



Minutes of the LPC and Contractor Support Subcommittee

Date: Wednesday 5th February 2025

Start time: 4:00 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, Adeola Wilson. LPC observers from the East of England Region: Rita Bali, Chief Officer – Cambridgeshire and Peterborough LPC, Lauren Seamons Joint Chief Officer – Norfolk and Suffolk LPC, and Helen Musson, Chief Officer – Hertfordshire LPC.

Apologies: None received

Conflicts of interest: None received.

Minutes of the last meeting: The minutes from the last meeting held on Wednesday 11th September 2024 were approved.

Actions and Matters arising: The actions from the last meeting had been completed, including adding regional events into budget and workplans for 2025/26.

Item 1: LCS Terms of Reference

- 1.1 New draft Terms of Reference for the subcommittee were reviewed.
- 1.2 Various developments in Community Pharmacy England and LPC structure and governance were reflected upon in how to move forward to with a revised LCS.
- 1.3 It was agreed that the draft Terms of Reference capture the new format of subcommittee, governance changes, and clarify the role and purpose of LCS, including having input and oversight of all LPC touchpoints, such as the Forum of Chairs.

- 1.4 The subcommittee considered if additional expertise or insight is required for the subcommittee's work other than those suggested (a Chief Officer appointed via CLOT and the Vice Chair of the Forum of LPC Chairs).
- 1.5 Members queried whether there any way which we understand the different skillsets that exist in the LPC network, similar to what SDS has done with sourcing colleagues with appropriate skillset.

ACTION: FURTHER DEVELOP THE DRAFT ToR FROM THE SUBCOMMITTEE FEEDBACK AND SEEK INPUT FROM GOVERNANCE AND PEOPLE SUBCOMMITTEE (APRIL) AND CIRCULATE FOR THE COMMITTEE TO AGREE AFTER. RAISE THE LPC DRAFT ToR WITH CLOT AND THE FORUM OF LPC CHAIRS

Item 2: Conference of LPC Representatives 2024

- 2.1 The subcommittee reviewed and discussed the report of the Conference of LPC Representatives 2024 held on Thursday 7th November, including the polling results gathering LPC opinions.
- 2.2 The report provided a summary of the items discussed on the day, focussed on crucial considerations for the coming year, including inputting into the NHS 10-Year Plan and working with the new Government. These had helped to shape various submissions to the NHS and Government.
- 2.3 The event was attended by delegates representing 52 out of the 54 LPCs.
- 2.4 The LPC 'soapbox' session gave LPCs a platform to raise the issues that are important to them. Branded generics, medicines margin, and unfunded consultations were top of LPCs' collective concerns. How can we develop this agenda item further to make it more helpful to LPCs. We could hold mini soap boxed with delegates discussing issues on their respective tables. Perhaps more can be done to share resources amongst and to LPCs.
- 2.5 Audit and Risk subcommittee has agreed to fund a special project on branded generics, which could involve LPCs as a follow-up. Other items may be taken forward via LPCs via CLOT, the Forum of LPC chairs and via LCS.

- 2.6 Attendees reported much lower levels of satisfaction than in the past, being recorded at 50% satisfaction rating and net promoter score of similar. On the feedback survey subcommittee members noted that the sample was very small.
- 2.7 83% rated the agenda and content as average or good and 61% of attendees rated the reception element as good or excellent
- 2.8 Several reasons given for low satisfaction relate to non-physical attendance of the Minister, the lack of progress with negotiations and perception of no new content (there was significant new content – including on Hub and Spoke, NHS 10 year plan, LPC own items), meaning possibly more reflection of the general state of the sector rather than event itself.
- 2.9 For the first time, the conference was followed by a stakeholder reception, with LPCs joined by representatives from think tanks, health charities, and patient groups. Opening remarks were made by Chief Executive of The King's Fund, Sarah Woolnough, and Head of Policy, Public Affairs and Research at Healthwatch England, William Pett.
- 2.10 14 Community Pharmacy England committee members attended and supported on the day.
- 2.11 The subcommittee discussed reflections on the conference feedback and writeup and next year's themes and improvements.
- 2.12 It was noted that the tone of the event at future events may be very different, as we may have more news to share and digest.
- 2.13 One observation was that the evening reception was very positive which contrasted to the more 'negative' feeling of the main agenda. Others would like more opportunity for exchange of ideas but members generally felt that CPE was in listening mode, which hasn't necessarily been the case with all previous conferences.
- 2.17 It was discussed that communications could be clearer about which audience the conference is aimed at especially LPC members.

ACTION: SHARING THE AMOUNT OF FEEDBACK TO ENCOURAGE OTHERS TO DO SO.



Item 3: LPC Support Preferences 2025/26

- 3.1 To help shape the subcommittee workplan for 2025/26 LPCs via Chief Officers have been asked to give a steer on what type of support would be most valuable over the year ahead. The subcommittee reviewed interim results.
- 3.2 LPCs were asked to rank a range of support areas (continue /prioritise), as well as for ideas to be considered (start), about anything to end (stop), a specific question on IT support and to expand on ideas for training and briefings.
- 3.3 It should be made clear the proposal of facilitating a pooled IT supplier for LPCs is for CPE to present rather than direct or manage. It may be preferable to provide guidance instead.

ACTION: OFFICE TO FEEDBACK WHEN FURTHER RESULTS ARE KNOWN.

Item 4: Draft workplan for 2025/26

- 4.1 The proposed workplan was noted.

ACTION: MEMBERS TO REFLECT ON THE WORKPLAN AND FEEDBACK BY THE END OF FEBRUARY.

Item 5: Pharmacy Show 2024

- 5.1 The report was noted.

Item 6: LPC HR and Finance Survey Highlights

- 6.1 The slide report was noted.

Item 7: Progress against the 2024/25 workplan

- 7.1 The progress against the workplan was noted, including the appointment of Jancie Perkins as Vice Chair of the Forum of LPC Chairs and the support provided for the further consolidation of LPCs from 54 to 50 from April 2025.

Item 8: Any other business

- 8.1 Ahead of the Community Pharmacy England being presented to the committee to sign off an update was provided examining the impact of potential levy changes on LPCs and pharmacy owners. The subcommittee discussed some of the practical implications and the support available to LPCs concerned about financial resilience.



Date of next meeting: On/around Wednesday 30th April, to be confirmed.