

PSNC Minutes

for the meeting held on 11th July 2018

at Crewe Hall, Weston Road, Crewe, CW1 6UZ

Present: Richard Bradley, David Broome, Mark Burdon, Peter Cattee, Marc Donovan, Samantha Fisher, Mark Griffiths, David Hamilton, Jas Heer, Tricia Kennerley, Sunil Kochhar, Andrew Lane, Margaret MacRury, Fin McCaul, Has Modi, Lucy Morton-Channon, Garry Myers, Bharat Patel, Indrajit Patel, Prakash Patel, Umesh Patel, Jay Patel, Janice Perkins, Adrian Price, Sian Retallick, Stephen Thomas, Faisal Tuddy, Gary Warner

Chairman: Sir Mike Pitt

1. Apologies for absence

Apologies for absence were received from Ian Cubbin, Clare Kerr, Janice Perkins (Wednesday only) and Anil Sharma.

2. Minutes of the last meeting of PSNC

The minutes of the PSNC meeting held on Wednesday 9th May 2018 were approved.

3. Matters arising from the minutes

None.

4. Chairman's Report

The Chair noted that we have a new Secretary of State – Matt Hancock. He is young, bright and has a strong financial and economics background. He is also ambitious and as a supporter of David Cameron held several junior ministerial roles. As Culture Secretary he has shown great interest in technology.

The Chair noted the fascinating papers on future health services included in the agenda papers, and warned that community pharmacy must not find itself running to catch up with these sorts of developments. The items on the agenda give PSNC an opportunity to do things early and to think what community pharmacy is going to have to look like in the future. We should approach the discussions with enthusiasm and optimism – if we get this right, community pharmacy could be absolutely crucial to the future health service. That is the challenge that we have before us today.

5. Chief Executive's Report

The Chief Executive reported on his recent activity and talked to the Committee about governance, rebranding and the future.

Activity

In his first two months in post the Chief Executive has had individual meetings with all PSNC staff and 25 of the 31 Committee Members. Social media has been used to promote some of his visits to pharmacies and underline PSNC's key messages.

The Chief Executive has also been meeting with Government: DHSC, NHS England, NHS Digital as well as the All-Party Pharmacy Group and MPs. He has met and has scheduled regular catch ups with the Chief Executives of the other pharmacy organisations, and has met with members of the trade press

and journalists from the BBC, Telegraph and the Times. He has also met with people in academia to talk about the potential of the sector and training, and attended a range of conferences, think tank fora and other events.

Governance

The Chief Executive reflected on the structure of PSNC and the need for any new Chief Executive to consider governance. The UK organisational governance code is a useful tool to use to think about this and it sets out four key principles: leadership, effectiveness, accountability and communication.

PSNC does have leadership and a clear understanding that the executive's role is to deliver the vision and objectives led by the Committee. To be effective we need a balance of experiences and skills on the Committee, and the 31 experienced and skilled members of the sector are an asset that we must use. The executive must provide information to the Committee efficiently and the Review and Audit panel should be an important part of our accountability. Accountability is also about transparency of the organisation including annual accounting and communication with our stakeholders. There is a lot that PSNC is doing right.

The Chief Executive considered that some changes are appropriate and would like to adjust the format of the PSNC Agendas and Minutes and is committed to getting meeting packs to Committee Members a week in advance. PSNC has a great induction process but we want to include in that more of what we expect of Committee Members and our values. These and other issues will be discussed in October.

PSNC will also produce a new style annual report to show people what we are doing, and the Chief Executive would like to see a step change in communications to ensure that our key messages are reaching contractors, Government and all other stakeholders. This will include working closely with the other pharmacy organisations and Committee Members should also speak on behalf of PSNC. The Communications Team will provide core briefings for Committee Members on PSNC's positions which the Committee will discuss and agree. A Chief Executive email address has been set up so that people can easily contact the Chief Executive, and Zoe Long has been promoted to Acting Director of Communications and Public Affairs to oversee the new approach to communications.

PSNC Meetings Proposal

The Chief Executive set out a proposal for PSNC meetings from January 2019, moving to quarterly full-day plenary meetings. The office will also explore the possible conversion of Hosier Lane so that PSNC can host those meetings in the office. Subcommittees would have a flexible schedule in between Committee meetings, meeting at least once per quarter and with dial in options. They would provide a written report to the Committee before each plenary meeting. The Chief Executive also proposed a new Subcommittee on Communications. RAP would review the new format after implementation. The Committee had a brief discussion, but the Chief Executive will share information on this so that all Committee Members can comment by email before discussing this at the October PSNC meeting in more detail.

Rebranding

The Chief Executive has seen the reports on a possible rebrand and thanked Committee members for the work that had been done on the topic. He talked through rebrands he had overseen at previous organisations, noting the importance of information that had been gained from stakeholder research. The Chief Executive would like to see some research done on what PSNC's stakeholders' views are and suggested that we postpone discussion on a possible rebrand until we can do this in depth.

ACTION

6. Funding

An update was given on the work being done by the New Funding Models Working Group; as well as an update on the current Cat M and Margin issues, and the Committee had a short discussion.

7. Group Discussion: Technology and the Opportunities for Community Pharmacy

The Committee considered the questions set out in the agenda in small groups.

RATIFICATION

8. Resource Development & Finance subcommittee

The key points of the discussion at the subcommittee meeting were presented by Mark Burdon. The handover to the new finance manager, Michael Osman, is going well.

9. Legislation and Regulatory Affairs (Health Policy and Regulation) subcommittee

Stephen Thomas, Vice Chair of the subcommittee reported that there were five recommendations for the subcommittee as set out in the draft minutes of the meeting that had been circulated. Broadly these are:

1 Issues with contractor claims: there are a number of cases where remuneration had been deducted incorrectly or for relatively minor infringements. The subcommittee agreed to seek to work with NHS England and DHSC as described in the minutes to ensure fair and appropriate payments are made to contractors.

2. Enhanced services: there is a limited list of such services and they are only commissioned by NHS England. One of the ways to seek to simplify local commissioning would be to broaden the types of service that may be commissioned and to allow other bodies to commission Enhanced services. The commissioned services should be simpler if they use the governance and other assurances set out in the CPCF. The Services Team will look at the types of services needed, and the office will progress this with NHS England and DHSC.

3. Gov. consultation on the SP RP responsibilities: the subcommittee was generally supportive of the recommendations. There may be some issues with supervision, but these are not the subject of the consultation.

4. GPhC consultation on pharmacy inspections: the subcommittee was broadly supportive of the proposals, but there was a discussion and concern that all visits could be unannounced and that a statutory grading system might provide advertising potential only to some contractors.

5. Post payment verification or provider assurance that has been piloted with NHSBSA: there was very good compliance by contractors and good contractor engagement with the process. The subcommittee was supportive of national provider assurance as “business as usual”, subject to the proposed national recovery of overpayments which is untested. Overall, therefore, there is only provisional acceptance of the proof of concept.

PSNC agreed all the recommendations.

10. LPC & Contractor Support Subcommittee

Sam Fisher highlighted the key areas discussed by the subcommittee as set out in the minutes, noting that the subcommittee will pick up the discussions on PSNC's relationship with LPCs with the Chief Executive.

11. Funding & Contract subcommittee

Peter Catte highlighted the key areas discussed by the subcommittee as set out in the minutes, in particular welcoming the joint approach to working on reimbursement reform with the BMA and DDA.

12. Service Development subcommittee

Gary Warner highlighted the key areas discussed by the subcommittee as set out in the minutes, particularly noting the discussion on real-time exemption checking.

REPORT

13. PSNC Plans

The information in the agenda was noted.

14. Next PSNC Meeting

The dates for the next meeting are Tuesday 9th October and Wednesday 10th October at Swindon Marriott Hotel, Pipers Way, Swindon, SN3 1SH.

15. Challenge to Confidentiality

No confidential items beyond those identified in the Agendas were noted. The Office will share communications on the various topics discussed at the meeting in due course.

16. Any Other Business

None.