

## Pharmacy Delivering a Healthier Wales Delivery Board

Thursday 4<sup>th</sup> July 2024

### 1. Welcome & apologies

Chris Martin (CM) the Chair welcomed everyone to the meeting, particularly referencing those new members appointed following the refresh of the Delivery Board. Introductions were made around the virtual table. He thanked colleagues for their enthusiastic support of the important work of the Delivery Board and Working Groups. He looked forward to a renewed energy to deliver our vision that sets out long term ambitions for how patients will benefit from the expertise of pharmacy teams in Wales by 2030.

Guest speakers, Alyson Thomas (AT) CEO Llais, Jenny Pugh Jones (JPJ), and Laurence James (LJ) from DHCW. Farzana Mohammed (FM) was also welcomed to the meeting in her capacity as shadowing Chris.

Those in attendance were: -

Anna Croston (AC), Alwyn Fortune (AF), Lia Popa (LP), Matt Armstrong (MA), Stephanie Hough (SH), Gareth Tyrrell (GT), Elen Jones (Elen J), Richard Lowe (RL), Natalie Procter (NP), Iwan Hughes(IW), Sarah Hiom (SH), Ellen Lanham (EL), Sam Fisher (SF), Kayleigh Williams (KW), Adam Turner (AT), Rhian Carta (RC), Helen Dalrymple (HD), Geraldine McCaffrey (GM), Emrys Jones (Emrys J), Amanda Powell (AP), Sudhir Sehrawat (SS), Linda Jenkins (LJ), Margaret Allan (MA), Jonathan Simms (JS), Eleri Schiavone (ES) and Marc Donovan (MD).

### 2. Approval of notes from previous meeting 25<sup>th</sup> April 2024 and review of actions

The group approved the notes from the previous meeting as a true record of proceedings. The group reviewed the outstanding actions log with particular focus on those on amber status as follows: -

No 17	Share geographical and sectoral details of attendees at 2024 Conference with Delivery Board.	Ongoing – will capture as registrations continue
No 18	Engagement with Llais to be attempted at the next Welsh Pharmaceutical Committee meeting.	Meeting was held with Alyson Thomas on 27.06.24 – action completed.
No 25	Completion of the Consultation Strategy to be addressed by HEIW.	This has been completed.

No 34	Project leads to get an overview of campaigns leads campaign – No progress at Health Board level, work progressing through the Bevan Commission. Work ongoing with AWTTC and Welsh Meds advisory service and was launched at AWTTC best practice day – your meds your health will sit with AWTTC, sustainability plan in place.	Emyr J will keep the board updated board. There will be a steering group set up, which will follow same approach as yellow card.
No 40	Workforce group to add additional measure or reword proposed new measure to include locums.	Ongoing. Anna to reach out to Richard Evans WPB member.
No 47	RPS to invite Llais to the 4 <sup>th</sup> of July Delivery Board meeting, and the Wales conference scheduled 19 <sup>th</sup> September.	Completed
No 49	Under Goal 11 Action CO to have a broader conversion regarding pharmacist access on Welsh clinical portal.	Yet to be updated
No 52	CO will take away risk of digital exclusion for consideration.	Yet to be updated
No 54	PDaHW projects which previously received seed funding update at the board July meeting. NP advised that this had been previously shared with the board. Also, the information has been made available via PDaHW website. The board noted that the page has been removed as there is no further seed funding planned. However, this will be ported across, for lessons learned and how projects have been embedded.	Completed
No 56	CM and JS to meet to discuss Clinical pathways. Links were made and the meeting on 12 <sup>th</sup> June incorporated into the discussion which led to new structure AWTTC.	Completed
	The Terms of References for the Delivery Board and Working Groups have been updated following appointment of additional members and were circulated to the Delivery Board with the agenda. <b>These have been approved.</b>	Completed

### 3. Llais Update – Alyson Thomas CEO

Alyson Thomas (AT) provided high level update of the organisational structure, the board, and the people of the organisation. 110 staff working in 12 locations across Wales, with 140 volunteers. AT also shared Llais National Conversation Strategic Plan 2024 – 2027.

The board were asked to assist in working together with Llais to raise awareness through respective organisations about the role and work with Llais to develop ways of working.

#### **Questions raised by the Delivery Board**

- The board asked if the Presentation could be shared, this was agreed.
- The board noted that resources will be shared by AT.
- It was noted that organisations can be responsible for engaging quite late with Llais. To assist the process AT will provide contacts for the regional directors – At a national level Ben Eaton, Strategic Director of Engagement is the point of contact. **AT to action**.
- Elen J advised that RPS had a useful pre meet with Alyson and were already talking about strengthening the relationships, and with the wider profession in Wales.

#### **4. Digital Medicines update – Jenny Pugh-Jones / Laurence James**

Jenny Pugh Jones (JPJ) and Laurence Jones (LJ) provided an update on the ongoing plan and achievements to date relating to the Primary Care Electronic Prescription Service Programme and the Secondary Care electronic Prescribing and Medicines Administration Programme. **Note the presentation will be shared with the minutes.**

There was a discussion around how important it is to get pharmacies and GPs using the system to increase the operation. The board were keen to see if case studies and sound bites from the early adopter sites were available to spread the positive messages and all the good work of DHCW to date. Concerns were raised about cross border patients with EPS, and the fact that many patients live on borders of HBs and often their closest hospital is in a different HB.

The board also discussed secondary care having one system across UHBs, which was looked at initially, but the consensus amongst HBs was that the HB was to procure a system that is best for them, providing that it can interact with the other systems.

The board discussed the amount of functionality available to patients within the NHS App which sits with GP practices, noting that if a GP practice is overwhelmed with work, they may choose to turn it off. This was flagged as a real risk. The board enquired if there had been a risk analysis done of GP Practices switch on/off functionalities. **KW agreed to feedback the concerns as CPW sit on the EPS Programme Board, Development, and advisory groups.**

#### **5. PDaHW Updates on Working Groups**

##### **Enhancing Patient Experience – Elen Jones**

EJ provided the update and advised that the EPE working group had a great meeting and welcomed new board members.

##### **Goal progress and next steps for discussion**

Terms of reference has been updated to reflect additional membership. These were agreed earlier in the meeting.

At the meeting the group received updates as follows: -

- The group received an update from Sian Evans around behavioural insights into inhaler recycling.
- The group received an update from Jenny Pugh-Jones around the patient experience of EPS. Real insights and concerns were raised about Health Inequalities and digital exclusion.
- The group received an update from Sarah Hiom around the work of Pharmacy Research Wales.

## **Goal 2**

The group reported that they are working to establish the best way to collate data around highlighting activity undertaken by pharmacy teams to Equality, Diversity, and Inclusion (EDI) campaigns including the HEIW Pharmacy Cultural Awareness Campaign, use of RPS EDI resources and membership of the RPS Action in Belonging, Culture and Diversity (ABCD) Group.

## **Goal 4**

ES, GM, and SH have been working on the issue of clinical trials, it would be good to scope the TrAMS work to feed into that work. FM offered to assist with increasing diversity in clinical trials.

### **Developing the Pharmacy Workforce – Margaret Allan**

#### **Goal progress and next steps for discussion**

MA advised that the meeting had been very productive one noting that whilst HEIW has a big role to play in data collection, there are many other partners that need to join the conversation about how we can collect elsewhere.

Terms of reference has been updated to reflect additional membership. These were approved earlier in the meeting.

## **Goal 5**

Measures agreed: Now reporting HEIW leadership developments (June), extending to Health Board/Trust and Community Pharmacy and Leadership and Wellbeing developments (October)

Phase 1 commission of Post-registration Career Development Framework for Pharmacy Technicians is progressing.

## **Goal 6**

HEIW progressing with this and are pleased that this is over prescribed. There are pockets of great multi-sector work happening. The group are looking to collate examples of good practice which can be shared on the PDaHW website.

### **Goal 7**

To note there has been investment into a project 'Bench to Bedside' with Cardiff School of Pharmacy which aims to encourage students from schools located in rural areas into pharmacy.

There is a virtual reality piece of work being undertaken by HEIW Clinical Fellow Geraint Jones called Pharma-SEE. This will feature at the Royal Welsh Show and P:DaHW September conference.

### **Goal 8**

Eight of Wales pharmacists credentialed at consultant level have re-formed a Community of Practice to support others credentialing and there will be a 'Lessons learned' event 18<sup>th</sup> July..

The group noted that the HEIW web resource 'soft launch,' is now in user acceptability testing.

AP raised an item around the RPS Hospital Standards, reflecting that the standards indicate a clinical check must be carried out by a pharmacist, and would like to progress work to enable Pharmacy Technicians to be enabled to do this, without the need for a pharmacist clinical check.

MA advised that the post-registration pathway was critical.

Elen J reiterated that any potential work to look at this within the context of the RPS Hospital standards would be considerable and have wide reaching implications across all settings, maintaining patient safety is always our primary goal. Elen J highlighted that within the NHS terms of service for CP, it is stipulated a pharmacist must be the professional performing a clinical check, so further highlighting the far-reaching significance of looking at any potential future changes. EJ will pick up further discussion with AP and the ABUHB team around the requirements and potential ways forward.

### **Seamless Pharmaceutical Care – Jonathan Simms**

#### **Goal progress and next steps for discussion**

Terms of reference has been updated to reflect additional membership.

The terms of reference were agreed earlier in the meeting.

### **Goal 9**

Lois Gwyn has submitted an undergraduate project proposal around PIPs scoping in Primary Care with the support of Emrys J and Elen J.

### **Goal 10**

Can Delivery Board support with identifying examples of good practice around pharmacy technician led initiatives to reform medicines admission services for planned hospital care and make introductions to AC.

### **Goal 11**

University of South Wales has completed a mini scoping review looking at the role of Community Pharmacy in Social Prescribing Pathways. This has since been presented at the ASPIRE conference in Sydney with Emry J providing a video on behalf of PDaHW as to where the review originated from.

Emry J has submitted an undergraduate project proposal around integrating community pharmacy into social prescribing pathways with the support of Eryl Smeethe, Kate Crandon-Lewis and Aled Roberts.

The group received an update from Matt Armstrong around the Booking and Referral Standard in England.

Lots of joint presentations

The group received an update from Colin Powell on Technical Services

The group received an update from Joanna Dundon on the NHS Wales App.

The group received an update from Jenny Pugh-Jones and Mat Friedlander-Moseley on Digital Medicines.

### **Harnessing Innovation and Technology – Matt Armstrong**

#### **Goal progress and next steps for discussion**

Terms of reference has been updated to reflect additional membership. Approved earlier in the meeting.

- The group received an update from Colin Powell on Technical Services
- The group received an update from Joanna Dundon on the NHS Wales App.
- The group received an update from Jenny Pugh-Jones and Mat Friedlander-Moseley on Digital Medicines.

**Goal 14** – flag that this has been in process for some time.

Lynette James informed the group that they are awaiting the outcome from the Chief Pharmacists acute services review. Once this information is received then work can be progressed. This has been closed as a current action in the Working Group whilst awaiting the response.

NP noted a change in name to Directors of Pharmacy Peer Group.

MA will pick up with CO offline to discuss further.

### **Goal 15**

The group feel that it would be beneficial to receive an update around ePMA and Lesley Jones is to be invited to a future meeting.

#### **Goal 16 – This is being tracked as we go forward**

- Sophie Harding has now been appointed as the Consultant Pharmacist for Genomics.
- The HEIW workforce plan has now completed.

### **6. PDaHW Conference update**

Elen J advised that bookings were open and over 60 people had signed up. Welsh Pharmaceutical Committee have agreed to set aside funding to support members from North Wales to attend Cardiff for the conference.

### **7. Engagement Plan**

AC reported the following update on activity, highlights as follows: -

- Quarterly newsletters commenced in November 2023 for members of the Champion's Network. Three issues circulated to date.
- Weekly posts on X (formerly twitter) commenced.
- Informal visits carried out to numerous Community Pharmacy contractors in North Wales, in collaboration with two BCUHB Community Pharmacy Liaison Pharmacy Technicians. Over 50 pharmacies visited throughout 9 collaboratives.
- Attended BCUHB West Primary Care and BCUHB East Primary Care team meetings.
- Hospital sites within different HBs contacted and visits to sites commenced.
- Six hospital visits have been completed to date. Two more planned for July.
- PDaHW has presented and provided stands to various healthy boards. Powys Teaching Health Board engaging with pharmacy teams from all sectors.

### **8. Champions Network**

- Currently over 260 Champions in the network.
- Network is for all members of the pharmacy team.
- Dedicated area on website for Champion's network and sharing examples of good practice.

### **9. Dates for 2024 PDaHW Delivery Board Meetings**

- 24 October 2024