

## HAMPSHIRE COUNTY COUNCIL

### Report

<b>Committee:</b>	Health and Adult Social Care Select Committee
<b>Date of Meeting:</b>	21 June 2016
<b>Report Title:</b>	Proposals to Develop or Vary Services
<b>Reference:</b>	7605
<b>Report From:</b>	Director of Transformation & Governance

**Contact name:** Katie Benton, Scrutiny Officer

**Tel:** 01962 847336

**E-mail:** [katie.benton@hants.gov.uk](mailto:katie.benton@hants.gov.uk)

#### 1. Summary and Purpose

- 1.1. The purpose of this report is to alert Members to proposals from the NHS or providers of health services to vary or develop health services provided to people living in the area of the Committee.
- 1.2. Proposals that are considered to be substantial in nature will be subject to formal public consultation. The nature and scope of this consultation should be discussed with the Committee at the earliest opportunity.
- 1.3. The response of the Committee will take account of the Framework for Assessing Substantial Change and Variation in Health Services agreed by the Hampshire, Isle of Wight, Portsmouth and Southampton Joint Committee in November 2010, last updated in April 2013. This places particular emphasis on the duties imposed on the NHS by Sections 242 and 244 of the Health and Social Care Act 2006, includes new responsibilities set out under the Health and Social Care Act 2012, and takes account of key criteria for service reconfiguration identified by the Department of Health. The 'Framework' can be found on the website through the link below:  
[http://www3.hants.gov.uk/councilmeetings/advsearchmeetings/meetingsite/mdocuments.htm?sta=&pref=Y&item\\_ID=4831&tab=2&co=&confidential=](http://www3.hants.gov.uk/councilmeetings/advsearchmeetings/meetingsite/mdocuments.htm?sta=&pref=Y&item_ID=4831&tab=2&co=&confidential=)
- 1.4. This Report is presented to the Committee in 3 parts:
  1. *Items for action:* these set out the actions required by the Committee to respond to proposals from the NHS or providers of health services to substantially change or vary health services.

2. *Items for monitoring:* these allow for the monitoring of outcomes from substantial changes proposed to the local health service agreed by the Committee.
  3. *Items for information:* these alert the Committee to forthcoming proposals from the NHS to vary or change services. This provides the Committee with an opportunity to determine if the proposal would be considered substantial and assess the need to establish formal joint arrangements
- 1.5. This report and recommendations provide members with an opportunity to influence and improve the delivery of health services in Hampshire, and to support health and social care integration, and therefore assist in the delivery of the Joint Health and Wellbeing Strategy and Corporate Strategy aim of maximising well being.

### ***Items for Action***

## **2. Hampshire Hospitals NHS Foundation Trust: Andover War Memorial Hospital Minor Injuries Unit – Temporary Change to Operating Hours**

### *Context*

- 2.1 The NHS or providers of NHS services are able to temporarily amend or close services without consulting the local authority when the NHS body or health service provider believes that a decision has to be taken because of a risk to safety or welfare of patients or staff (e.g. because of an outbreak of a viral disease, or reduction in staffing levels). In such cases the NHS body or health service provider must notify the local authority that consultation has not taken place and the reasons for this.

### *Background*

- 2.2 Hampshire Hospitals NHS Foundation Trust (HHFT) provides a Minor Injuries Unit (MIU) in Andover War Memorial Hospital (AWMH) which is usually open seven days a week, from 8.30am until 10pm, complementing the two major hospital sites of Basingstoke and Winchester, which both have 24/7 Emergency Departments.
- 2.3 Emergency Nurse Practitioners (ENPs) lead the service at the MIU in AWMH, and are part of a larger staff rotation which includes all three hospital sites (Andover, Basingstoke and Winchester), in order to help maintain services, and to keep skillsets challenged and in regular use.
- 2.4 In March 2016, a combination of staff sickness and absence resulted in an insufficient number of ENPs available to provide safe staffing levels at all

three hospital sites. Resultantly, HHFT took the decision on 15 March 2016 to temporarily reduce the operating hours of the MIU at AWMH to 8am to 6pm, Monday to Friday, in order to ensure that safe services could be offered at all three hospital sites for those seeking urgent care.

### *Update*

- 2.5 An update from HHFT can be found at [Appendix 1](#), page 9.
- 2.6 Since 15 March, the Trust has been able to recruit additional staff, including a new Clinical Matron for the AWMH site, and an additional ENP to be primarily based at the MIU, and some staff have returned from sickness or leave.
- 2.7 Plans are in place to expand operating hours to normal weekday opening hours (8.30am – 10pm) from the end of June, and propose to terminate temporary opening hours mid-Summer, once the new Clinical Matron has been able to assess capacity and capability within the MIU.
- 2.8 Commissioners have been informed throughout the temporary change, and proposed an alternative minor injuries treatment service for Andover GP surgeries whilst the MIU has not been fully operational. It is noted in the paper provided by HHFT that this scheme was not implemented, as the five GP surgeries in the Andover region did not wish to take up this offer.
- 2.9 Key stakeholders have been informed of the alternative hours of provision, including the Ambulance service, 111, local GP surgeries, local media and the general public.

### ***Recommendations***

- 2.10 Members confirm:
  - a. If they are satisfied with the reasons for the urgent temporary change to the operating hours of the Andover War Memorial Hospital Minor Injuries Unit.
  - b. When a further update on this temporary variation is required.
  - c. If they require any further information on this issue.

### ***Items for Monitoring***

- 3. West Hampshire Clinical Commissioning Group: Friarsgate Practice – Kings Worthy Branch Surgery Closure**

### *Context*

- 3.1 The NHS, or any provider of NHS services, is required to consult the health scrutiny committee on any substantial or temporary variations to the provision of the health service, and to provide any information that the committee may require to enable them to carry out scrutiny of the planning, provision and operation of this service.
- 3.2 The HASC, and previously the HOSC, operate an informal primary care protocol whereby local members are engaged by the NHS in relation to changes proposed for primary care services in their local area (e.g. any changes relating to GP services, dentistry, pharmacy and optometrists). This is because local members having the best understanding of their local community and the likely impact of any changes, and also is the most effective way of reviewing changes given the large number of these services across Hampshire.
- 3.3 Local Members are able to communicate any issues of concern to the HASC for further consideration if required. At this stage, the HASC Chairman would usually attempt to arbitrate any unresolved issues.
- 3.4 After Chairman arbitration, should it be determined by the local County Councillor(s) that the proposed changes cause concern or are not in the local interest, the issue will be heard by the HASC at its next scheduled meeting.

### *Background*

- 3.5 West Hampshire Clinical Commissioning Group (CCG) notified the scrutiny officer of proposed changes to several primary care services in its region in January 2016. One of these proposals centred on the proposed closure of the Kings Worthy branch surgery operated by the Friarsgate Surgery, which is a multi-branch surgery primarily based in Weeke, Winchester.
- 3.6 Details of the reasons for the proposed closure, the consultation and engagement work undertaken, and the feedback and outcomes from these exercises can be found in [Appendix Two](#), page 12.
- 3.7 The CCG were informed of the HASC's informal protocol for primary care service changes and engaged directly with the local County Councillors for the population registered at the Friarsgate surgery, Councillors Jackie Porter and Martin Tod, from January to April 2016.

### *Update*

- 3.8 Concerns regarding the proposed closure, as well as issues relating to access to GP appointments and transport to Weeke for the vulnerable and

elderly, were raised by Councillors Porter and Tod to the HASC Chairman in April 2016. Similar submissions were also received from Kings Worthy Parish Council and the Winchester City Council representative.

3.9 A meeting was held on 27 April 2016 between the HASC Chairman, Councillors Porter and Tod, and representatives of the Friarsgate surgery and West Hampshire CCG. This discussion was helpful for all parties, and resulted in the agreement that:

- A full evaluation of the model of care is undertaken (including the Wellbeing Café and actions taken to improve the access to appointments at Weeke) for Kings Worthy residents. That this will be completed and reported on by the end of September 2016.
- The exploration of a dedicated parking space at Weeke Surgery for use by Kings Worthy patients.
- An item would be considered by the HASC in order to provide an additional level of scrutiny, and to ensure that the concerns raised and way forward agreed be monitored by the Committee.

3.10 West Hampshire CCG agreed at their Primary Care Commissioning Committee on the 28 April to support the closure of the surgery (from 1 June 2016), subject to the following recommendations:

- That a clear communication is sent to all affected patients so that they are aware of the changes, the full range of services available and how to access these, and the available transport support.
- A detailed mobilisation plan is to be submitted to the CCG (including a communication plan), to give assurance that the changes can be safely and effectively implemented by 1 June 2016.
- That any dividend released from the closure is reinvested by the Practice in primary care services for registered patients.
- That transport provision is provided to ensure that elderly and vulnerable patients, as well as those without access to private transport, are able to access primary care services at Weeke. This should include the sustained provision of the minibus service to and from Kings Worthy to Weeke and the Dial a Ride service at the discounted rate. Any proposal to withdraw these services will require approval by West Hampshire Clinical Commissioning Group.
- The feasibility of a dedicated parking space at the Friarsgate Surgery in Weeke for use by King's Worthy patients is explored by the Practice
- A full evaluation of the model of care is to be undertaken including the Wellbeing Café and further assurance provided regarded the action being taken to improve access to appointments at Friarsgate Surgery in Weeke. Report to be submitted by end of September 2016.

3.11 Councillors Porter and Tod and all individuals who submitted comments to the HASC Chairman on the closure of the surgery were informed of the above outcomes and notified of the HASC's consideration of this topic.

***Recommendations***

3.12 That Members consider:

- a. Whether the concerns raised in relation to the closure of the branch surgery have been adequately addressed by West Hampshire CCG and the Friarsgate surgery.
- b. Whether a further update is required.
- c. If they require any further information on this issue.

**CORPORATE OR LEGAL INFORMATION:**

**Links to the Corporate Strategy**

<b><i>A. Hampshire safer and more secure for all:</i></b>	yes
Corporate Improvement plan link number (if appropriate):	
<b><i>B. Maximising well-being:</i></b>	yes
Corporate Improvement plan link number (if appropriate):	
<b><i>C. Enhancing our quality of place:</i></b>	yes
Corporate Improvement plan link number (if appropriate):	

**Section 100 D – Local Government Act 1972 – background documents**

**The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)**

Document

Location

None

## **IMPACT ASSESSMENTS:**

### **1. Equalities Impact Assessment:**

- 1.1 This is a covering report which appends reports under consideration by the Committee, therefore this section is not applicable to this covering report. The Committee will request appropriate impact assessments to be undertaken should this be relevant for any topic that the Committee is reviewing.

### **2. Impact on Crime and Disorder:**

- 2.1 This is a covering report which appends reports under consideration by the Committee, therefore this section is not applicable to this covering report. The Committee will request appropriate impact assessments to be undertaken should this be relevant for any topic that the Committee is reviewing.

### **3. Climate Change:**

- 3.1 How does what is being proposed impact on our carbon footprint / energy consumption?

This is a covering report which appends reports under consideration by the Committee; therefore this section is not applicable to this work report. The Committee will consider climate change when approaching topics that impact upon our carbon footprint / energy consumption.

- 3.2 How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

This is a covering report which appends reports under consideration by the Committee, therefore this section is not applicable to this work report. The Committee will consider climate change when approaching topics that impact upon our carbon footprint / energy consumption.

## HEALTH AND ADULT SOCIAL CARE SELECT (OVERVIEW AND SCRUTINY) COMMITTEE

### Report

<b>Committee:</b>	Health and Adult Social Services (Overview and Scrutiny) Committee
<b>Date:</b>	21 June 2016
<b>Title:</b>	Andover Minor Injuries Unit (MIU): temporary reduction in operating hours
<b>Report From:</b>	Mary Edwards, Chief Executive Hampshire Hospitals NHS Foundation Trust

**Contact name:** Anna Thame

**Tel:** 01256 852619

**Email:** [Anna.thame@hhft.nhs.uk](mailto:Anna.thame@hhft.nhs.uk)

### 1. Purpose of Report

- 1.1 The report below describes the reasons for the urgent decision to temporarily reduce the operating hours of the Minor Injuries Unit (MIU) at Andover War Memorial Hospital (AWMH) and the progress made since the decision was put into operation.

### 2. Contextual Information

- 2.1 Hampshire Hospitals NHS Foundation Trust (HHFT) runs the hospitals in Andover, Basingstoke and Winchester. There are 24/7 Emergency Departments (EDs) at the Royal Hampshire County Hospital (RHCH) in Winchester and at Basingstoke and North Hampshire Hospital (BNHH) and a smaller Minor Injuries Unit at Andover War Memorial Hospital (usually open from 8.30am to 10pm.)
- 2.2 The MIU service in Andover is provided by Emergency Nurse Practitioners (ENPs) with access to advice from the Emergency Departments in Basingstoke and Winchester. The ENPs assess and treat all patients and if necessary, organise transfer to one of our other hospitals, occasionally by ambulance if the patient needs emergency transfer.
- 2.3 ENPs offer a similar service in both BNHH and RHCH EDs, which means we are able to rotate staff between the three units. Rotating staff gives us the capacity and capabilities in our staff to enable us to maintain all three services, but also ensures staff can keep their skills updated by working in the different settings. This is crucial for those in Andover as it is a small unit and remote from the more complex environment of the larger EDs which deal with much larger numbers of patients.
- 2.4 Ambulances will take all stroke patients to RHCH where this specialist service has been centralised, and will take heart attack patients to BNHH where the specialist cardiac unit is based.

### **3. Summary**

- 3.1 HHFT reluctantly took the urgent decision to temporarily reduce the operating hours of Andover MIU from 15 March 2016.
- 3.2 Our commissioners, GPs, staff and patients were informed. Measures have been put in place since that time to address the staffing, such that hours will be increased by the end of June with the aim to return to normal opening times by mid-summer 2016.

### **4. Details of closure and clinical imperative**

- 4.1 The operating hours of the MIU service were reduced from the usual 8.30am to 10pm seven days a week, to 8am to 6pm Monday to Friday on 15 March 2016.
- 4.2 The reduction in hours was made necessary by the need to ensure a safe service at a period with insufficient numbers of appropriate staff. This staff shortage resulted from a combination of staff sickness and vacancies in the numbers of highly trained (ENPs) who work across the MIU and the two EDs in Basingstoke and Winchester, making it impossible to safely staff the service.
- 4.3 The reduced hours enabled the service to cope with the overall reduction of available ENPs across our three hospitals. This decision was made to ensure we offered the safest possible service to all our patients seeking urgent care across our area.

### **5. Commissioner involvement**

- 5.1 We advised our commissioners through our usual channels of the urgent decision to temporarily reduce the hours of the service on the basis of safety.
- 5.2 West Hampshire CCG developed a proposal for minor injuries treatment as a Locally Commissioned Service (LCS) which was offered to Andover GPs until the MIU was fully operational again. This was offered to five practices in Andover but despite efforts to consider this scheme it was declined by all five Andover practices, and WHCCG did not take the scheme forward.

### **6. Engagement and communication**

- 6.1 Every effort was made to ensure that the information regarding reduced hours was shared with key stakeholders, particularly local GP surgeries and South Central Ambulance Service (SCAS) that provides both 999 and 111 services. We also shared the information with the local media to inform the wider population of Andover. Updates have been provided regularly to our commissioners, to GPs, SCAS and via the media.

### **7. Impact on patient choice**

- 7.1 AWMH provides a vital service to the growing community of Andover and is a key part of our strategy to provide services locally where possible.

7.2 The closure may have required patients from Andover to travel to the hospitals in Basingstoke and Winchester at weekends. This in turn put additional pressure on those already busy EDs. It was also a concern that it would cause additional pressure on our primary care colleagues in Andover.

## **8. Progress and next steps**

8.1 A Clinical Matron was successfully recruited to lead the Andover MIU. She took up her post at the end of May. Some staff returned to work from sick leave, easing the pressure and an additional ENP has been recruited for the Andover MIU.

8.2 The intention is to return to normal weekday opening hours in late June with a return to weekend opening by mid-summer.

8.3 The reason for the phased return is to allow the new Clinical Matron the opportunity to make her own assessment of the operation of the unit and the capacity and capability of her team to offer a high-quality service, before committing to a date when normal hours will be resumed. We are providing the new Clinical Matron with every available support to make the Andover MIU a success.

## **9. Conclusion**

9.1 The urgent decision to temporarily reduce the operating hours for the Andover MIU was made in order to ensure patient safety across our urgent care and emergency services. Work has progressed at pace to ensure the MIU service at Andover returns to normal as soon as possible so that patients can continue to access an excellent minor injuries service closer to home.

## Friarsgate Practice: Kings Worthy Branch Surgery

*quality services, better health*



### Background

- Kings Worthy branch surgery is one of the two branch surgeries of Friarsgate practice which serves a total patient population of 24,180. The branch surgery is located in a small converted Maisonette in a residential area and is leased from the council.
- The Kings Worthy branch surgery is 3 miles away from the main Friarsgate Surgery in Weeke. The branch surgery has 1,794 registered patients (25% of the 6,500 population catchment area). Patients already attend Friarsgate Practice in Weeke for both routine and all urgent on the day appointments:
  - ❖ Of the 1,794 registered patients, only 25% (444) had an appointment at the branch surgery in the last year
  - ❖ With much greater availability including extended hours, GP bookable and a Duty Doctor service, 69% are seen at Friarsgate, with 2,490 GP appointments – 3 times as many as at Kings Worthy
- Following a full options appraisal, the practice identified their preferred option as closure of the branch surgery.
- On 17 December the West Hampshire Primary Care Commissioning Committee reviewed the options appraisal and supported the closure of the branch surgery at Kings Worthy, subject to full Patient and Public consultation.



*quality services, better health*



## Kings Worthy Branch Surgery: Consultation

- In a concerted effort to ensure everyone had an opportunity to engage and express an opinion, the consultation period was extended from 30 to 46 days.
- Feedback on the proposal was received by email, letter, telephone and attendance at the Parish Council meeting. Two open forum café style patient engagement events were also held in Kings Worthy and Weeke, providing an opportunity to talk to the Friarsgate team and West Hampshire Clinical Commissioning Group. (Appendix A)
- In addition to the above, the King's Worthy Parish Council ran an online petition with 345 signatures which was submitted to West Hampshire CCG.

The consistent themes expressed through the consultation are summarised as follows:

- **Existing Surgery:** Whilst most people did not have knowledge of the standards required by the Care Quality Commission to provide safe, secure and professional care, the majority recognised that the fundamental issues regarding the current surgery premises could not be resolved. However, local people did express a desire to retain local primary care services in the village.
- **The Provision of Primary Care Services within Alternative Premises:** During the consultation, local people queried whether primary care services could be provided either from alternative premises within the community or through a new build. The following options were explored:

*Quality services, better health*



## Kings Worthy Branch Surgery: Consultation

Option	Benefits	Risks	Outcome
<b>Option 1:</b> Invest circa £35,000 to make existing premises fit for purpose in the short term	Branch surgery remains available in Kings Worthy	Branch surgery is not fit for purpose	Investing £35,000 does not address the issues of the poor state of the premises and narrow corridors, making disability access poor.
<b>Option 2:</b> Find alternative suitable premises in Kings Worthy	Branch surgery remains available in Kings Worthy	Despite the combined efforts of Winchester City Council and the Parish and County Councils, no suitable alternative premises were found. Two of the most promising; the wardens flat in Harwood Place was too small and The Grove earmarked for residential development was too expensive	Not a viable option due to lack of suitable premises in the area for the provision of healthcare
<b>Option 3:</b> Extend existing Springvale Pharmacy to incorporate surgery	Branch surgery remains available in Kings Worthy	Lack of available space	Not a viable option due to lack of space to extend to provide healthcare
<b>Option 4:</b> Build a new 4/5 consultation room surgery in Kings Worthy	Branch surgery remains available in Kings Worthy; New fully fit for purpose premises	Viability plans and costings have been prepared by Studio 4 Architects for the Tubbs Hall site which is the only suitable site identified. Other practices would be required to be part of the scheme but no other practices expressed interest. The scheme would be very expensive to build and have a large revenue consequence	Not a viable option due to cost - likely cost £736,000 (inc VAT) to build.

## Kings Worthy Consultation: Feedback

- **Closure impact on the local Pharmacy:** A concern that the closure of the surgery would have a significant detrimental effect on the viability of the local pharmacy. Patients were reassured when the Electronic Prescribing System (EPS) was explained and equally recognised that the local community had a significant role to play in ensuring all the community used this facility.
- **Transport:** Access to Weeke, 3 miles away, was consistently raised as a concern. This is despite almost all patients already using Weeke extensively. The perception is that getting to Weeke is, or will become, an issue for many elderly and frail patients. To address the concerns, the following was proposed to provide support to elderly and vulnerable patients, as well as patients without access to private transport:
  - ❖ A mini bus service will be provided on a Wednesday morning to Weeke where a Wellbeing Café will be in operation. This will be free to patients.
  - ❖ Dial a Ride service available throughout the week at a discounted rate of £3.40 for those patients with a bus pass
  - ❖ Other transport alternatives, such as a volunteer driver scheme, will continue to be explored with Community First and the Parish Council
  - ❖ Home visits on medical grounds will still be offered

The bus company has stated that it is not commercially viable to change the current routing to enable a one-stop service between Kings Worthy and Weeke.

*Quality services, better health*



## Kings Worthy Consultation: Feedback

- **Access to appointments and clinics at the Friarsgate Practice:** There will be like for like appointments available at Weeke to those currently available at the Kings Worthy branch surgery. In addition a new holistic service, a Wellbeing Café, will change the current model of care traditionally provided for frail and vulnerable patients. The Wellbeing Café will give patients' access to GPs, Nurses, Phlebotomy and a plethora of voluntary services offering social prescribing services in a one stop visit. The aim is to provide all the services patients may need in a more proactive and co-ordinated approach. The Café will be held every Wednesday, 9am to 12 noon, providing 20 minute appointments.

West Hampshire CCG and the Friarsgate Practice met with Councilors on the 27 April regarding the King's Worthy branch surgery to address on-going concerns. As a result of this meeting, it was agreed that:

- A full evaluation of the model of care is to be undertaken including the Wellbeing Café and actions taken to improve the access to appointments at Weeke for Kings Worthy residents. Report to be submitted at the end of September 2016.
- The feasibility of a dedicated parking space at Weeke Surgery for use by Kings Worthy patients is to be explored.

*Quality services, better health*



The West Hampshire CCG Primary Care Commissioning Committee at their meeting on the 28 April 2016 approved the closure of the King's Worthy branch surgery from 1 June 2016 subject to the following:

- A clear communication is sent to all affected patients so that they are aware of the changes, the full range of services available and how to access these, and the available transport support.
- A detailed mobilisation plan to be submitted to the CCG (including a communication plan), to give assurance that the changes can be safely and effectively implemented by 1 June 2016.
- That any dividend released from the closure is reinvested by the Practice in primary care services for registered patients.
- That transport provision is provided to ensure that elderly and vulnerable patients, as well as those without access to private transport, are able to access primary care services at Weeke. This should include the sustained provision of the mini-bus service to and from Kings Worthy to Weeke and the Dial a Ride service at the discounted rate. Any proposal to withdraw these services will require approval by West Hampshire Clinical Commissioning Group.
- The additional actions arising from the 27 April 2016 meeting with councillors.

The changes came into effect from the 1 June 2016.

*Quality services, better health*



## Appendix A: Kings Worthy Branch Surgery: Consultation

STAKEHOLDER	CHANNELS	TIMESCALE
S. Brine MP	Letter and meeting / telephone conference call Subsequent meeting with J. Hunt and S.Brine	February 4
Hampshire County Council Councillors J. Porter and M. Tod	Letter and subsequent face to face meeting Letter and subsequent email exchange	February 13 February 13
Parish Council	Letter and subsequent meeting with Parish Council Open dialogue with Parish Council Chairman S. Newell and Clerk A. Reeves	February 13
Winchester City Council Kings Worthy Ward Councillors J. Rutter & R. Johnston	Continued open dialogue with Sue Grant (Estates) Letter and subsequent meeting with Jane Rutter	On going February 13
Patients	Letter to all 1,794 registered KW patients Posters in main surgery at Weeke, Kings Worthy, local Pharmacy and all Parish notice boards throughout Kings Worthy. Practice website. Patient Participation Group meetings.	Week beginning February 15
Patients and wider Kings Worthy community	Parish Council website S. Brine letter to all constituents Two Open engagement meetings to meet Friarsgate team and CCG representatives	Saturday 5 & Wednesday 9 March at Weeke and Kings Worthy February 15
Springvale Pharmacy	Proactive press release to Hampshire Chronicle Meeting with independent local pharmacist	February 15

*Quality services, better health*

