

# **National Review of the Representation and Support of Community Pharmacy Contractors in England**

## **Review Steering Group**

**Minutes of the meeting held on Wednesday 31<sup>st</sup> March 2021**

**by Zoom from 12noon – 2:30pm**

**Members:** David Broome (Independent), Mark Burdon (Independent), Peter Cattee (AIMp), Sandeep Dhama (AIMp), Sam Fisher (CCA), Mike Hewitson (Independent), Aneet Kapoor (Independent), Tricia Kennerley (CCA), Adrian Price (CCA), Stephen Thomas (CCA).

**In attendance:** Sue Killen (Convenor/Facilitator) James Wood (Secretary), Zoe Long (PSNC Director of Communications & Public Affairs), Ami Lakhani and Jenny Johnston (Berkeley Partnership LLP)

### **1. Welcome**

The convenor welcomed members of the Review Steering Group (RSG) to the meeting and outlined the main themes of the meeting, including the first checkpoint meeting with programme management advisors, Berkeley Partnership. Ami Lakhani and Jenny Johnston were welcomed to the meeting.

### **2. Apologies**

No apologies were received.

### **3. Governance**

Members noted the background governance papers including the Terms of Reference and the RSG member personal specification and values. The convenor reflected on the role of RSG in prioritising and commissioning work; steering a programme to end up with proposals to put to contractors for decision for a sector wide change process.

It was agreed that the Terms of Reference and governance papers should be updated to clarify the outline timeline.

### **4. Minutes of the last meeting**

The minutes of the meeting held on the 24<sup>th</sup> February 2021 were approved and would be published online.

### **5. Matters arising and actions**

The action log was reviewed and there were no outstanding actions not covered by the current agenda.

## **6. Programme Update – Berkeley Partnership Checkpoint 1**

An update was provided to members about the work undertaken by the Berkeley Partnership since they began working with the RSG on 15<sup>th</sup> March with a mandate to further refine the project scope, develop out the programme plan, approach and key milestones, with an initial focus on mobilisation. Following this work will be focussed on supporting the facilitation, engagement and alignment of stakeholders, creation of a high level programme structure with an overview of governance, resource, financial and external support/expertise requirements.

Progress was reported on the key deliverables, including draft design principles and on a high-level delivery plan, alongside a stakeholder engagement plan.

RSG members discussed and provided input into the draft design principles, intended to be used to steer and guide decision making throughout the programme. It was agreed that following the discussion these would be circulated to RSG members with the various inputs from the discussion for final review by 12th April. It was agreed these should be shared with stakeholder groups, via various channels including the stakeholder forum, alongside further information such as the high-level plan when further developed.

Input was sought from RSG members to shape and influence the overall programme delivery approach and roadmap, including factors that may inform the delivery approach. A series of draft activity blocks were presented and discussed with regards to sequencing and priorities. Further built-up road maps and the lower level activity plans will be circulated to RSG members for initial feedback, by 12th April.

An overview of a stakeholder engagement strategy was presented, recognising that stakeholder engagement will be critical to successfully embedding change across representation and support of NHS community pharmacy contractors in England. It was agreed that the more detailed input to build the strategy would be sought from RSG communications sub-group and Mel Woodnick, Communications Consultant.

Planned activity to the next RSG meeting on 27th April was discussed and included:

- Developing the next iteration of the programme roadmap to provide a more detailed view of activities and proposed timelines for the next wave of work
- Creating a programme structure for the next wave of work, including governance, resource requirements and estimated cost to mobilise the programme
- Identifying the key milestones at which the programme will be able to provide stakeholders with further visibility on the time, cost and impact of the planned changes
- Focussing on how best to align with external events, and identifying which activities could / should be completed ahead of these events
- Further building the stakeholder engagement strategy and approach

## **7. Communications and engagement**

Since the last meeting of the RSG in February two engagement events had been held, one with contractors and one to update LPCs. A paper was presented with a report of each of these events. Feedback from the two engagement events had been collated and shared with the comms subgroup to inform future engagement planning and to help shape the overall stakeholder engagement strategy.

Recordings of the two events have been uploaded online (to the RSG website, for the contractor event; and to the PSNC website's LPC pages, for the LPC event) and highlighted in emails to event attendees. An FAQs document including questions asked at both the contractor event and the LPC presentation had been developed and placed on the RSG website.

Work to plan the Contractor Forum has begun, but details and timelines are pending the early outcomes of some of the work being done by the Berkeley Partnership.

A discussion was had about logging all stakeholder communication by RSG members and others involved and it was agreed this will be co-ordinated by the Secretary and Communications Consultant.

## **8. Finance**

Management accounts were reviewed to date. Expenditure had been minimal and limited to member expenses and communications work. Forecast expenditure to the end of the year was presented. It was agreed to publish the final 2020-21 accounts on the RSG website as soon as they were closed.

It was agreed to provide an early estimated budgeted income and expenditure for 2021/22 at the next meeting.

## **9. AOB**

There was no any other business.

## **10. Dates of next meetings**

Members noted the scheduled dates until the end of the calendar year, if needed. Date of the next meeting: Tuesday 27th April 3:00pm – 5:30pm