

PSNC LPC and Contractor Support Subcommittee Agenda
for the meeting to be held on Wednesday 5th February 2020
at 14 Hosier Lane, London, EC1A 9LQ
commencing at 10.30 am

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 (**Appendix LCS 01/02/2020**)
5. Actions and Matters Arising

Action

6. LPC Review (**Appendix LCS 02/02/2020**)
7. Primary Care Networks (Discussion on current developments)
8. LPC Expenses Policy Update - the draft policy is attached as (**Appendix LCS 03/02/2020**)
9. LPC Guidance on the Competition Act (**Appendix LCS 04/02/2020**)[confidential]

Report

10. Community Pharmacist Consultation Service
11. Pharmacy Quality Scheme update (**Appendix LCS 05/02/2020**)
12. Any other business

Pharmaceutical Services Negotiating Committee
Minutes of the LPC and Contractor Support Subcommittee
held on Wednesday 27th November 2019
14 Hosier Lane, London, EC1A 9LQ

Members of LCS present: Sam Fisher (Chair), Fin McCaul, Lucy Morton-Channon, Indrajit Patel, Jay Patel and Umesh Patel.

In attendance: Luvjit Kandula, Simon Dukes, Sue Killen, Andrew Lane

Item 1 – Welcome from the Chair

The Chair thanked Luvjit Kandula for her support and contributions as this would be her last LCS sub-committee meeting.

Item 2 – Apologies for absence

2.1 Apologies were received from Alice Hare and Sian Retallick

Item 3 – Conflicts or Declarations of Interest

3.1 None were declared

Item 4 – Minutes of the last meeting

4.1 The minutes of the subcommittee meeting held on 4th September 2019 were agreed.

Item 5 – Actions and Matters Arising

5.1 There were no matters arising from the minutes that were not on the agenda for discussion.

Item 6 - LPC/PSNC Review – Confidential

Item 7 – LPC Dashboard - open

7.1 The launch of the LPC dashboard will be postponed and revisited for rollout after the LPC/PSNC Independent Review is concluded to ensure it lands appropriately.

Action 4: Circulate the latest version of the LPC dashboard to the LCS sub-committee for info and update the steering group members on timing.

Item 8 – Primary Care Networks - open

8.1 LK provided a brief update on current progress, barriers, challenges and resources developed to support LPCs and contractors to meet the PQS PCN criterion.

8.2 SF requested general feedback from committee members on progress, best practice and challenges.

Action 5: GH has requested feedback from committee members on scenarios for inclusion in the Competition Law guidance being developed.

Comments and observations

- a) AL provided feedback on impact of ICS clinical lead appointments which can affect PCN engagement positively and negatively depending on the area.
- b) IP commented that communication and engagement skills of PCN leads will be an important factor in successful PCN engagement.
- c) FMc commented that building relationships as a foundation for future engagement is critical to successful PCN engagement.
- d) FMc also highlighted the workload and efforts of LPCs in supporting successful engagement with the PQS PCN criterion.
- e) SF commented that maintaining PCN leads in the network through PQS funding will be important to maintain credibility post 31st March 2020 when current PQS funding runs until.
- f) JP commented that having a clear communications strategy to mobilise PCN leads, share best practice and keep central oversight should be considered.
- g) SD commented on the challenges and potential workload for PCN leads considering the variability of the maturity of the PCN from a perspective of CP and the PCN itself. The committee will need to take this into consideration.
- h) FMc commented on the need for clarity on the continuation of the PCN lead role as soon as possible.

Item 9 - LPC Conference 2019

9.1 LPC feedback was reviewed which included a mid-morning session break, inclusion of break-out sessions in the morning and afternoon for LPCs and continued use of external speakers.

Action 6: LK to review 2019 attendee list and engage any non-attending LPCs.

Items 10/11 PQS and Flu Vaccination update – Confidential

Item 12– Community Pharmacist Consultation Service – Open

12.1 This item was discussed at SDS committee which all LCS members could attend. No additional resources were requested.

Item 13 – Expenses Policy update

Action 7: LCS committee members are asked to provide feedback and comments to GH on the draft LPC Template Expenses and Day Allowance Policy.

Item 14 – Future LPC Training Days

14.1 The information in the agenda was noted.

Item 15 – Provider Companies

15.1 The information in the agenda was noted.

Item 16 - Any other business

16.1 None.

Summary of Action Points

Action 1	An update will be sent to all LPC members via the newsletter and the LPC news section
Action 4	Circulate the latest version of the LPC dashboard to the LCS sub-committee for info and update the steering group members on timing.
Action 5	GH has requested feedback from committee members on scenarios for inclusion in the Competition Law guidance being developed
Action 6	LK to review 2019 attendee list and engage any non-attending LPCs
Action 7	LCS committee members are asked to provide feedback and comments to GH on the draft LPC Template Expenses and Day Allowance Policy.

Subject	The Independent Review
Date of meeting	5th February 2020
Committee/Subcommittee	LPC and Contractor Support
Status	Public
Overview	An update on the independent review of contractor support and representation.
Proposed action(s)	The subcommittee are asked to review the plans for the National Meeting of LPCs.
Author(s) of the paper	Zoe Long

The Independent Review (of contractor support and representation)

Introduction and Background

- 1 The community pharmacy landscape is changing rapidly and representation and support for contractors has become increasingly important. LPCs and PSNC have both seen significant workload changes and pressures in recent years, and recognising this increasing need to offer effective support and representation for contractors, PSNC agreed that a review would be beneficial.
- 2 LPCs were asked about a review at the LPC Conference in September 2019 and then via a webinar with Chief Officers. LPCs were given the opportunity to comment on draft Terms of Reference for the review, and to put forward names of any independent candidates who could Chair it. The review was commissioned in November from Professor David Wright, of the
- 3 University of East Anglia. You can read more about the review at: <https://pharmacy-review.org/>
- 4 The purpose of the review is to result in recommendations which will optimise PSNC and LPC contractor representation and support and ensure that the national network structure is working as efficiently for contractors as it can and is fit for the future.

Pharmacy Review Steering Committee (PRSC) Meetings and Progress Update

- 5 Professor Wright has set up a steering committee (known as the PRSC) to help oversee the work that he and his team are doing on the review. The PRSC includes LPC and contractor representatives, and Simon Dukes from PSNC. Zoe Long attends as an observer to advise the group on working with the trade media, who have shown significant interest in the review.
- 6 The PRSC have met twice now to review Professor Wright's plans and progress, and they will meet again in March and then on April 2nd. Professor Wright has provided updates to the LPC Chief Officers on progress following PRSC meetings and we expect minutes from the PRSC meetings to be available on the review website in due course.
- 7 Professor Wright and his team are carrying out interviews with key stakeholders (including from PSNC and the LPCs) and in January they held LPC and contractor focus groups. The purpose of the focus groups was to get a sense of views and to help the team to shape the questions for the contractor and LPC surveys. All contractors and LPCs will be invited to have their say in the review via the surveys, and the surveys will provide the principle data for Professor Wright. The PRSC are expecting to review a first draft of Professor Wright's report at the start of April.

LPC Feedback

- 8 LPCs are co-funding the review with PSNC and understandably they have ongoing questions about it. Initial questions were answered by the team on two LPC Chief Officer webinars in October and November. Professor Wright joined the second webinar and is now answering the majority of the questions on the review process, but the office is continuing to help and to answer questions where we can. Simon Dukes is talking about the review on LPC visits, as well as answering questions, and we have been addressing questions raised on the LPC Chief Officers Gaggle group.
- 9 Some of the topics that have been raised by LPCs are:
 - a) Governance and review timing (many of these questions were addressed on the webinars)
 - b) Plans for Professor Wright's report of the review
 - c) Concerns about whether LPCs will see the recommendations of the review at the same time as PSNC and before the pharmacy press
 - d) Questions about how PSNC and the LPCs will take forward the recommendations of the review and whether they will be binding
 - e) Concerns about the National Meeting of LPCs (now scheduled for May 5th, including what the plan for the day is, whether LPCs can input into that, and how many people can attend
- 10 To help to further address some of these questions, we understand that Professor Wright plans to hold another webinar for LPC Chief Officers sometime in February.

Plans for Professor Wright's Report

- 11 Professor Wright's final report and his recommendations will be available to all contractors via the review website: <https://pharmacy-review.org/> We expect that his recommendations will

explore ways that the support and representation of contractors could be best be carried about going forward, and well as suggestions for implementation and how LPCs and PSNC should work together.

- 12 The timing of the publication of Professor Weight's report will be discussed at the next meeting of the PRSC. There is a balance to strike between giving PSNC and LPCs and a fair chance to read and respond to the report and the recommendations about them, and the need for need to make the report publicly available to contactors and the media as promptly as possible. Professor Wright is expected to be available to present and take questions on his report from all of these key audiences.

The National Meeting of LPCs

- 13 The National Meeting of LPCs (formerly the Chairs and Chief Officers Meeting) was booked last year for March 2020, to accommodate the usual two people per LPC. However, given the significance of the independent review to our ongoing dialogue and work with LPCs, the office has rescheduled the meeting for Tuesday May 5, ie after we expect to have the recommendations of the review. We were able to change the date with the venue for no significant additional cost.
- 14 Professor Wright has agreed to attend the Conference to present his findings, to explain why he has made the recommendations that he did, and to take questions from LPCs. He would like PSNC Members also to attend the meeting so that we can begin to work with LPCs to take the recommendations forward. This might be through further discussion and questions in the afternoon.
- 15 LPCs have asked about the format of the meeting and whether they will have the chance to influence it. One option suggested would be for us to hold a meeting with a small number of LPC Chief Officers and LCS Members prior to the Conference to shape the agenda for the day with them. LPCs have also asked whether we could increase capacity at the conference to allow more people to attend. The venue could hold a maximum of 200 people in a theatre style set-up – if we wanted a larger venue we would need to pay full costs for that and we would lose the money we have paid for the current venue. One option would be to do that and to ask LPCs to help cover the costs, or we could look to use technology to livestream the day so that LPC Members can watch from home.

Subcommittee Action

- 16 The subcommittee is asked to consider:
 - a) Progress on the review – is there any feedback for Professor Wright or the PRSC?
 - b) LPCs – is there anything more we can do to support LPCs through this process?
 - c) National Meeting of LPCs – is the subcommittee happy for PSNC Members to attend this as well as LPCs, and what is the subcommittees view on LPC input, numbers and technology?
 - d) Next steps – without pre-empting the review, does the subcommittee have thoughts on how we will work with LPCs after it? Is there any further preparation that the team can be doing?

Subject	LPC expenses Policy Update
Date of meeting	5th February 2020
Committee/Subcommittee	LPC and Contractor Support
Status	Public
Overview	The revised template LPC policy for expenses and attendance allowance provided for comments
Proposed action(s)	To review the draft policy and any appropriate suggest revisions
Author(s) of the paper	Gordon Hockey

Introduction

1. The revisions to the policy arise partly following tax advice on LPC payments to LPC members. An earlier draft of the policy was considered at the last meeting and revised draft is attached as Annex A.
2. Broadly, the tax position of LPCs is as follows: provided that a pharmacist LPC member's income from the LPC is not significant, and attendance at LPC related business takes the pharmacist away from professional practice/the pharmacy business, and the LPC day allowance is taxed through the professional practice/the pharmacy business (or the relevant employer's professional practice/pharmacy business), LPCs do not need to make payments to LPC members through PAYE. They may make gross payments to LPC members. (This is not to be construed as tax advice because other caveats and conditions apply including those in relation to National Insurance).
3. The tax advice received (and made available to LPCs) means that the expenses claim form may be drafted to state clearly that there is a day allowance that is not necessarily an expense, at least for pharmacist LPC members.
4. The revised policy is attached as annex A.

[LPC name and or logo]

[Template] LPC policy for expenses and attendance allowance

This document sets out in detail the [XX LPC name] LPC's expenses and attendance allowance policy and is effective from the [XX date].

Introduction

1. The LPC will reimburse members, employees, staff and other designated persons for actual, reasonable business expenses incurred wholly, exclusively and necessarily on the LPC's behalf, provided that they fall within the limits set by this policy.
2. The intention is that members should neither gain nor lose financially because of incurring expenses on LPC business.
3. LPC members are subject to Inland Revenue rules and guidelines as to what is allowable as a business expense. It is therefore important that all claims adhere strictly to the policy.
4. Expenses defined as 'reasonable' are those that are cost effective when weighed against the purpose of the business activity. Expenses and claims generally should be the minimum practicable.
5. LPC members are responsible for the settlement of any business expenses incurred and for reclaiming these costs through the process set out in this document.
6. LPC members expenses will be declared to contractors in the LPC Annual Report.

Prior authorisation

7. Expenses for accommodation, attendance at conferences, training events, travel to LPC meetings from outside the LPC area and expenditure of activity over [£XX] must be approved in advance by the LPC, or an LPC member or employee authorised by the LPC to approve such expenses.

Expenses allowed**Attendance allowances for members and officers**

8. If an LPC member attends an LPC meeting or another meeting on behalf of the LPC, an attendance allowance may be claimed. This is on the basis that the member could have been profitably employed during normal business hours (9am-6pm Mon – Fri, 9am-5.30pm Sat), for example, as a locum, or in his or her normal capacity as an employee of a community pharmacy contractor, or within his or her retail pharmacy business.
9. The maximum claim for attending a full day meeting (8 hours) is [£XX] and attendance for less than 8 hours is [£XX] per hour.
10. The LPC will pay to LPC members a sum of [£XX] for attendance at meetings outside normal working hours (9.00am – 6pm Mon-Fri).

11. If the LPC member is an employee of a company and attending an LPC meeting or an event on behalf of the LPC **on his/her day off**, then he/she is entitled to claim an attendance allowance and such payments will be deemed as personal income and paid to the individual by PAYE.
12. The LPC will reimburse LPC members at the same rates for pharmacists and non-pharmacists, but non-pharmacists will be paid by PAYE.

Travel/ Transport

13. Private vehicle: mileage is paid at the rates allowed by the revenue. As at April 2020 that rate is £0.45/mile for the first 10,000 miles and £0.25 per mile thereafter irrespective of engine size.
14. Any other travel should be by the most cost-efficient means e.g. second-class rail fares booked in advance (open fares will be covered only in exceptional circumstances).
15. Flights will be paid if the cost is comparable to the relevant rail fares.

Parking and Tolls

16. The LPC will reimburse parking and toll costs (including any congestion charge) for business travel away from home other than staff travel between their own and normal place of work.
17. The LPC will not pay any type of parking penalty notice or similar penalty.

Accommodation (prior authorisation is required)

18. Accommodation may be claimed if members are required to attend a location on LPC business and this location is sufficiently far away from home or normal place of work to make a return journey unreasonable.
19. Daily limits for overnight accommodation are up to [£XX] per room per night to include breakfast.
20. If commitments require evening travel and/or accommodation, then a meal up to the value of [£XX] may be claimed if required. Alcohol expenses will not be reimbursed.

Rates

21. The maximum limit for overnight accommodation is based on the cost of a business hotel and reasonable meal and may be reviewed more regularly. The mileage rate is determined by HMRC.

Reports to the LPC

22. The person claiming expenses (or an attendance allowance) may be asked to provide a summary report of the conference, training event or meeting to the LPC Committee.

Submitting expenses claims

23. LPC members are expected to submit claims:

- a) within one month of the expenditure using the LPC expenses claim form.
- b) using a company invoice with no VAT added. The invoice should state that the supply to which it relates falls outside the scope of VAT and contain the dates and nature of meetings attended.
- c) in a form that is clear, understandable and auditable and sign the declaration on the expenses claim form.

25) Copy receipts are required for all travel claims over £10. These can be scanned and submitted electronically. **Original receipts should be retained for members' companies' tax records** but the LPC reserves the right to inspect them.

26) Expense claims may be signed and submitted electronically to [XXX email address]

Payment process

27) Generally, the LPC will make payment directly into the LPC member's company's bank account.

28) The LPC will confirm bank details at least once a year with LPC members.

29) In exceptional circumstances a cheque may be issued to the LPC members' company.

30) Normally, expenses claims will be paid:

- a) Within 60 days of receipt.
- b) By BACS.
- c) Direct to the relevant community pharmacy contractor (for LPC members) OR retail pharmacy business OR by PAYE to an individual.

Claims not in accordance with this policy

31. Any claim not in accordance with this policy may not be paid and the LPC may review any claim.

Contact details of LPC Treasurer

32. [Add name and contact details of LPC Treasurer.]

Appendix A - Expense Claim form - XX LPC

Name of LPC member

Address

Telephone Number or Email in case of query

Name of LPC member's community pharmacy contractor (business)

Address

Telephone Number or Email in case of query

Expenses

Date	Description of Expense	Amount	Receipt?
Total			
Cheque payable to:			

Allowance

Date	Hours and Hourly Rate	Amount
Total		
Cheque payable to:		

I declare that the expenses and allowance claimed have been incurred whilst on LPC business.

Signature

Date

Policy on Expense Claims
All claims must be made in accordance with the LPC's agreed policy.

Please submit completed form together and with receipts send to XXXX

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Subject	Pharmacy Quality Scheme update
Date of meeting	5th February 2020
Committee/Subcommittee	LPC and Contractor Support
Status	Open
Overview	This report provides a summary of the support that the PSNC Services Team has provided to contractors since the November committee meeting and the support that is planned to assist them going forward, with completing their PQS declaration.
Proposed actions	None
Author of the paper	Rosie Taylor

Introduction

1. The Pharmacy Quality Scheme (PQS), formerly known as the Quality Payments Scheme, was announced as part of the five-year deal for community pharmacy. Since the announcement, the Services Team has been working closely with NHS England and NHS Improvement (NHSE&I) and the Department of Health and Social Care (DHSC) to finalise the details of the Scheme and to publish resources to support contractors with meeting the individual criteria.

Updates

NHS website gateway criterion and DoS quality criterion

2. Following the deadline of 11.59pm on 30th November 2019 for community pharmacy contractors to meet the NHS website gateway criterion and the Directory of Services (DoS) quality criterion of the Pharmacy Quality Scheme (PQS), nearly 11,000 contractors met both of these deadlines.
3. Data from the NHS Business Services Authority (NHSBSA) website published after the deadline showed that 10,970 contractors met the NHS website gateway criterion and 10,903 contractors met the DoS quality criterion.

The PQS declaration period

4. The Services Team has been working with NHS England and NHS Improvement and NHSBSA on the PQS declaration questions. Following the agreement on these questions, [PSNC Briefing 007/19: Pharmacy Quality Scheme – Completing your declaration](#) to assist contractors with making a PQS declaration.
5. The following news stories have been published/are scheduled to remind contractors about making their PQS declaration:

Date	Title of news story
3rd January	PQS: One month until the declaration period opens
27th January	PQS: One week until the declaration period opens
3rd February	PQS: Declarations can now be submitted
14th February	PQS: Two weeks left to make your declaration!
24th February	PQS: Declarations close on Friday, don't miss the deadline!
28th February	PQS: Last day to make your declaration!
29th February	PQS: Declarations can no longer be made