

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

Review Steering Group

Minutes of the meeting held on Tuesday 27th April 2021

by Zoom from 3:00pm – 5:30pm

Members: David Broome (Independent), Mark Burdon (Independent), Peter Cattie (AIMp), Sandeep Dhami (AIMp), Sam Fisher (CCA), 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). Part of the meeting - Mel Woodnick (Communications Consultant)

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 second checkpoint meeting with programme management advisors, Berkeley Partnership.

2. Apologies

Apologies were received from Mike Hewitson.

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 Wednesday 31st March 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 2

An update was provided to members about the work undertaken by the Berkeley Partnership since the last checkpoint on 31st March 2021.

Progress was reported on the key deliverables, including further development of the programme roadmap options to provide a more detailed view of activities and proposed timelines for the next wave of work. Further detailed work on identifying the key milestones at which the programme will be able to provide stakeholders with further visibility on the time, progress and to engage and hear views had been explored.

RSG members reviewed materials for the stakeholder pack, including further developed versions of the programme principles and high level plan.

Input was sought from RSG members to shape the further updated stakeholder approach. A group exercise was undertaken to map and agree all stakeholders, using feedback and insights from the early engagement events. It was agreed that the relationship with vital stakeholders, such as LPCs and trade bodies should be underpinned by principles of mutual trust and transparency to share proposals and messages while they are being developed.

An illustrative use case was presented to describe the process (not content) of a contractor vote, including what components need to be considered and further worked-up, recognising constitutional and regulatory requirements. It was recognised that the usual 4 year election timetable for PSNC and the majority of the network of LPCs members would begin in September 2021 and continue into January/February 2022. Given the timing, it was agreed to highlight and discuss with PSNC the draft programme roadmap, to contribute to the planning about the forthcoming election cycle. PSNC would normally issue guidance to LPCs in the summer proceeding an election year.

Other mobilisation activities from the draft programme plan were explored and it was agreed that this would need to be co-ordinated by a programme manager and a key next step was to scope this role and agree arrangements for recruitment. A discussion would be held with PSNC to explore strengthening the in-kind RSG secretariat support, incorporating the programme manager, as this will also help to target the RSG budget to areas of work that need ongoing external support and expertise.

7. Communications and engagement

Communications activities for the rest of April and May were discussed including engaging and seeking input on the programme high-level plan and design principles with selected stakeholder groups, through the following meetings with:

- LPCs
- Contractor forum
- PSNC
- Trade bodies

Following this a wider event for other stakeholders, contractors and all those in the sector would be held to help inform and communicate the programme governance approach and potential decision making process to contractors.

Arrangements for logging all stakeholder communication in a shared file, to be reviewed at each meeting by RSG members was confirmed. It was agreed this will be co-ordinated by Communications Consultant.

8. Finance and Resourcing

A final set of accounts for 2020/21 were presented and reviewed. In 2020/21 the RSG received £90,000 in funding from PSNC. Expenditure from December 2020 (when the RSG was first constituted) to 31st March 2021 was £90,000 as allocated. Most of the expenditure was on external experts comprising of programme management advisors, a communications consultant and workshop facilitation. Other costs relate to RSG member expenses and communications work to facilitate the set-up of the website and the launch of the two engagement events. It was agreed to publish these on the RSG website.

RSG members reviewed outline estimated budgeted income and expenditure for 2021/22. Now that a draft plan of activities required to develop proposals for contractors to vote on is being formed, further work will need to be undertaken to consider how this can be resourced from within the RSG financial envelope for 2021/22 and using support from the PSNC secretariat. It was agreed to discuss this further with the PSNC CEO.

The first phase of support by the Berkeley Partnership would come to an end at the beginning of May. RSG members agreed the need to continue to make progress and agreed that the support will need to be respecified, with a less concentrated focus, as the stakeholder engagement work begins. In parallel to this it was agreed to explore options for commissioning of ongoing external support and expertise, at critical parts of the year to compliment the work of the programme manager, for further discussion 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 25th May 3:00pm – 5:30pm