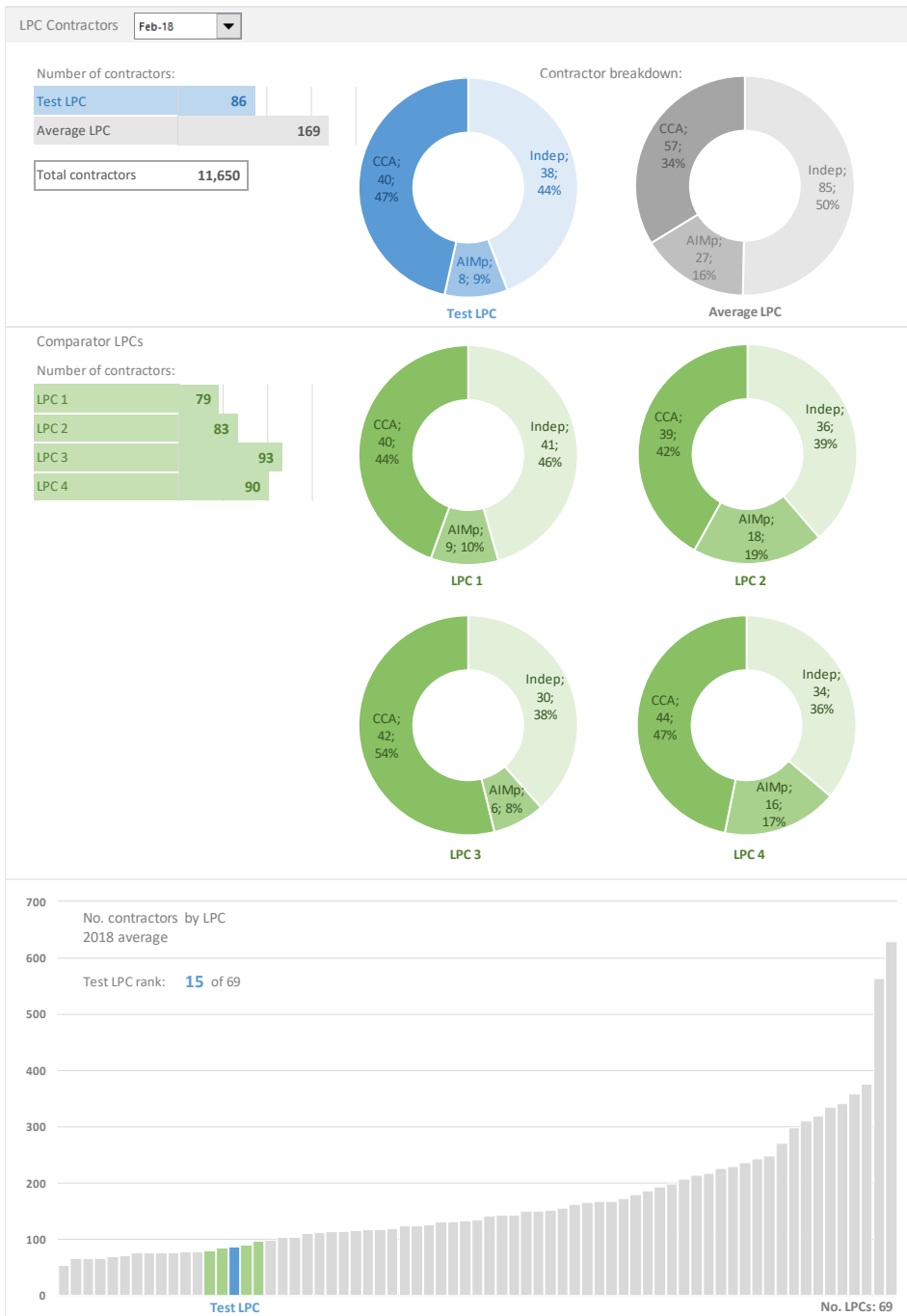
A list of potential elements for the LPC Dashboard was circulated to LCS members for their views and suggested additions. A group telecon with Sam Fisher, Alice Hare, Mike King, James Wood, Rosie Taylor, Zainab Al-Kharsan, Michael Digby and James Wood discussed ideas for presenting the data and possible data. (Coventry LPC vice chair Vicki Roberts is on the group but unable to be on the call)

Michael Digby agreed to build a sample presentation of a possible dashboard with a few data elements which was circulated to the group for comments. There was a positive response and the Michael will present the database example at the LCS meeting and some of the visuals are below.

## Action

LCS is asked to consider the proposed approach for the dashboard and decide if it should be used to continue the development of the dashboard.

# LPC Dashboard - illustrations



Provider company

Total amount of LPC funds given/loaned to date:

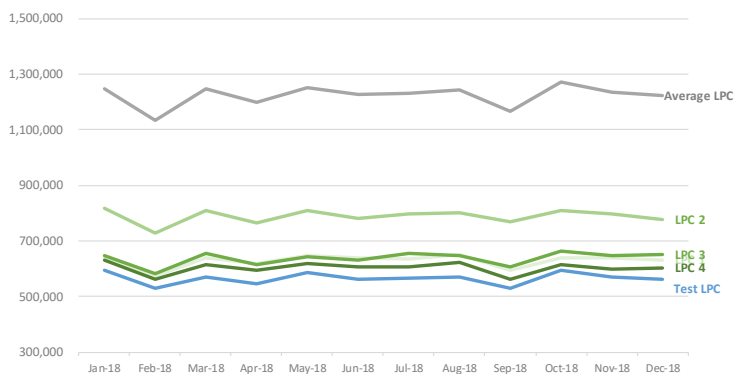
Test LPC	£10,000
Average LPC	£15,000
LPC 1	£11,000
LPC 2	£10,000
LPC 3	£5,000
LPC 4	£9,000

Total contract value:

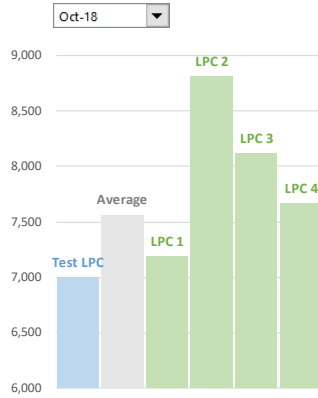
Test LPC	£30,000
Average LPC	£60,000
LPC 1	£25,000
LPC 2	£28,000
LPC 3	£40,000
LPC 4	£22,000

Item volume

LPC total items  
previous 12 months

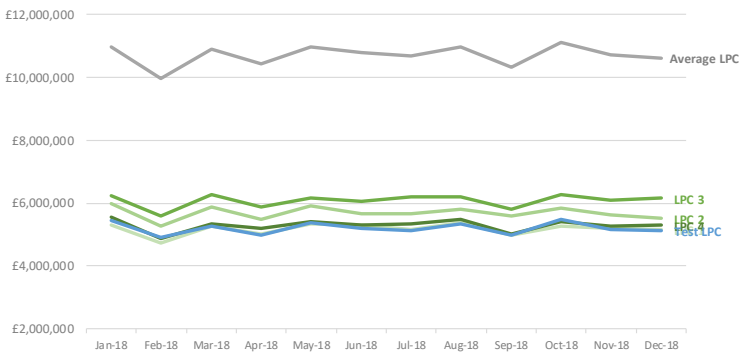


Average item volume per contractor

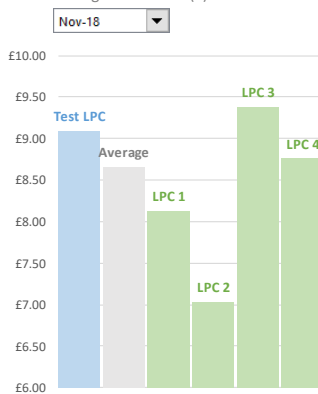


Item value

Total cost of prescriptions  
previous 12 months



Average item value (£)



LPC Staff + Members

Sep-18

Number of LPC staff:

Test LPC	5
Average LPC	4
LPC 1	4
LPC 2	4
LPC 3	4
LPC 4	3

Total hours worked:

Test LPC	86
Average LPC	96
LPC 1	77
LPC 2	124
LPC 3	99
LPC 4	80

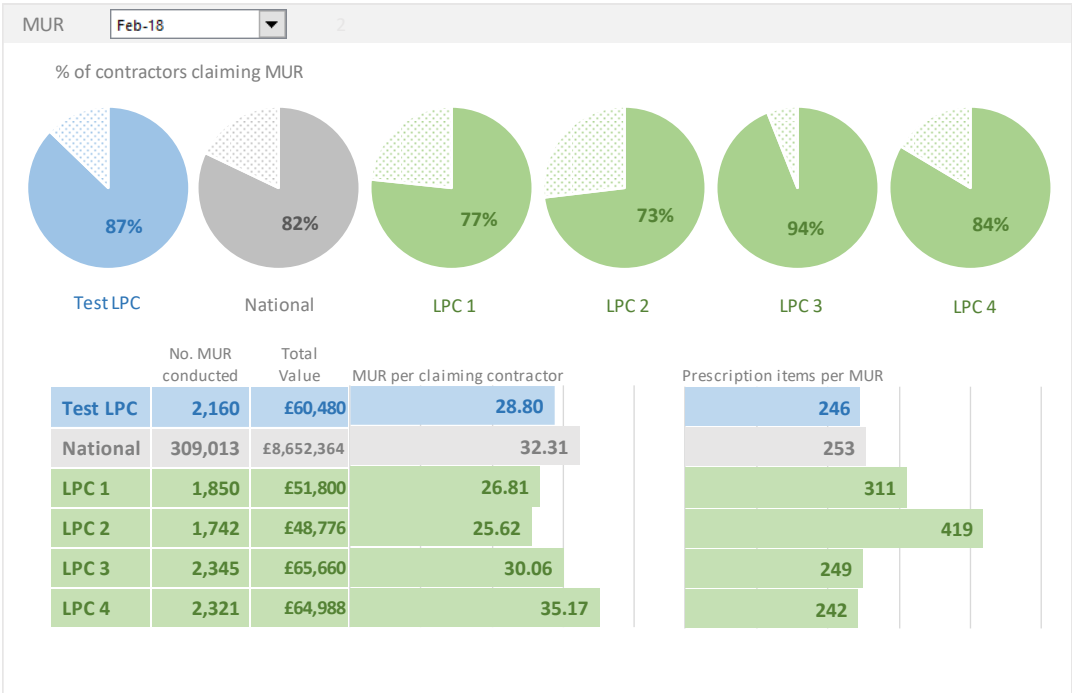
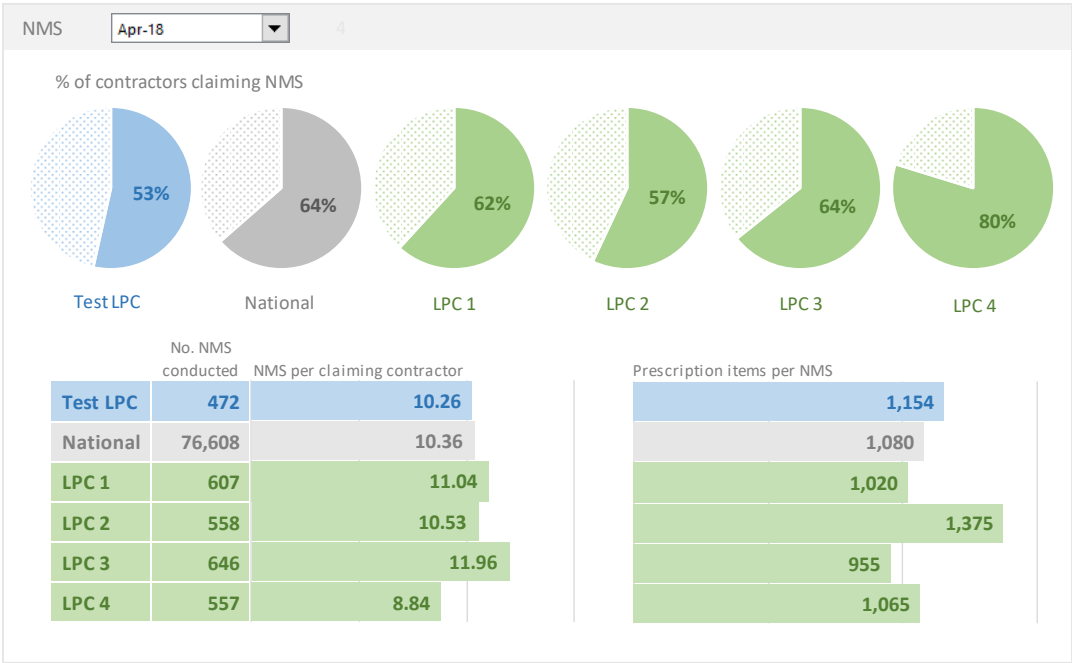
Hours per contractor:

Test LPC	1.01
Average LPC	0.57
LPC 1	0.87
LPC 2	1.35
LPC 3	1.21
LPC 4	1.00

Number of LPC members:







Flu 4

DMIRs 4

NUMSAS 4

QP 4

eRD 4

Locally commissioned services

Subject	Primary Care Networks
Date of meeting	22nd May 2019
Committee/Subcommittee	LCS subcommittee
Status	Not confidential
Overview	An update action to support LPC engagement with Primary Care Networks and other local structures
Proposed action(s)	To review proposal and support for LPC/Contractor Engagement with PCNs
Author(s) of the paper	Luvjit Kandula

## Introduction

From discussions with LPCs on their priorities and challenges for 2019, engagement with Primary Care Networks (PCNs) and other local structures invariable features in the list, often at the top.

LPCs are struggling to get to grips with PCNs – how to ‘service’ a large number across the LPC patch and what to say/offer to PCNs. They are also keen to find out what the picture across the country is like, what others are doing and learn from those who have made some progress. This is not just limited to PCNs but also Integrated Care Systems, CCGs and GP federations.

In April 2019, a number of LPCs have requested further support/guidance from PSNC to define a clearer implementation plan and define the Community Pharmacy offer to support LPCs and promote consistency in the approach used to engage with PCN leaders and stakeholders in the initial engagement phase. Whilst the degree of engagement and progression of PCN development is highly variable; some LPC areas have already been approached to deliver presentations in initial engagement phases to key stakeholders in the PCN networks. The timelines for development have been outlined by NHSE in PCN guidance.

## Support to date

A webinar on STPs, new models of care and ACSs was delivered by PSNC and there have been PSNC briefings, and discussions and presentations at LPC events including conferences and regional meetings.

In the last 2 months, the Services development team have developed a number of key Resources to support LPCs and contractors with guidance on PCN engagement. This has also featured in the LPC news this month and also being promoted via other channels such as social media (telegram networks, LinkedIn and Twitter).

Whilst the main page explains how PCNs are being developed, the resources page contains:

- A briefing explaining what PCNs are and their role in the NHS;
- A briefing summarising the Network Contract Directed Enhanced Service specification which enables GPs to take a leading role in PCNs;
- A list of suggested actions that LPCs can take to engage with PCNs and help contractors to do the same;
- A presentation on PCNs to use at a contractor meeting;
- Guidance from the National Association of Primary Care (NAPC); and
- Links to NHSE PCN podcasts.

## Current Actions

- To visit LPCs and ensure LPCs are aware of currently available guidance and support and ensure delivery of key messages to contractors as agreed by PSNC.
- To encourage PSNC and other CP leads to share LPC activity/updates on social media which would encourage PCN leaders in local and national areas to engage.
- To ensure any best practice is shared across the network.

Further resources are also being developed by the Communications teams and a webinar is being developed and is currently finalised by the Services development team.

#### Future Proposals

- To develop guidance and support documentation to support LPCs to engage with key stakeholders in PCN networks to ensure Community Pharmacy offer a case for change to ensure they are included in the developments.
- To develop a Roadmap and implementation guidance to support engagement and integrate CP within networks
- Michael Lennox has been recruited to support PCN engagement with LPCs and contractors for 1 day per week from end of May onwards. The KPIs are to be agreed and defined.
- To develop a dashboard or method to track progression of LPC engagement with PCN's which could be amalgamated into the LPC dashboard tracker.
- To identify a baseline status point through use of a survey at a later point
- To set up a PCN steering group with National Leadership bodies and PSNC to enable joint working and co-develop resources ensuring a consistent approach and agreed messaging for Contractors and LPC
- LPCs are being visited on an ongoing basis and some LPCs have agreed to support and input into the development of the resources referred to above.

#### **LCS Actions**

LCS is asked to review the current and planned support and identify any possible further actions. LCS is requested to provide any feedback and views on current PCN engagement in the network for consideration and inclusion.

Subject	LPC Conference 2019
Date of meeting	22nd May 2019
Committee/Subcommittee	LPC and Contractor Support subcommittee
Status	Not confidential
Overview	The plans for the LPC Conference 2019
Proposed action(s)	LCS is requested to consider the proposal and provide feedback
Author(s) of the paper	Luvjit Kandula

## LPC Conference

The LPC Conference will be held on 25th September 2019 at the Congress Centre Congress Centre, 28 Great Russell Street, London WC1B 3LS held from 10-4pm.

It has been proposed that NHSE and the Pharmacy Minister are invited to speak at the beginning of the day. These invitations will be sent in due course

This will be followed by updates from PSNC Directors, Brief Q and A session and round table discussions for LPC's to feedback on important topics which will be identified by consulting with LPCs over the coming weeks on the gaggle group such as PCN and local stakeholder engagement.

This will inform the development of the agenda and will be modified/subject to change depending on current developments relating to the Community Pharmacy sector.

### **Summary of LPC Conference feedback 2018**

#### **Key Themes**

- 1. What were the most useful sessions and why?**
  - a. The most useful sessions were the Directors and CO updates
  - b. QPS update
  - c. Future planning – round table discussion around the Long-term Plan
- 2. Any additional comments on the agenda**
  - a. Guest speaker /external speaker
  - b. Balance listening session and discussion sessions am/pm
- 3. Was there sufficient time to contribute to this event and how it can be improved for future events**
  - a. More Q and A time with directors
  - b. Opportunity to be heard by directors
  
- 4. Other feedback**
  - a. good venue, good location near station
  - b. Food (a few comments regarding quality/being cold)
  - c. Parking information requested in advance
  - d. comments on more clarity on future direction, contract negotiations, intended outcomes of PSNC, specific planning and proposals to be in place

#### **Actions**

LCS is asked to provide any views on round table discussion topics relevant to the network.  
LCS to consider structure and format of the LPC conference day.

Subject	Quality Payments Scheme Update
Date of meeting	22nd May 2019
Committee/Subcommittee	LCS
Status	Not confidential
Overview	This report provides a summary of the support that the PSNC Services Team provided to contractors to assist them with all aspects of the Scheme (since the February 2019 LCS meeting) and data on the number of contractors who were validated as meeting the gateway criteria.
Proposed actions	None
Author of the paper	Rosie Taylor

## Introduction

The declaration period for community pharmacy contractors to claim for a Quality Payment for the 15th February 2019 review point finished on Friday 1st March 2019 at 11.59pm. Contractors who made a declaration during this period, but could not be validated as meeting the gateway criteria by NHSBSA, were then given a 'second chance' to take corrective action to meet the criteria. The deadline for taking corrective action was 29th March 2019 and contractors who did not meet this deadline are not eligible for a Quality Payment.

The Services Team provided support to contractors and LPCs on the gateway and quality criteria for the duration of the Scheme. Further to the last Quality Payments Scheme Update report (included in the February 2019 LCS agenda), which detailed the support that had been provided up until that stage, the team continued to respond to a high number of email and phone queries on all aspects of the Scheme until it finished and also provided the following additional support:

### PSNC communications to assist contractors with meeting the gateway criteria

The Services Team continued to publish communications to try to assist with increasing the number of contractors who met the gateway criteria, which included:

- Reminder news stories and News Alerts about updating NHS website profiles and checking that these had been updated correctly;
- Reminder news stories and News Alerts about accessing the SCR portal to allow the NHSBSA to assess WES compliance, and news stories to remind contractors to check their NHSmail accounts when NHSBSA had sent out emails to advise whether contractors had been validated as meeting the WES gateway criterion;
- Publishing a weekly news story to alert contractors that the NHSBSA weekly report had been updated and encouraging contractors to check this;
- Adding an LPC column to the NHSBSA weekly gateway criteria report each week when the report was updated and sending this to the gaggle group for the LPCs to review and enable them to target support to their contractors; and
- Writing an [article for C+D](#) to publish a feature on Quality Payments including PSNC top tips on how to meet the gateway criteria (published 6th February 2019).

### PSNC communications to assist contractors with meeting the quality criteria

As well as supporting contractors to meet the gateway criteria, the Services Team continued to publish news stories on the PSNC website about available resources.

### Claiming for a Quality Payment – Declaration process

The Services Team published a number of news stories, news alerts and a Briefing on how to complete a declaration for the Quality Payments Scheme. Reminder news stories and news alerts were also published in the run up to the deadline for making a declaration to try to ensure as many contractors as possible made their declaration within the required period.

### The 'second chance' to take corrective action

Following the declaration period for claiming for a Quality Payment, which closed on 1st March 2019, NHSBSA published the last weekly gateway report on 11th March 2019. In this report NHSBSA had reviewed all the declarations made by the 1st March deadline. The report showed that, at that stage, they had been able to validate 10,292 contractors (506 contractors could not be validated at this stage as although they had made a declaration saying they met the five gateway criteria, this was not the case when NHSBSA tried to validate them). Without the 'second chance' opportunity, which PSNC negotiated, all 506 of these contractors would not have been eligible for a Quality Payment.



There would also have been a number of other contractors who would not have been eligible for a Quality Payment due to not meeting the five gateway criteria when they made their declaration; however, these contractors made their declaration earlier on in the declaration window and took corrective action before the end of the period so they showed as validated in the NHSBSA weekly gateway report published on 11th March 2019; it is not possible to identify these contractors from the weekly reports, but following conversations with NHS England and NHSBSA we are aware that this was the situation.

Of the 506 contractors who could not be validated, 414 contractors took appropriate action before 29th March 2019 and were, therefore, then eligible for a Quality Payment; 90 contractors did not take appropriate action and, therefore, will not receive a Quality Payment.

#### **Number of contractors meeting the quality criteria**

NHSBSA has not yet provided details on the number of contractors who claimed for the different quality criteria.

Subject	LPC Training and events
Date of meeting	22nd May 2019
Committee/Subcommittee	LPC and Contractor Support
Status	Not confidential
Overview	LPC Support reports
Proposed action(s)	To receive the report with any questions or comments
Author(s) of the paper	Mike King

## National meeting of LPCs

Formally the LPC Chairs and Chief Officer meeting, this event was held on 20th March in London. Ed Waller spoke at the beginning of the day, followed by LPC presentations and table discussions on Primary Care Networks, the NHS Long Term Plan and PSNC directors' updates. The pharmacy minister provided a video address.

96 LPC representatives attended. Feedback – (on a scale 1=poor and 5=good)

Content was rated: 5 (14), 4(29), 3(8), 2(2), 1(0)

Overall rating: 5(9), 4(24), 3(12), 2(3), 1(1)

Enough opportunity to contribute Yes =41, No = 7

Comments; Ed Waller good, room needed to be bigger.

## LPC members days

Day included management, LPC finance, LPC structures and ways of working, leadership in difficult times, expectations on LPCs and LPC members, LPCs – what good looks like, resources for LPC members, local services database and updates on the latest issue affecting contractors, the role and powers of the LPC, governance, NHS regulations, the NHS landscape and architecture, commissioning, LPC engagement with the new local NHS structures, provider companies. The events were held on 14th March in London, 27th March in Leeds/Brighouse and 1st May Coventry with 48 delegates attending.

## LPC Treasurers meeting

This regular event for LPC Treasurers is being held on 15th May with a focus on financial management. The agenda includes zero based budgeting, expenses policies, reserves policy, national funding, and setting the LPC levy. As the meeting is being held after the deadline for LCs agenda papers, there will be a separate report for the LCS meeting.

## LPC Chairs and Vice Chairs training day

This PSNC training day was designed to help LPC Chair and Vice Chairs get the most from the meetings they chair by achieving clearly defined meeting outcomes, maximising participant contributions and overcoming meeting challenges. We also gave clarity on the wider roles of the LPC Chair and Vice Chair and the working relationship with others in the office team.

The training was a pilot and the feedback was excellent, so scope for additional training days later in the year. There is a max of 12 participants on each course to allow greater individual support.

The feedback on the event was on the following criteria:

- How well did the training session meet the learning objectives as described by the facilitator?
- How relevant was the content of the training course?
- How effective were the materials presented and used within the training course?
- How suitable was the format of this training course?

- How knowledgeable was the facilitator in the subject area?
- Overall, how would you rate this training?

With virtually all delegates marking 9 or 10 out of 10, the average across all criteria was 9.6/10

**LPC Chairs and Vice Chairs job descriptions** – are being updated.

### **LPC HR support**

Last year we launched a new HR support package for LPCs, working with law firm Clyde and Co. There has been good feedback on the materials which were written specifically for LPCs and includes contracts of employment, Staff Handbook (includes expenses policy, disciplinary and capability procedure, holiday policy, grievance procedure, sickness absence policy, Health and Safety policy, GDPR notice and more), weekly update email on workplace law, access to advice from their employment law team at 30% reduced rates

The package was introduced with a rate of £150 for a year. We are going out to LPCs again with this special rate for those who missed it before. There is also an alternative package for large LPCs with all the above with additional benefits including employment law advice and onsite training.