

LPC and Contractor Support Subcommittee Meeting Agenda: 8th September 2021

1. Welcome from the Chair
2. Apologies for absence
3. Conflicts or declaration of interest
4. LCS Summary Action Log (Appendix LCS 02/09/2021)
5. LPC and contractor Support for GP Dispensing List Validation in Rural Areas (Appendix LCS 03/09/2021) **(Confidential)**
6. LPC Chair Email Forum (Appendix LCS 04/09/2021) **(Confidential)**
7. LPC Self-Evaluation (Slides and link to supporting documents) **(Confidential)**
8. CPCF Year 3 – Contractor Support (Appendix LCS 05/09/2021)
9. LPC Elections (verbal report)
10. ICS and Integration LPC support plan (verbal report)
11. LPC Governance plan update (Appendix LCS 06/09/2021)
12. LPC/PSNC Conferences and Events (Appendix LCS 07/09/2021)
13. LPC Communications Summary (Appendix LCS 08/07/2021)

Subject	LCS Summary Action log
Date of meeting	8 th September 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	PLOT/Communication PSNC will inform the LPC Gaggle Group when the PLOT meeting notes are available on the PLOT page on the LPC Members' Area.	JG	29 th July 2021	Complete	
2	PCN Exploring best-case examples, with a view to producing some guidance for LPCs, with a short Task and Finish group from the LPC network.	JW	29 th July 2021	In progress	On the agenda
3	Self-Evaluation Draft update of the LPC SelfEvaluation for the subcommittee to comment at the next meeting, along with a briefing on how to use the document	JW	29 th July 2021	Complete	On agenda
4	LPC Elections Provide a status update	JW	29 th July 2021	Complete	Progress report included on the agenda
5	ICS Make available the ICS/LPC mapping for information once complete	JW	29 th July 2021	Complete	Update agenda

Subject	LPC Governance - the responsibility of every LPC member
Date of meeting	8 th September 2021
Committee/Subcommittee	LCS
Status	Public
Overview	This paper provides a progress update on the LPC Governance support plan 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.

At the heart of the fresh approach is a focus firmly on the responsibility of all LPC members, with more interactive, innovative and proactive ways to change the culture in LPCs, through a better understanding of the practicalities of governance and putting governance at the heart of the committee's work.

Some elements have significant resource implications and therefore were grouped into priority areas and agreed by LCS to be phased in throughout 2021-22. The most immediate and high impact priority area was continued work on LPC finance support.

Priority 1- high impact – deliverable in the short term (H1 2021-22)

Priority Area	Progress Update
<p>Complete LPC Finance Guide and following the meeting of LPC Treasurers in February 2021, repurpose relevant content to support briefings and updates for all LPC members.</p>	<ul style="list-style-type: none">• Completed and launched the LPC Finance Guide at the LPC Treasurers meeting• Awareness with LPC members created through LPC News and working with the CCA LPC Support Group• Briefing held for LPC Chief Officers• Rebuilt the support materials in the LPC members’ area of the PSNC website on LPC finances, including:<ul style="list-style-type: none">○ Appendices and templates to the finance guide○ Finance and Audit subcommittee Terms of Reference○ Implementation checklist○ Frequently asked questions• Repurposed content from the LPC Finance Guide into LPC member training day and induction• 5 Drop-in session(s) for LPC Treasurers and others were completed during August 2021.

	<ul style="list-style-type: none"> Incorporated elements of the LPC Finance Guide into the LPC self-evaluation to help benchmarking, identify improvement and support visibility of progress <p>In progress:</p> <ul style="list-style-type: none"> To conclude the LPC expense policy review
<p>Continue to develop the partnership with PSNC accountant on similar to that with HR support, where LPCs can have their accounts prepared and audited at discounted rates all to the same high standard and templates.</p>	<p>In on-going discussions</p>
<p>Update and significantly rebuild the content of the LPC self-evaluation (2018) to support LPC members challenge and focus on improvement.</p>	<ul style="list-style-type: none"> Collaborative work with LPCs and the trade bodies to codesign 2021/22 complete. Draft updated self-evaluation now available
<p>Ahead of 2020-21 LPC annual report writing, provide a template for core content, including the introduction an annual governance and accountability statement to include in the annual report.</p>	<p>Provided</p>
<p>Continue LPC members days training days and secure dates for the rest of 2021 providing all round training required for LPC members including roles and responsibility, governance, constitution and legislation drawing on practical examples, case studies and interactive discussions.</p>	<ul style="list-style-type: none"> Dates secured for 2021-22 in lace in July, September and November Established new internal processes to identify new LPC members and officers, to support on-boarding in-between events

	<p>□ Work to produce a local induction template for LPCs to use is underway</p>
<p>Use the PSNC and LPC website review and refresh as an opportunity to drive consistency in LPC site architecture to support visibility of governance documentation.</p>	<p>LPC Websites Working Group established working with the Communications & Public Affairs Directorate to help define what good looks like for LPC websites, as part of the website project</p>
<p>Identifying LPCs that may need additional support with governance, and proactively support the LPC members, on behalf of their contractors, to help remedy shortcomings.</p>	<ul style="list-style-type: none"> • On-going reactive work • To begin: whistle blowing process and being clearer on how people can raise concerns
<p>Support and disseminate the learnings from COVID-19 on LPC administration and the new ways of working remotely, whilst still ensuring high standards of governance.</p>	<p>To begin</p>

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 self-employed – including recruitment, appraisals, accountability, self-employed contracts and performance reviewed.
- Advise LPCs that before the next LPC elections we will work with LPC members to update 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.

Priority 3 Lower impact – to implement

- Provide examples and templates to show what good looks like for agendas and minutes a (perhaps drawing on PSNC's approach).
- Promote and support the appointment of LPC governance leads and governance subcommittees (covered elsewhere in the Finance & Audit subcommittee work).

Subject	LPC/PSNC Conferences & LPC Events
Date of meeting	29 th July 2021
Committee/Subcommittee	LCS
Status	Public
Overview	Overview of the LPC Conference September 2021
Proposed action(s)	For report
Author(s) of the paper	James Wood and Jamie Gilliam

Background

Building on the positive feedback from last year and the closer collaborative working between PSNC and LPCs, 2021 will see the delivery of the usual Annual Conference of LPCs and 3 PSNC/LPC events as per below. As usual, the September meeting will be the Annual Conference of LPCs. The November event we have a venue booked, but if it is still not feasible to meet in person then we can of course run that event digitally as well.

- Thurs 16th September 2021- online
- Wed 10th November 2021 – venue booked (postponed from 2020 but subject to pandemic restrictions)

As usual all PSNC committee members are welcome to attend.

The programme for all the events is being 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. Further details are available in the LPC Members' area of the PSNC website [The Conference and Events Working Group : PSNC Main site](#)

Summary of the LPC Conference in September 2021

The annual LPC Conference remains an important event bringing LPCs together to share experience and learning, and giving them the chance to put forward their views for PSNC to consider in its planning processes. LPC representatives can speak and vote at the Conference and are able to debate current issues affecting the community pharmacy contractors that we all collectively represent.

During the day LPC delegates will hear from:

- Nadhim Zahawi MP, Parliamentary Under Secretary of State (Minister for COVID Vaccine Deployment) on Community Pharmacy & COVID-19 Vaccination
- Senior NHS Leaders on further developments with Integrated Care Systems (ICS)
- PSNC Leadership Team on Community Pharmacy Contractual Framework (CPCF) year 3
- The Review Steering Group (RSG) on the latest stage of the programme

There will also be opportunities for LPC colleagues from across England to

- Breakout into groups to discuss priorities for CPCF year 4 and to help shape PSNC's plans for 2022
- To share current challenges, solutions and feedback to PSNC
- Participate in a session on valuing difference and inclusive behaviour

The outputs from the Conference will help PSNC to identify priorities and workplans for the year ahead.

How many representatives?

The number of representatives that may attend the Conference depends on the number of contractors represented by the LPC and is as follows, determined by PSNC [Constitution](#) and [Rules](#):

Up to 100 contractors – 2 representatives
101 – 200 contractors – 3 representatives
201 – 300 contractors – 4 representatives
301 – 400 contractors – 5 representatives
401 – 500 contractors – 6 representatives
501- 600 contractors – 7 representatives

It is up to each LPC to decide which committee members or officers it wishes to represent the views of the LPC and its contractors as a delegate at the Conference.

Other attendees on the day will include PSNC Committee Members, policy leads from the PSNC executive team and members of the RSG.

Subject	LPC Communications Update
Date of meeting	8 th September 2021
Committee/Subcommittee	LCS
Status	Public
Overview	Summary of LPC Communications
Proposed action(s)	For report
Author(s) of the paper	James Wood and Jamie Gilliam

Updates to the LPC Members' Area

A full content audit of the LPC Members' Area has been conducted, during which several pages were identified as in need of updating. The work to refresh these pages is ongoing.

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

- The [Indemnity Insurance](#) page of the LPC Members' Area has been updated to include information about the LPC Professional Indemnity Insurance Policy for **2021/22**.
- Recognising that there is no page covering provider companies in the LPC Members' Area, a page about provider companies has been drafted, using existing guidance.

In progress:

- A briefing on Dispensing Patient List Validation has been added along with a section on LPC Rural Issues.

In addition, LPC News has been produced and distributed to over 800 LPC members on a monthly basis.