



Service Development Subcommittee Agenda

Date: 31st January 2024

Start time: 11am

Location: 14 Hosier Lane, London, EC1A 9LQ

Members: Sami Hanna, Clare Kerr, Fin McCaul (Chair), Olivier Picard, Faisal Tuddy

1. Welcome from Chair
2. Apologies for absence – Clare Kerr, Olivier Picard
3. Conflicts or declarations of interest
4. Minutes of the last meeting and update on actions ([Appendix SDS 01/01/2024](#))
5. Implementation update: Pharmacy First and the other clinical services (Action) ([Appendix SDS 02/01/2024](#))
6. NHS England's Vaccination strategy (Action) ([Appendix SDS 03/01/2024](#))
7. Valproate audit (Action) ([Confidential Appendix SDS 04/01/2024](#))
8. Update on the workplan for 2023 (Report) ([Appendix SDS 05/01/2024](#))
9. Flu and C-19 vacs (Report) ([Confidential Appendix SDS 06/01/2024](#))
10. NMS antidepressant pilot (Report) ([Confidential Appendix SDS 07/01/2024](#))
11. Weight management service (Report) ([Confidential Appendix SDS 08/01/2024](#))
12. Independent Prescribing Pathfinder (Report) ([Confidential Appendix SDS 09/01/2024](#))
13. Digital therapeutics (Apps) (Report) – verbal report
14. AMR and diagnostics (Report) ([Confidential Appendix SDS 10/01/2024](#))
15. Any other business



Minutes of the Service Development Subcommittee meeting held via Zoom on 1st August 2023 commencing at 2pm

Present: Fin McCaul (Chair), Claire Nevinson, Olivier Picard, Clare Kerr

In attendance: Alastair Buxton, Rosie Taylor, Beran Patel, Sian Retallick, David Broome, Marc Donovan, Tricia Kennerley, Ifti Khan, Stephen Thomas, Ian Strachan, Jay Patel, Zoe Long, Gordon Hockey

Item 1 – Welcome from Chair

1.1 The Chair opened the meeting and welcomed the attendees.

Item 2 – Apologies for absence

2.1 Apologies for absence were received from Faisal Tuddy and Sami Hanna.

Item 3 – Conflicts or declarations of interest

3.1 No new conflicts or declarations of interest were raised.

Item 4 – Minutes of the last meeting and update on actions

4.1 The minutes of the subcommittee meeting held on 25th July 2023 were approved.

4.2 Updates on actions from the July SDS meeting were provided:

- Gordon has had informal discussions with DHSC as to whether SSPs can only be used for items prescribed on prescription or whether supply on PGD is also included; supply on PGD is not included. However, the wider issue of ensuring availability of antimicrobials if supply chain issues occur, will be discussed further with DHSC lawyers.
- Data on the north east service had not yet been shared.
- Clare had emailed the diabetes training materials as requested and Ifti said he would see if he could share any of the case studies.
- The conversations with Andy Sloggett are ongoing therefore Mike has not shared the notes of the meetings yet.



Item 5 – Lateral Flow Device testing for community-based COVID-19 treatments: provision of LFD tests through community pharmacy

5.1 Alastair provided an overview of the proposed service. The following points were noted:

- The risk of date expired stock would need to be considered by pharmacy owners and there was agreement on wanting a separate reimbursement price for the LFD test kits and a transaction fee rather than this being bundled together.
- If the mail order route is no longer available, there may be challenges for housebound patients to obtain test kits.
- Since the funding is coming from outside of the global sum, the service proposal should be explored further.

5.2 The subcommittee was content with further exploration of the service being undertaken with DHSC and NHSE, ahead of any proposal for the service being put to the Committee.

Item 6 – Community Pharmacy Vision – development of the services matrix

6.1 Alastair advised that at the previous Committee meeting, it had been noted that the services matrix could be enhanced and The Kings Fund/Nuffield Trust had agreed to consider further thoughts from the Committee. The following points were noted:

- A discussion was had on having a services matrix which would be achievable over the next few years and one which was more for 5–10 years time; this helps set the sector on a path for future development.
- Bundling of services was discussed.
- Early diagnosis of cancer should be added to the matrix.
- Initiation of electronic repeat dispensing could be added to the matrix.

Action: Alastair to make changes to the matrix and to draft another to look further into the future. SDS members to provide feedback on these so final amendments could be made before sharing with The King’s Fund and Nuffield Trust.

Item 7 – Common Conditions Service – updated clinical pathways and ‘Gateway points’

7.1 The Committee talked through each of the clinical pathways and provided comments on these.

Item 8 – Changes to NHS website Pharmacy Profiles

8.1 Alastair provided an overview of the paper.



- 8.2 A comment was made that travel clinics (NHS) was listed but travel clinics (paid for) was not in the names of services list. There was also a walk-in Covid-19 vaccination listing but this is not always a walk-in service; this option was also not available for the Flu Vaccination Service.

Item 9 – Flu and Covid-19 vaccination services

- 9.1 Alastair advised that he has continued to chase NHS England colleagues for an update on when an announcement will be made on both the flu and COVID-19 vaccination services.

Item 10 – Pharmacy practice research proposal

- 10.1 Alastair provided background information to highlight that we had previously funded a research fellow on a part time basis. However, as we now think about future service development and strategy, as well as the additional funding which will be available from LPCs, he wanted to explore the principle of investing in research again and creating a business case with the relevant higher education institutions.

- 10.2 There were no objections to this being considered further.

Action: Alastair to work on developing a business case for investment in pharmacy practice research.

Item 11 – Any other business

- 11.1 There was no other business.



Appendix SDS 02/01/2024

Implementation update: Pharmacy First and other clinical services

Introduction

This paper provides an update on the support that has been provided around the implementation of the Pharmacy First and the other Advanced clinical services since the last Committee meeting, as well as other updates on the implementation of the services.

Hypertension Case-Finding Service

Following the announcement of the service being relaunched to make better use of skill mix and increase provision of ambulatory blood pressure monitoring (ABPM), and publication of the updated service specification on 22nd November 2023, the Services Team updated the following resources so they were in line with the service specification and the Community Pharmacy England branding:

- Updated guidance on the Hypertension Case-Finding Service.
- Briefing for pharmacy teams.
- Briefing for general practice teams.
- Pharmacy owner implementation checklist (new providers).
- Pharmacy owner implementation checklist (existing providers).
- GP letter/email service notification template.
- GP practice referral template.
- Small flyers to use on prescription bags, etc.
- Patient leaflet to promote the service.
- ABPM patient leaflet template.

- ABPM loan agreement form.
- Template clinical record form.
- Urgent, same day referral letter/email template.
- Appointment within seven days referral letter/email template.
- Appointment within three weeks referral letter/email template.

Additionally, the Hypertension Case-Finding Service hub page and FAQ page on the Community Pharmacy England website were updated. The service poster, digital marketing resources, patient leaflet to support provision of readings and weekly summary template did not require amendments.

Since then, the Services Team has held a webinar on 3rd January 2024, which focused on how to make greater use of the whole pharmacy team and ways to maximise the number of eligible patients taking up ABPM. This webinar was part of a series of five webinars, all of which were undertaken with input from NHS England, CPPE and practising community pharmacists providing the services.

The webinar was fully booked with over 400 people tuning in to watch the live event. The slides from the webinar and the recording of the event are now available [on the website](#).

A pharmacy blood pressure service finder tool was added to the NHS website in October 2023 to allow patients and healthcare professionals to search for their nearest pharmacy providing the service.

Further resources that we are planning / are in development include:

- A series of website news stories to highlight key service requirements, hints and tips and resources for use by pharmacy teams.
- Social media tiles and X / text messages that can be used to promote the service.
- Translated promotional resources for members of the public.
- An animation for patients to explain the service and the benefits of knowing your numbers.

- Video for pharmacy team members demonstrating ways to sell the service and persuade people to accept the offer of ABPM.
- Provision of more detailed data on service provisions for LPCs, including ABPM opportunities and provisions.
- Work with relevant patient groups to use their comms channels to highlight the availability of the service to patients.

Lateral Flow Device (LFD) service

The following resources have been published to support pharmacy owners with provision of the service:

- Implementation checklist.
- Template standard operating procedure.
- Team briefing sheet for the service.
- Eligible patient groups list.
- Data collection form.

Additionally, an LFD service hub page and FAQs page on the website have been created.

A service finder tool on the NHS website is being developed to allow patients and healthcare professionals to search for their nearest pharmacy providing the service; however, we do not have confirmation yet on when this will be available.

[New draft guidance](#) was published by NICE on the use of Paxlovid in early January 2024. Once this guidance is implemented, the new patient cohorts will be able to access LFDs via the pharmacy service, adding an additional 1.4 million people to the eligible patient cohort.

We are discussing the timing of the inclusion of the new cohorts with NHS England and will provide further information for pharmacy owners once this is clarified.



Pharmacy Contraception Service

Following the announcement of the service being expanded from 1st December 2023, the Services Team updated the following resources so they were in line with the service specification and Community Pharmacy England branding:

- Updated guidance on the Pharmacy Contraception Service.
- Briefing for pharmacy teams.
- Briefing for general practice and sexual health clinics teams.
- Pharmacy owner implementation checklist.
- GP or sexual health clinic letter/email service notification template.
- Small flyers to use on prescription bags, etc.
- Patient leaflet to promote the service.
- Patient leaflet to support provision of readings.

Additionally, the Pharmacy Contraception Service hub page and FAQ page on the Community Pharmacy England website were updated.

NHSE are updating the following resources which will be made available on our website as soon as they have been published:

- Service poster.
- Digital marketing resources.
- University student targeted posters and resources.
- Translated resources.

Since the expansion of the service, the Services Team has held two webinars on the service. The first was held on 5th December 2023, which focused on the new aspects of the service, including the requirements, training options, and available resources to support pharmacy owners and their



teams. The webinar was fully booked with over 600 people tuning in to watch the live event. The slides from the webinar and the recording of the event are now available [on the website](#).

The second webinar was held on 10th January 2024, which was aimed at pharmacy owners who had not yet started providing the service but were interested in doing so. The webinar was again fully booked with around 400 people tuning in to watch the live event. The slides from the webinar and recording of the event are now available [on the website](#).

A pharmacy contraception service finder tool was also added to the NHS website in December 2023 to allow patients and healthcare professionals to search for their nearest pharmacy providing the service.

Pharmacy First service

As of 22nd January 2024, **10,069 pharmacies (94%) have registered to provide the Pharmacy First service**.

Following the announcement of the service, the following resources have been published:

- Pharmacy owner checklist: getting going with the service (an updated version was published on 22nd January 2024).
- Pharmacist checklist: getting going with the service (an updated version was published on 22nd January 2024).
- Briefing for pharmacy teams.
- Video recordings on each of the seven clinical pathways (an NHS England resource we have published for them).
- Briefing for Local Medical Committees and general practices.
- Template letter/email to send to GP practices.
- Template PowerPoint presentation for LPCs (aimed at pharmacy owners and teams).
- Template PowerPoint presentation for LPCs (aimed at LMCs and general practice colleagues).

- Template PowerPoint presentation for LPCs (aimed at other external audiences).
- Medicines list for clinical pathway consultations.
- Posters for use in pharmacies and elsewhere (e.g. in GP waiting rooms).
- Small flyers.
- Social media tiles and suggested social media posts.
- Template press release for use by LPCs.
- Materials to support organising an MP visit to a pharmacy to see the service in action.

Additionally, the Pharmacy First service hub page and FAQ page on the Community Pharmacy England website were created.

Resources which are currently being developed:

- Graphics for use on digital screens.
- An animation to explain the service to GP teams, NHS 111 call advisers and other healthcare professionals.
- QR code sheets for each clinical pathway linking to literature for patients to read.
- A briefing, extracting key points from the NHS England CPCS Toolkit.
- Updated versions of CPCS / GP referral pathway resources previously published by CPE.
- Patient leaflet to promote the service.
- Template press release for local use once the service is fully underway.
- Guidance on when the service is complete.

Next financial year, it may be possible to develop an animation to promote the availability of the seven pathways to patients.

The Services Team has also held two webinars on the service. The first was held on 5th December 2023, which outlined the core details of the Pharmacy First service and how it will work, including the process used to develop the clinical pathways and PGDs, the learning and development



requirements, and the accompanying digital systems which were in development. The webinar was fully booked with over 500 people tuning in to watch the live event. The slides from the webinar and the recording of the event are now available [on the website](#).

The second webinar was held on 15th January 2024, which focused on how to get ready to launch the service, building on the content of the December webinar and providing further practical information. The webinar was again fully booked with nearly 500 people tuning in to watch the live event. The slides from the webinar and recording of the event are now available [on the website](#).

NHSE has published the final version of the service specification, clinical pathways and Patient Group Directions (PGDs). We have been alerted to some minor errors in the PGDs, which we have flagged to NHSE to resolve, and there is also a minor issue with the licensed age groups in the protocol for Crystacide.

The NHSE comms campaign is planned to launch on 19th February. NHSE has been working on engaging external stakeholders, for example, by holding webinars aimed at GPs and talking to GPC England and RCGP. They are planning a press release on 31st January and there is likely to be some Ministerial activity.

NHSE has also advised that, at this stage, the Pharmacy First service will not be added to pharmacy profiles on the NHS website (CPCS is similarly not listed), although there will be a page on the NHS website detailing information about the service. Therefore, pharmacy owners will not be required to update NHS Profile Manager with this information once the service goes live.

In the pre-committee meeting polling, we asked pharmacy owners about the implementation of the Pharmacy First service, including suggestions on other resources they needed to support provision of the service. A report detailing the polling results can be found in the CPE agenda papers.

Subcommittee action

The subcommittee is asked to consider if there are any other resources that could be produced to support Pharmacy First or any of the other clinical services.



Appendix SDS 03/01/2024

NHS England vaccination strategy

Introduction

NHS England published its vaccination strategy on 13th December 2023, on which it consulted with stakeholders and the public in the autumn of 2022 ([read CPE's response to the consultation](#)).

[Read the vaccination strategy](#)

A copy of the document with key points of interest to community pharmacy highlighted in green is included as [Appendix SDS 03A/01/24](#).

A key proposal within the strategy is to delegate commissioning responsibility for vaccination services, which currently rests with NHS England, to Integrated Care Boards (ICB). This follows similar delegation of commissioning responsibility for primary care services to ICBs.

Through implementing the strategy, NHS England hopes to build on the foundations of the current NHS vaccination programmes, including the part that community pharmacy teams play, and to tackle some of the dips in vaccination uptake which have been seen over the last few years, such as in the childhood MMR programme.

To achieve improved uptake of vaccination, NHS England will increase the information the public have on their own vaccination record, via developments in the NHS app, which will also increase the ability of people to book a vaccination appointment via the app for 'life-course vaccinations'. The success of use of the NHS app and the National Booking Service for booking COVID-19 and flu vaccination appointments at pharmacies and primary care network sites has led to the plans to expand this functionality to other vaccination programmes.

The delegation of commissioning responsibility to ICBs by April 2025 is expected to allow them to design a local vaccination delivery network that meets the needs of their local population. That is expected to include a 'standard' core vaccination offer that will reach most of the population



efficiently, supplemented by bespoke, targeted outreach interventions to better provide for the needs of the parts of the population that are currently underserved by vaccination services.

There is also a suggestion of NHS England developing template documentation to support local commissioning, which could potentially include the development of National Enhanced Services for various vaccinations, as we proposed in our submission to the consultation ahead of the development of the strategy.

The document recognises the importance of NHS England continuing to discharge some functions that are best 'done once' including commissioning IT platforms and developing service specifications.

The strategy also recognises the core role that primary care – specifically community pharmacy and general practices – already play in various vaccination programmes. Various proposals in the document suggest that community pharmacy should be able to play a greater role in the provision of vaccinations, which is in line with our policy development goals.

It identifies the need for changes in the way vaccines are procured – including the central procurement of many vaccines by UKHSA. The procurement approach will be reviewed to optimise it for the new approach to commissioning vaccination services. This will include undertaking a cost-benefit analysis, in partnership with DHSC, UKHSA and NHS Supply Chain, to explore whether centralised procurement and supply of adult flu vaccine could deliver better outcomes.

Overall, there are many potential opportunities for the sector within the strategy, but there are also some risks. Many points would also benefit from further clarification in discussions with the NHS England vaccination team. Ahead of its launch, they said further discussions with CPE would be undertaken following the publication of the document, as they recognise the need for collaborative working with key stakeholders to ensure the strategy is successfully implemented.

The Services Team will be meeting with the NHS England vaccination team to discuss the strategy and its implementation once the initial work on the forthcoming COVID-19 EoI process is completed.



Subcommittee action

Provide thoughts on the strategy, including opportunities and threats for the sector, alongside any points which need further clarification from NHS England's vaccination team.



Appendix SDS 05/01/2024

Update on the 2023/24 Workplan for the Services Team

This workplan forms part of the wider plan and priorities for Community Pharmacy England in 2023/24 (set out in the RDF November 2022 agenda) and covers the elements of activity which will be undertaken by the Services Team.

The plan contains updates on work undertaken in relation to the various elements and it was previously edited to reflect the publication of the Delivery plan for recovering access to primary care and the subsequent negotiations, which necessitated the reprioritisation of resources.

A new workplan is in development to reflect Community Pharmacy England's draft plan for 2024/25, which is set out in the main Committee agenda papers.

Subcommittee action

None.



No.	Workplan element	Timeframe	Progress update
Objective 1: Negotiating with Government and NHS England to secure the best possible contractual terms and remuneration for NHS services			
1.1	Supporting the negotiations on the Delivery plan for recovering access to primary care	May to July 2023	Complete - the Services Team provided support to the NT on the services related elements of the negotiations. The necessary prioritisation of this work has had an impact on the team's ability to pursue some of the other elements in the workplan.
1.2	Conclude negotiations on the Year 4, 5 and 6 services and develop support materials for contractors and LPCs	Sept 2022 – Dec 2023	Year 4 & 5 complete - the team supported the negotiations, which have concluded. Year 6 negotiations – commencement awaited.
1.3	Conclude negotiations on the Year 5 PQS and develop support materials for contractors and LPCs	Nov 2022 – May 2023	Complete - the team supported the negotiations on the Year 5 PQS, including the discussions on a scaled-back scheme. Resources to support the PQS were developed, but due to the Committee's policy in relation to the affordability of PQS, the Year 5 resources have not been published.
1.4	Agreement of standard additions and review of all Advanced service specifications	Nov 2022 – July 2023	Complete - the review of all the Advanced service specifications, including the addition of new standard wording was successfully completed working with NHSE and DHSC. The



No.	Workplan element	Timeframe	Progress update
			changes to the specs also incorporated substantive changes to the HCFS and the SCS. Updated resources for the services have been published.
Objective 2: Laying the groundwork for the next CPCF			
2.1	Reviewing and analysing the responses to the first Vision consultation	Nov 2022 – Jan 2023	Complete – the responses to the consultation were analysed and a thematic summary was shared with Nuffield Trust and The King’s Fund.
2.2	Facilitating the Community Pharmacy England vision working groups (Services; Digital & Technology; Workforce)	Nov 2022 – May 2032	Complete – two meetings of each of the three working groups were organised by the team, with summaries of the discussions being provided to Nuffield Trust and The King’s Fund.
2.3	Supporting Community Pharmacy England’s wider work on the vision and strategy	Nov 2022 – Dec 2023	Ongoing – the team supported the organisation’s work on the vision project, including providing feedback to Nuffield Trust and The King’s Fund on the draft vision. Input into the development of the strategy to implement the vision is being provided.
Objective 3: Developing Community Pharmacy England’s Vision and Strategy			



No.	Workplan element	Timeframe	Progress update
3.1	As 2.3 above	Nov 2022 – Dec 2023	See 2.3 above.
Objective 6: Representing community pharmacy’s interests with Government and the NHS across a broad range of issues from the development of services, to regulatory and legislative issues			
6.1	Annual services negotiations (flu vac, health campaigns, clinical audit) and monitoring service delivery including Flu and COVID-19 vaccinations	Ongoing	<p>Work ongoing.</p> <p>Flu vac / COVID-19 negs – negotiations completed for the autumn 2023/24 flu and C-19 vacs services and resources materials for pharmacy owners updated. Negotiations on the 2024/25 flu and C-19 vacs services have also been completed.</p> <p>Clinical audit – as part of the negotiations on easements for Year 5, it was agreed the requirements for clinical audits in 2023/24 would be temporarily removed.</p> <p>Health campaigns – as part of the negotiations on easements for Year 5, it was agreed there would only be two campaigns in 2023/24.</p>
6.2	Monitoring the development of NHS England service pilots, plans for vaccination services (following the NHS England	Ongoing	Work ongoing.



No.	Workplan element	Timeframe	Progress update
	review) and the roll-out of Year 4 and 5 services and PQS, taking action where necessary		<p>Early diagnosis of cancer pilot – an email group for the participating LPCs has been created and two meetings have been organised to allow them to share updates and learnings on the pilot amongst themselves and with the Services Team.</p> <p>Independent Prescribing Pathfinder – this is a standing item on the CLOT agendas, so LPCs can share local intelligence and learnings. David Onuoha is representing Community Pharmacy England on NHSE’s Operational Delivery Group for the Pathfinder. See Appendix 9 for further updates.</p> <p>Vaccination strategy – see Appendix 3 for an update.</p> <p>Updates on support provided in relation to the other key clinical services introduced or amended in Year 5 are reported on in Appendix 2.</p>
6.3	Sharing learning from the PQS and nationally commissioned services and celebrating their success	Ongoing	<p>Ongoing – the record breaking 2022/23 flu vaccination figures have been celebrated in comms issued.</p> <p>Work is ongoing to identify learnings related to the rollout of the HCFS and PCS.</p>
6.4	Support LPCs to develop and share learning from local	Ongoing	<p>Ongoing – work to maintain the local services database is a constant endeavour, which involves monitoring LPC newsletters and websites for new service details, alongside a</p>



No.	Workplan element	Timeframe	Progress update
	commissioning of community pharmacy services, including through maintaining the services database and case studies		programme of check-ins with each LPC to ensure their local services on the database are up to date. Case studies are drafted from the information obtained from the LPCs.
6.5	Development of commissioning toolkits for use by LPCs (identification of atrial fibrillation; stop smoking; pneumococcal and childhood flu vaccination – subject to team capacity)	Nov 2022 – Mar 2024	Ongoing – work is continuing to develop a toolkit to support the commissioning of services to identify patients with atrial fibrillation, but work to support the negotiations and provision of nationally commissioned services has had to be prioritised over the toolkit.
6.6	Supporting and monitoring the delivery of IT and digital infrastructure and interoperability, through work with NHS England's pharmacy team, NHSBSA, NHS England's Transformation Directorate and	Ongoing	Ongoing – the Community Pharmacy IT Group's (CP ITG) last meeting papers have recently been circulated to the Committee. These include more detail on the team's work on IT. Significant work has been undertaken in recent months to support the work of NHS England and system suppliers to enhance existing IT functionality and develop new functionality for the launch of the Pharmacy First service.



No.	Workplan element	Timeframe	Progress update
	<p>IT system suppliers, including the following priorities:</p> <ul style="list-style-type: none"> ▪ Access to patient information, e.g. Shared care records and GP Connect ▪ IT standards and APIs, particularly the PRSB community pharmacy standard, the Bookings and Referrals Standard, and MYS APIs ▪ EPS enhancements, including next generation EPS API ▪ New approaches to user authentication ▪ Supporting IT system suppliers, through the provision of advice and regular updates on NHS IT developments and CPCF matters 		
6.7	Supporting the operation of the Community Pharmacy IT Group and leading its workstreams, working with partners	Ongoing	Ongoing – Community Pharmacy England continues to lead the operation of the group. The latest papers, slides and infographic can be found on Community Pharmacy England’s CP ITG webpage .



No.	Workplan element	Timeframe	Progress update
Objective 7: Supporting the effective governance of Community Pharmacy England and its support to contractors and LPCs			
7.1	Provide regular updates and communications to LPCs and contractors on key contractual and IT developments	Ongoing	Ongoing – the team continues to provide advice and support on all its policy areas proactively via the website and email newsletters and reactively via responses to email and telephone queries. Discussions on service matters are regularly undertaken at CLOT meetings.
7.2	Provide ongoing advice and support to contractors on all matters related to their dealings with the CPCF, community pharmacy IT, the NHS and other service commissioners	Ongoing	Ongoing – the team continues to provide advice and support on all its policy areas proactively via the website and email newsletters and reactively via responses to email and telephone queries.