

Pharmacy Delivering a Healthier Wales Delivery Board

Thursday 18th January 2024 10-12noon

1. Welcome & apologies

Chris Martin, chair of PDaHW welcomed all board members to the meeting.

Attendees present: Elen Jones, Alwyn Fortune, Anna Croston, Emily Guerin, Sam Fisher, Jonathan Simms, Linda Jenkins, Sarah Hiom, Cheryl Way, Emyr Jones, Stephanie Hough, Sudhir Sehrawat, Geraldine McCaffrey, Margaret Allan, Brian Moon, James Doble, Emma Williams, Louise Allen, Sam Macdonald, Matt Armstrong.

Apologies were noted by Andrew Evans, Natalie Proctor, Andrew Morris, Eryl Smeethe, Kathryn Davies, Clare Clement, Mark Gumbleton, Adam Turner, and Sally Davey.

Key membership updates: Kathryn Davies has stepped down as Chair of Enhancing Patient Experience Working group and PDaHW Delivery Board, we thank her for 4 years of commitment to the Board and her ongoing support and contributions to the PDaHW vision. Sam Fisher will be stepping in as Chair of EPE in the interim. Matt Armstrong will be taking over from Cheryl Way as Chair of Harnessing Innovation and Technology from the next working group and as such, Delivery Board members agreed to co-opt Matt Armstrong onto the Board. We thank Cheryl for her expertise and leadership on the Board.

We welcomed Emma Williams, Louise Allen and Sam Macdonald from Welsh Government for their first Board meeting.

2. Approval of notes from previous meeting 09.10.2023 and review of actions

The group approved the notes from the previous meeting.

The group reviewed the outstanding actions log particular focus on those in amber.

Action 17 - Share geographical and sectoral details of attendees at 2023 Conference with Delivery Board. The group confirmed they would still like this information, it would be useful data.

Action 18 – Continue to try and engage with Llais. RPS to attempt to contact A.T.

Action 28 - Under Goal 11 Project Leads to find out more information on the pilot. Gareth Hughes, RPS board member is running the pilot but it's not off the ground at present. DHCW representative has left so support has ceased. SF updated Jason Carroll is involved with the project within Cwm Taf Morgannwg Health Board. AF to link in GH, JC, EG and AC for updates.

3. PDaHW Updates on Working Groups

Enhancing Patient Experience Working Group Feedback

EG provided an update on the working group held on 11th January 2024. EG chaired the session which was a positive meeting noting new members had joined the working group.

The group spoke at length about goal 1.1 and national campaigns. It was established that NP is the best person to link in with for an update on Help us Help You campaigns, and the group considered if Pharmacy could feed into the development of these campaigns. LA is working on the community pharmacy services communications. MA updated on a HEIW pilot – virtual reality perspective aimed at school children, what does Community Pharmacy look like now and in the future. This could be used in the future to educate patients. JS raised HUYH is great for community pharmacy however there needs to be something built about the role of pharmacy in hospital and primary care. The group discussed Martin's involvement with the Bevan Commission and ongoing work with campaigns from Your Medicines Your Health and Let's not waste. The group discussed central repositories and consistent messages for patients. LJ informed the group from a community pharmacy perspective that resources often land too late to deliver campaigns properly. SS reminded us to be mindful of pharmacies trying to go paperless and looking to go digital.

Action Project leads to get an overview of campaigns - what's happening, by who and when, to feedback to the working group then produce recommendations. Project leads to link in with NP. Members to send any intelligence to EG/AC. Add as an agenda item at Welsh Pharmaceutical Committee.

A request from the EPE working group to change the measure in 2.3 from commitment to 'highlighting activity undertaken' then combine measures 1 and 4. Measure was agreed by delivery board.

Action Project leads to update measure 2.3.

EG informed the group that Sarah Hulse regional BBV pharmacy lead for North Wales covering HIV and viral hepatitis joined the EPE working group to give an update on 3.3 Sarah provided the group with a comprehensive overview of the All-Wales HIV action plan. The group noted how important Sarah's update was and will be inviting her to become a permanent member of the working group. EG updated that under goal 4 Sarah Hiom gave an update and going forward we will be looking at progress and actions now that the measures have been agreed.

Developing the Workforce Working Group Feedback

Margaret Allan explained to the Delivery Board members that the Developing the Workforce Working Group focused on key activities and measures that the group felt needed rewording. MA and EG met offline to come up with new wording following comments from the group. The proposed wording was recirculated to the group last week for comments to be come in. CPW had provided feedback late last night which we haven't had time to review with the group. On 5.1 a proposed change to measure *"increase the number of employers reporting that they provide employees access to non-clinical etc..."*

with the boards permission we will review today and get sign off from the Workforce group. Delivery Board happy with this.

ACTION CM and MA to meet outside of delivery board to sign off the new measures once Workforce group have confirmed they are happy with the new suggestions.

Under 6.3 New proposed measures agreed by delivery board **ACTION Project leads to update measure**

Under 7.1 CPW have commented; is the measure about increasing the numbers of pharmacy technicians or is it increasing the number of services? The group discussed it is to do with expanding roles and maximising skills and knowledge. SS raised that with automation at present until there are more services Pharmacy Technicians can do, they are an underutilised resource. Considering CPW proposed measure the board would like to tweak to "An increase in number of pharmacy technicians in the delivery of new and current services".

ACTION CM and MA to meet outside of delivery board to sign off the new measures once Workforce group have confirmed they are happy with the new suggestions.

Under 7.2 Proposed new activities and measures agreed by delivery board

ACTION Project leads to update activities and measure

Under 7.3 EJ raised the proposed new measures do not include the locum workforce. MA added locums who work and offer services to patients in Wales have access to all HEIW training, the difficulty is getting them to know about the training. The measure needs to be wider than employers and locums need to be captured. MA happy to take a measure about the number of locums accessing learning on the new system. EJ is happy to take these ideas to Richard Evans to get input from a locum perspective. Group suggestions were to reach out to locum agencies, and you may want to carry out a Pulse survey prior to conference to see if work is having a positive impact.

ACTION Workforce group to add additional measure or reword proposed new measure to include locums. EJ to link in with Richard Evans re locum perspective.

MA reported to the group that although time has been spent on confirming activities and measures, progress is being made. The Workforce group will actively be reporting on the goal progress at their next meeting.

Seamless Pharmaceutical Care Working Group Feedback

Jonathan Simms offered an insight into the activity from the working group;

Under goal 9 - Emyr updated the board that he has linked in with Lois Gwyn who is completing work regarding PIP in Primary Care. She is happy to join the next SPC meeting to update the group.

Under 9.3 Proposal to change wording from 'models' to 'pathways' in the activity and measure. Agreed by board **ACTION Project leads to update the activity and measure.**

Under 10.2 – Proposal to add 'e.g.' to the activity – agreed by board.

Action Project Leads to make changes to the activity.

Under Goal 11- Laurence James will provide an update on DMTP at SPC working group meeting on 11.04.24 **ACTION Annual report from DHCW has just been published, to be shared with the group.**

Under 11.3 Emyr updated that progress has been made with regards to Pharmacy being involved in Social Prescribing. An initial meeting with Carolyn Wallace, a positive meeting. She is going to do a scoping review of pharmacy in social prescribing. Plan to meet again in a couple of weeks to see how pharmacy can get involved.

Under goal 12 Alison Jones gave a comprehensive update on all of goal 12 and progress can be seen within all activities.

Innovation and Technology Working Group Feedback

Cheryl Way summarised the working group session which was held on 07th December 2023 and advised that this working group is a little different to the other working groups in that it is receiving updates on big pieces of work.

Cheryl gave key updates on each of the goals.

Under goal 13 Laurence James (DHCW) gave an overview of the Digital Medicines Transformation Portfolio (DMTP). EPS now up and running from one pharmacy in North Wales and in another pharmacy. Joanna Dundon to be invited to next working group meeting to provide a further update on the NHS App

Under goal 14 Lynette James provided an update on activity regarding goal 14. Progress can be seen within all activities with varying levels of progress. Colin Powell to be invited to future meeting to offer an update on CIVAS.

Under goal 15 Period of Treatment has been escalated back to Welsh Pharmaceutical Committee.

Under goal 16 Sophie Harding gave an update on progress relating to goal 16. Progress can be seen within all activities with varying levels of progress. Genomics week w/c 11/12/23. Sophie shared information to be disseminated to all working groups and delivery board.

The group discussed DHCW ambition to become paper free and the NHS App is going to be key to a paperless vision and tracking this going forward will be essential. It was raised that GP practices currently can turn functionality on and off. We need to have consistency across Wales.

ACTION NHS APP messaging to be picked up with CPW/GPCW/WPhC, EJ to progress for discussion at WPhC.

4. PDaHW Conference update, Engagement plan and Champions network

ACTION EJ to produce paper for WPhC to request funds to aid with PDaHW conference.

Engagement Plan

EG updated on key activity in engaging with the profession. Weekly posts on X (formerly twitter) commenced which give a roundup of the week's activities, please follow and retweet us @PDaHW. The Project leads have attended Community Pharmacy Cluster Leads and have a slot on the agenda

of future cluster meetings. PDaHW had representation at the CPW Contractor events engaging with community pharmacy and at BPSA Western Area Conference. Hospital sites within different Health Boards have been contacted and visits to sites commenced. Project Leads have completed three hospital visits up to January 11th, 2024, and more visits are in planning stages with SBUHB. Informal visits carried out to several Community Pharmacy contractors in North Wales and to Primary Care contractors in Carmarthenshire. EG asked the group to get in touch if they would like the project leads to attend engagement sessions in their locality which can be a blended approach of formal, informal sessions, learning at lunches and Q and A.

Champions Network

Anna gave an update of the champions network which was successfully launched at the PDaHW conference in September. AC asked members of the group if they haven't already signed up to become a champion please do so and share the link with your teams. <https://www.rpharms.com/wales/pharmacy-delivering-a-healthier-wales/champions#signup> We currently have 148 PDaHW champions which have signed up and pledged how they will help deliver the vision. As a champion they can receive a PDaHW MS Teams backgrounds, signatures, and merchandise. The first issue of the Champions newsletter circulated in November and there is a dedicated area on website for PDaHW Champions network.

5. Dates for 2024 PDaHW Delivery Board Meetings

- 25th April 2024
- 4 July 2024
- 24th October 2024

6. AOB and Close

AF informed the group that the Supervision consultation is out which closes on the 29th February and to encourage members to respond as individuals in addition to feeding into organisational responses and expert advisory groups. <https://www.gov.uk/government/consultations/pharmacy-supervision>

Chris Martin thanked attendees for their contributions and support and closed the meeting.

Action Project Leads to ensure meeting notes circulated to the Delivery Board and uploaded onto the RPS website within 10 days.