

Minutes of the LPC and Contractor Support Subcommittee

Date: Wednesday 30th April 2025

Start time: 3.45 pm

Location: Hosier Lane, London, EC1A 9LQ

Members of LCS present: Ifti Khan (Chair), Sami Hanna (Vice Chair) Niamh McMillan, Beran Patel, Jay Patel, Sian Retallick.

In attendance: George Foote, James Wood, Zoe Long, Vicki Roberts, Caline Umutesi, Sharlyn Beltran, LPC observers: Raj Matharu, Chief Officer, South East London LPC, Salim Jetha, Treasurer, South East London LPC, Amit Patel, Chief Officer, South West London LPC, CJ Patel, Vice Chair, South West London LPC, Amish Patel, South West London LPC Member, Amish Patel, Chair Kensington Chelsea and Westminster LPC.

Apologies: None received

Conflicts of interest: None received.

Minutes of the last meeting: The minutes from the last meeting held on Wednesday 25th February 2025 were approved.

Actions and Matters arising: The actions from the last meeting had been completed, including updating the workplan and the preferences survey, which had been included with the papers.

Item 1: LPC Support Preferences Survey

- 1.1 The subcommittee has previously seen interim findings of the survey results in February, which had been used to shape the 2025/26 workplan.
- 1.2 The subcommittee considered the full results and analysis and noted responses from 47 LPCs (94% of LPCs). There were slight changes in the rankings of support preferences. Work is underway on how to progress plans to further support LPCs for the coming year, in line with the survey results.
- 1.3 LPCs were asked if they would potentially be interested in exploring with other LPCs for the provision of managed IT support, e.g. hardware, Microsoft 365 licenses, end point

protection and cybersecurity protection. 39 LPCs expressed interest in moving this forward. Discussions with the CPE IT provider and an LPC provider company are scheduled.

- 1.4 Members noted that IT development is increasingly important as future service provision is likely to rely on more advanced IT systems. LPCs would ideally like support for greater sight of data in the future from ICBs on service provision and performance.

ACTION: Report back on potential IT support scoping at the June meeting.

Item 2: Revised work plan and progress

- 2.1 The subcommittee reviewed and discussed the revised workplan and were happy with progress to date. Seeking views on the proposed CPE and LPC constitution changes had been launched and open until early June.

Item 3: Approach to KPIs and self-evaluation

- 3.1 Following the Wright Review and the Review Steering Group, a follow-up action at the end of the TAPR programme was to work with LPCs to develop a set of Key Performance Indicators (KPIs) for the LPC network and to consider how Community Pharmacy England KPIs can be published more widely.
- 3.2 Community Pharmacy England reviewed its 21 KPIs in April 2024, more closely mapping to our strategic objectives. Since then, discussion has taken place at the Audit and Risk Subcommittee about the approach to sharing and it was agreed to seek input from LCS before moving ahead.
- 3.3 The subcommittee was asked to reflect on the plan to share our 'approach' to KPIs both to help with transparency but also to help the LPC network develop its own set of KPIs to measure their own performance and demonstrate to pharmacy owners, which we will help facilitate the discussions and development.
- 3.4 The subcommittee said some LPCs already have their own set of KPIs. It was suggested that LPCs could share whether they already have a KPI system in place. There is a need to enable LPCs to benchmark themselves with regards to their KPIs.
- 3.5 There was a discussion around what level of standardisation should exist around LPC finance, HR and compliance.

ACTION: Re-share standardised accounting templates with LPC Chief Officers and begin the KPI piece of work with LPCs.



Item 4: CPCF pharmacy owner support events

- 4.1 A paper will follow with the analysis of the 4 recent support events following the CPCF 2024/25 and 2025/26 announcement, once the analysis is completed. Over 1000 pharmacy owners and team members registered for the events.

Item 5: LCS Terms of Reference

- 5.1 The final version of the Terms of Reference was noted and have been included with the papers for the plenary session of the Committee for approval. They will be effective from the June 2025 meeting.
- 5.2 A discussion will take place with the Governance and People subcommittee, about the referred to non-committee member appointments to bring additional expertise or insight where this is needed.

Item 6: Negotiation training

- 6.1 The report was noted.

Item 7: Forum of LPC Chairs

- 7.1 The report and outline agenda for the Forum of Chairs on Wednesday 18th June were noted.

Item 8: Conference of LPC Representatives: LPC Soapbox Items

- 8.1 The progress report was noted and it was agreed to adapt a version to share with LPCs.

Item 9: Any other business

- 9.1 None raised.

Date of next meeting: On/around Wednesday 25th June 2025, to be confirmed.