

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

Review Steering Group

Minutes of the meeting held on Tuesday 25th May 2021

by Zoom from 3:00pm – 5:30pm

Members: David Broome (Independent), Peter Cattie (AIMp), Sandeep Dhama (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, which would be shorter than usual due to the programme focus being on sharing the draft programme materials with key stakeholders.

2. Apologies

Apologies were received from Mark Burdon and 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.

4. Minutes of the last meeting

The minutes of the meeting held on Tuesday 27th April 2021 were approved and would be published.

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 3

An update was provided to members about the work undertaken by the Berkeley Partnership since the last checkpoint and immediate next steps until the current statement of work expires.

Most of the focus has included finalising drafts of the programme materials, working with stakeholders taking feedback and incorporating this into the final materials.

7. Stakeholder engagement

Feedback from RSG members was sought following the LPC engagement event held on Monday 24th May 2021, to refine the approach to the next two events with the contractor forum and latterly the sector-wide event. It was noted that there were no significant issues raised with regards to the programme plan, however there was feedback about simplifying language and contractor engagement. Early comments also related to the potential timing of the contractor vote. It was agreed to examine all the feedback ahead of the sector-wide event on 14th June and for the RSG and programme team to consider how this will be reflected and accounted for in the plans and approach ahead.

RSG members discussed communications ahead of the next events reflecting the feedback so far. There was a clear steer to ramp-up the communications plan to provide an overview of the work to date and the programme plan, simplifying the technical language. It was agreed to produce a one-page summary and set-up RSG template emails for the start of regular contractor mailings.

8. Finance and Resourcing

It was reported that recruitment for a full-time project manager is underway by PSNC, to join the secretariat supporting the RSG. The timetable means an outcome to the recruitment process should be known towards the end of June. Following the last RSG meeting, PSNC has confirmed that it is happy to finance the role on a fixed-term 12 month basis, recognising the resource constraints on the RSG. This will also help to target the RSG budget to areas of work that need ongoing external support and expertise.

Subject to stakeholder feedback, the RSG reviewed the draft programme timetable and considered the resourcing of the programme mobilisation activities. The critical pieces of work are ongoing were identified as stakeholder engagement, operating model options design, using the Wright Review issues and principles, and the design of the contractor voting process. It was recognised that several of these needed to begin in June.

The RSG considered how this might be best supported, beyond using the limited support from the PSNC secretariat until a programme manager was successfully recruited and embedded into the support structure. Depending on the outcome of the recruitment campaign this could be by September 2021. Having sufficient resource to deliver the programme plan was highlighted as a significant risk.

There was recognition of the complexity of this work and the desire to maintain the pace and momentum established. The RSG agreed the need to continue to engage management consultants to deliver the most critical parts of the programme in a constructive and sustainable way, both until and beyond a programme manager can be brought onboard.

It was agreed to scope and develop a specification for a statement of work for programme support, covering critical phases to the end of September 2021 for review at the next meeting. In parallel it was agreed to approach PSNC Resource Development & Finance (RDF) subcommittee about the RSG funding allocation for 2021-22 to discuss options for underwriting additional costs that might be incurred.

Management accounts were reviewed month-to-date.

9. AOB

There was no any other business.

10. Dates of next meetings

Date of the next meeting: **Thursday 24th June 2021 9:30am – 12noon**