

**LPC and Contractor Support Subcommittee Meeting Agenda:**  
**2nd February 2022**

1. Welcome from Chair
2. Apologies for absence
3. Conflicts or declaration of interest
4. LCS Summary Action Log (Appendix LCS 02/02/2022)
5. LPC Events 2022 plan (Appendix LCS 03/02/2022)
6. Contractor pressures discussion (Appendix LCS 04/02/2022)
7. Workforce issues and LPC support from CPWDG (slides)
8. ICS development and early adopters (Appendix LCS 05/02/2022) **(Confidential)**
9. LPC Governance plan update (Appendix LCS 06/02/2022)
10. LPC Websites update project (Appendix LCS 07/02/2022)
11. LPC Communication planning and report (Appendix LCS 08/02/2022)
12. LPC and Contractor Support Team (oral report)

Subject	LCS Summary Action log
Date of meeting	17th November 2021
Committee/Subcommittee	LCS
Status	Public
Overview	Update on actions progressed since the last meeting
Proposed action(s)	For report
Author(s) of the paper	James Wood

Ref	Action description	Owner	Date Raised	Status	Commentary and progress notes
1	Discuss with PSNC's Services Team about how PSNC can support LPCs with embedding multi-disciplinary services and implementing the new Advanced services locally.	JW	17th Nov 2021	Complete	Feedback to shape plans given
2	Feedback comments from LCS to the RSG at a future meeting about implementation support	JW	17th Nov 2021	Complete	Feedback, revised implementation plan attached
3	Follow up with the Community Pharmacy Workforce Development Group (CPWDG) and LPCS to define how LPCs can support contractors with workforce issues.	JW	17th Nov 2021	In progress	Specific agenda item
4	<p>LPC events 2022</p> <ul style="list-style-type: none"> <li>Publish schedule for national events in 2022</li> <li>Explore the options available to enable delegates attending future PSNC/LPC events in 2022 to virtually network with colleagues, in-between sessions.</li> </ul>	JW/JG	17th Nov 2021	Complete	Progress report included on the agenda
5	<p>Revised model LPC expenses policy</p> <p>Update with LCS comments and publish in the LPC members' area of the PSNC website</p>	JW	17th Nov 2021	Complete	Published

6	ICS delegation Feedback to LCS once more information is available from NHSE&I	JW	17th Nov 2021	Complete	Update on the agenda
7	LPC website upgrade project Share the LPC websites progress tracker spreadsheet with LCS, including any extension to February 2022	ZL/JG	17th Nov 2021	Complete	Update paper included with the agenda

Subject	LPC Events 2022 Update
Date of meeting	2nd February 2022
Committee/Subcommittee	LCS
Status	Public
Overview	Summary of planning for 2022 national LPC and PSNC events
Proposed action(s)	For report and comment
Author(s) of the paper	Jamie Gilliam and James Wood

### Introduction

During the most recent LCS subcommittee meeting in November 2021, it was agreed that PSNC would hold two-hybrid engagement events for LPCs in 2022. Based on the feedback from 2021 events and flexibility for the ever-changing nature of the pandemic, we are planning the one usual Annual Conference of LPCs and a further national meeting of LPCs and PSNC. Both events will be hybrid in format with option for in-person attendance and a livestream experience. Dates are as follows:

Thursday, 12th May 2022 National Meeting of LPCs & PSNC

Thursday, 22nd September 2022 Annual LPC Conference

This paper evaluates the November PSNC/LPC conference, which was PSNC's first hybrid event, and makes some suggestions about how this year's events can build on the success of the November conference to ensure that LPCs derive maximum value from them.

### Overview of the feedback from the November meeting of LPCs and PSNC

Nearly 90% of those who attended the November LPC conference virtually and half of those who attended in person reported that they liked the hybrid format of the event. Attendees also said they found Slido, the digital platform used to host the live stream and run a series of polls during the day, easy to use.

The use of live polls during the November LPC meeting was extremely well received by delegates, with some even reporting that they would have liked more polls. Delegates also appreciated being able to see and upvote the questions submitted to the speaker.

However, of those LPC members who live-streamed the event, several commented that they would like to be able to ask speakers questions onscreen instead of via a chat function and would like these to be broadcast to all those attending the event (whether in-person or virtually). Similarly, those who attended the November meeting in person said they would prefer to ask the speakers questions in person, via a microphone, instead of online.

Delegates who live-streamed the November conference also reported that they would like to network with LPC colleagues live streaming the event during the break periods (i.e., at lunchtime).

There was feedback from delegates about the visibility of PSNC committee members and how in future they could be made more visible.

Finally, some delegates of the November meeting noted that PSNC should hold at least one LPC event next year outside of London in somewhere like the North of England. This ensures that all LPC members have an equal chance to attend a PSNC/LPC conference in person.

### **Planning for 2022 national PSNC and LPC events**

The Contractor and LPC Support Team plans to instruct LondonFilmed to handle the logistics and technology support of live streaming both LPC events in 2022. LondonFilmed has previously worked with PSNC on LPC events, including the November LPC meeting.

Richard Brown, who is supporting PSNC as a temporary consultant and will be helping to plan for this year's LPC events, and Jamie Gilliam, PSNC's Digital Communications and LPC Support Officer, have already met with LondonFilmed to discuss the plan for this year's LPC events.

This meeting focused on assessing what went well with the November LPC conference and what could be improved for future PSNC/LPC events. In line with the feedback received after the November conference, discussed earlier, the team at PSNC expressly stated the following during the meeting:

- In-person attendees of this year's LPC events should feel that they can interact with the speakers in an 'in-person' fashion and those livestreaming the event should be able to see this interaction,
- online delegates should have the option to be seen onscreen when asking questions, and;
- persons live streaming the event(s) should have the opportunity to network with their colleague's in-between meeting sessions.

The team at PSNC suggested that for this year's two LPC events, in-person delegates ask the speakers questions using a microphone and be filmed doing so, and online attendees be promoted to presenter

view to ask questions which would allow them to turn their camera and microphone on and so be seen by the rest of the event's attendees.

LondonFilmed has agreed to:

- Explore and discuss the options for live broadcasting in-person attendees' questions so that people at home can see the delegates asking questions in the venue.
- Explore the options available to allow persons live streaming the event to ask their questions to the speaker on-screen so that all the attendees can see them.
- Explore the options available to enable people live-streaming the event(s) to network in-between sessions.

## Shaping the plan for events

Besides input from LCS members, the programme for all the events will be informed and shaped by a conference working group comprised of LPC members and chief officers spread across the regions, along with some PSNC members and staff. In addition to these all-England events, plans are in place for specific LPC support events, such as LPC members' days, with further information published via future editions of LPC News and on our website <https://psnc.org.uk/psncs-work/our-events/>.

## Other LPC events in 2022

A programme of support events is being planned to support the work of LPCs, including:

- New/existing members days – one per quarter

The updated programme is also to include:

- Negotiating training
- Media training
- Valuing difference, equality, diversity and inclusion

In addition to this 1:1 inductions for LPC Chairs, Treasurers and Chief Officers will continue on a as needed basis.

## Questions for discussion

LCS is asked to comment on the following:

1. Did you find Slido easy to use at the November LPC meeting?
2. Do you think live-polling should be a permanent fixture of future PSNC/LPC events?
3. What items do you believe LPCs will most want on the agenda for the LPC event on May 12th?
4. What sorts of external speakers should we invite to attend? Who should be the primary target?
5. Where in the country should the non-London based Annual LPC Conference on September 22nd be held? Do you have any further suggestions for LPC training during 2022?

Subject	Contractor Pressures
Date of meeting	2nd February 2022
Committee/Subcommittee	LCS
Status	Public
Overview	This paper provides an update on contractor pressures and ongoing work identified at the November 2021 PSNC meeting.
Proposed action	For discussion
Author of the paper	James Wood

### Background

The last meeting of PSNC in November (November 24th and 25th) members explored the key issues for community pharmacy businesses at the moment, including workforce, funding, efficiencies and capacity, services and patient demand for healthcare advice. The Leadership Team has reviewed outputs from all of the discussions that took place during the meeting and turned these into actions plans, which are beginning to feed into the subcommittees.

Contractors have continued to face acute work and staffing pressures in the last few months, and we have worked to support them with agreeing regulatory easements and representation around the supply of lateral flow devices (the Pharmacy Collect Service).

### Ongoing work

Two key pieces of work that will further support articulating contractor pressures and moving discussions forward during CPCF year 4 negotiations are:

Survey on pharmacy pressures launch on the 17th January 2022 This will give us a snapshot of a number of ongoing issues within pharmacies – from staffing and supply problems, to increasing demands on teams – and some insight into how this is affecting both pharmacy teams and their



patients. There are two separate surveys, one for Pharmacy business owners/head office representatives, and the other for Pharmacy teams.

PSNC's third Pharmacy Advice Audit is due to be held in w/c 31st January 2022. The audit will help demonstrate how pharmacies are supporting their communities every day and assist PSNC in gathering critical evidence for use in our funding discussions with HM Government and the NHS.

The outputs of both the survey and the audit will be reviewed by the CPA subcommittee in terms of the wider positioning and influencing.

**LCS subcommittee is asked to:**

1. Feed in views from contractors since the November meeting;
2. Reflect on these pieces of work and how they can be maximized; and
3. Capture any further builds on how we can continue to support contractors.

Subject	LPC Governance - the responsibility of every LPC member
Date of meeting	2 <sup>nd</sup> February 2022
Committee/Subcommittee	LCS
Status	Public
Overview	This paper provides a progress update on the LPC Governance support plan, first agreed at LCS in February 2021.
Proposed action	For report
Author of the paper	James Wood

### Background

In the light of recent cases of LPCs having problems as a result of poor governance, Professor Wright's focus on governance and the CCA review of LPC accounting, there is still work to be done to improve LPC governance. In February 2021, the subcommittee approved an actionable work plan over the course of 2021-22 to build on the current governance support provided to LPCs.

Good progress has been made against the high impact activities (reported at the November 2021 meeting) however some longer term actions now need to be revisited over the course of 2022-23 and this paper sets out further thinking on these areas

### Priority 2 High value/Impact – deliverable longer term (H2 2021-22 and beyond) – to implement

- A review of LPC members day and our wider training/briefing offer, including a greater focus on LPC chairs and vice-chairs – including new channels and methods of delivery, including distributed models for LPCs to use locally
- New distinct work-streams to support LPC and LPC Chief officer relationship – this could include not just disciplinary issues but a focus on how LPCs should support their chief officers: providing clarity on structure, accountability and line management, more training on LPC member roles and responsibility (not just new members), targeted

training for LPC chairs and other line managers, LPC members behaviour guidance, and a draft behaviour and values statement. All taking into account the CO's sometimes solitary working environment.

- More formally capturing governance issues and sharing learnings with all LPCs creating an improvement culture, including working closely with Clyde & CO, to further tailor HR support.
- Bite size sessions on how governance is part of managing employees and selfemployed – including recruitment, appraisals, accountability, self-employed contracts and performance reviewed.
- Update to the model LPC constitution to, in particular, but not exclusively, strengthen the governance provisions.
- Scope a specific governance health check framework and LPC led peer review process.
- More support to ensure such regional groups are properly accountable to the LPCs and managed by the LPCs, particularly in relation to financial governance. This includes Terms of Reference, separate management oversight of the work of the regional group by the LPCs, accounts including management accounts, and availability of minute and accounts.

Subject	LPC Website Upgrades
Date of meeting	2nd February 2022
Committee/Subcommittee	LCS
Status	Public
Overview	Update on the planned upgrade of LPC websites
Proposed action(s)	For report and comment
Author(s) of the paper	Jamie Gilliam and James Wood

## LPC Websites Upgrade Progress

This paper gives an update on the progress of the rollout of the new LPC websites. The tables below provide information on the go-live status of each of the 58 LPCs that decided to adopt PSNC's offer to upgrade their website. The LPCs have been divided into four go-live waves.

### Pilot wave, wave 1 and 2

LPC	Go live wave	Support Package	Live
Avon	Pilot	Premium	Yes
Humber	Pilot	Premium	Yes
Surrey, West Sussex and East Sussex (3)	Pilot	Premium	Yes
Lincolnshire	Pilot	Free	Yes
Swindon and Wiltshire	Wave 1	Free (£250)	Yes
Cambridgeshire and Peterborough	Wave 1	Free	Yes
North Yorkshire	Wave 1	Premium	Yes
Shropshire	Wave 1	Premium	Yes
Hertfordshire	Wave 2	Free	Yes
Liverpool	Wave 2	Free	Yes
Halton, St Helens, and Knowsley	Wave 2	Free (£250)	Will be going live on 28th January 2022
Walsall	Wave 2	Free (£250)	Yes
Dudley	Wave 2	Free	Yes
Community Pharmacy West Midlands	Wave 2	Free	Yes
Doncaster	Wave 2	Free	In progress
Rotherham	Wave 2	Free	In progress
Devon	Wave 2	Premium	Yes
Dorset	Wave 2	Premium	Yes
Derbyshire	Wave 2	Premium	Yes
Kent	Wave 2	Premium	Yes
Essex	Wave 2	Premium	Yes

### Waves 3 and 4

**Note: The first wave 3 LPC websites will go live by February 4th. The remaining wave 3 sites and wave 4 sites are due to go live by February 25th.**

LPC	Go live wave	Support Package	Introductory website meeting booked	Live
Cheshire and Wirral	Wave 3	Free (£250)	Yes	In progress
Barnsley	Wave 3	Free	Yes	In progress
Bedfordshire	Wave 3	Free	Yes	In progress
Cornwall and Isles of Scilly	Wave 3	Free	No	Not started
Nottinghamshire	Wave 3	Free	Yes	In progress
Norfolk	Wave 3	Free	Yes	In progress
Suffolk	Wave 3	Free	Yes	In progress
South Staffordshire	Wave 3	Free	Yes	In progress
Herefordshire and Worcestershire	Wave 3	Free	Not yet booked	Not started
Croydon	Wave 3	Free	Booked	In progress
Sutton, Merton and Wandsworth	Wave 3	Free	Yes	In progress
Sandwell	Wave 3	Free	Yes	In progress
Tees	Wave 3	Free	Yes	In progress
Northamptonshire and Milton Keynes	Wave 3	Premium	No	In progress
Sunderland	Wave 3	Premium	No	In progress
Bexley, Bromley and Greenwich	Wave 3	Premium	No	In progress
Gloucestershire	Wave 3	Premium	Yes	In progress
Lambeth, Southwark and Lewisham	Wave 3	Premium	No	In progress
North Staffordshire	Wave 3	Premium	No	In progress
Wolverhampton City	Wave 3	Premium	No	Not started
Somerset	Wave 3	Premium	No	In progress
Durham and Darlington	Wave 3	Premium	Yes	In progress
City and Hackney	Wave 3	Premium	No	Not started
Cumbria	Wave 3	Premium	No	In progress
West Yorkshire	Wave	Premium	No	In progress
North East London	Wave 3	Premium	No	In progress
Bolton	Wave 4	Free (£250)	No	Not started
Sefton	Wave 4	Free (£250)	No	Not started

Birmingham and Solihull	Wave 4	Free	No	Not started
Greater Manchester	Wave 4	Free	No	Not started
Kensington, Chelsea and Westminster	Wave 4	Free	No	Not started
Kingston, Richmond and Twickenham	Wave 4	Free	No	Not started
Leicester, Leicestershire and Rutland	Wave 4	Free	No	Not started
Sheffield	Wave 4	Free	No	Not started
Thames Valley	Wave 4	Free	No	Not started

A full report on the project is available in the papers for PSNC's Communications and Public Affairs subcommittee (appendix CPA 04/02/2022).

LPC and Contractor Support subcommittee members should note that the LPC website upgrade project has been an opportunity to push for greater consistency across the LPC websites to support the visibility of governance documentation, in line with one of the actions identified in the PSNC LPC governance action plan.

In particular, the "about us" menu section of the LPC websites has been revised to provide a more standardised format, as illustrated by the below screenshot. The majority of the LPCs who have gone live with their websites to date have readily adopted PSNC's recommendations.

<a href="#">About Us</a>	<a href="#">Training &amp; Events</a>	<a href="#">Local Services</a>	<a href="#">NHS Contract</a>	<a href="#">Resources</a>	<a href="#">News</a>
<b>Committee</b>	<b>Operations Team</b>	<b>Governance</b>	<b>Finance</b>	<b>Performance</b>	
Your LPC	LPC Officers	Key Documents	Key Documents	Key Documents	
LPC Committee	Contact Us				
Committee Minutes					

Subject	LPC Communications Planning
Date of meeting	2nd February 2022
Committee/Subcommittee	LCS
Status	Public
Overview	Summary of planning for LPC Communications in 2022
Proposed action(s)	For report
Author(s) of the paper	Jamie Gilliam

## Introduction

The Contractor and LPC Support Team at PSNC produces a monthly newsletter for LPC Chief Officers and their teams. This paper outlines an LPC News schedule for 2022 and provides information on the open and click rate for the editions of LPC news published since March 2021.

<b>Edition of LPC News</b>	<b>Last date for submissions</b>	<b>Target publication date</b>
January	26/01/22	28/01/22
February	23/02/22	25/02/22
March	23/03/22	25/03/22
April	22/04/22	25/04/22
May	25/05/22	27/05/22
June	24/06/22	27/06/22
July	22/07/22	25/07/22



August	24/08/22	26/08/22
September	23/09/22	26/09/22
October	26/10/22	28/10/22
November	25/11/22	28/11/22
December	21/12/22	23/12/22

LPC

### News Schedule for 2022

The following is a publication schedule for PSNC's monthly LPC Newsletter for 2022.

### LPC News open and click rate for 2021

The below table provides the open and click rate for the editions of LPC News published since March 2021. Alongside the monthly LPC newsletter, we also occasionally publish LPC News Alerts; these too are included in the following table for reference.

Date	Day	Time	Subject	Opens	Clicks	Clicks to opens
24/12/21	Fri	10.40	LPC News: December 2021	47.5%	12.2%	25.6%
29/11/21	Mon	18.12	LPC News: November 2021	38.2%	3.7%	9.6%
29/10/21	Fri	16.50	LPC News: October 2021	35.7%	3.2%	9.0%
07/10/21	Thu	21.04	LPC News: September 2021	42.8%	15.8%	36.9%
11/08/21	Wed	17.40	Summer LPC News	35.7%	5.9%	16.5%
02/06/21	Fri	9.40	LPC News: June 2021	34.9%	4.9%	14.1%
03/06/21	Thu	15.15	LPC News Alert: June 3rd	34.1%	4.2%	12.4%
01/06/21	Tue	13.58	LPC News: May 2021	32.6%	3.0%	9.3%
19/05/21	Wed	16.57	LPC News: Event Alert	35.7%	2.2%	6.2%
26/04/21	Mon	20:02	LPC News: April 2021	40.1%	3.4%	8.4%
26/03/22	Fri	17.02	LPC News: March 2021	37.9%	5.6%	14.8%
<b>Averages each month</b>				<b>37.75%</b>	<b>5.83%</b>	<b>14.80%</b>

Analysis of the above data shows that the open rate of PSNC's LPC Newsletters is significantly higher than the average open rate of newsletters sent by other healthcare organisations, which is currently 25.9%. The click rate of PSNC's LPC Newsletters is also similar to the average click rate of newsletters sent by other healthcare bodies.

### Updates to the LPC Members' Area

In recent months the following additions have been made to the LPC Members' Area:

- The [resources](#) from the November 2021 meeting of LPCs and PSNC have been published, including updates and slides from some of the event sessions.
- A [provider companies webpage](#) has been published. This page explains what a provider company is, the benefits of establishing a provider company, the role of the LPC in setting up a provider company, and more.
- As part of PSNC's ongoing commitment to inclusion and diversity, we have produced a [holiday calendar](#) to ensure that future PSNC events are not held on the same day as a major religious holiday. This calendar includes the dates of the year's various religious festivals.
- A revised [template LPC expenses policy](#) has been published. This policy has been designed to ensure that LPC members and officers are appropriately reimbursed for actual expenditure incurred during LPC business.