

English Pharmacy Board

25 September 2009

**PUBLIC BUSINESS**

## Branch Observers feedback on attendance at English Pharmacy Board meetings in 2009

### **Purpose**

To update EPB members on feedback received from Branch Observers attending English Pharmacy Board meetings during 2009.

### **Strategic objective domains**

An organisation that consistently performs as a regulator, professional representative leader and publisher

### **Action Required**

The Committee is asked to note this paper.

### **Background**

The membership team contacts the Branches and Regions on a quarterly basis to find out if they would like to nominate a member who would like to attend the next English Pharmacy Board meeting. The observers' expenses and attendance allowance are currently paid for by the Society.

One of the English Pharmacy Board's main priorities from its inception has been to engage with the English membership and to ensure that it is responsive by listening and acting upon concerns raised by the profession. One of the most effective ways to do that is to include the observers in the board meetings – invite them to participate, chat over lunch and ensure that the work of the Board is transmitted back to the Branches and Regions.

After each meeting observers are invited to fill out a "feedback questionnaire" and it is interesting to note the comments.

### **When asked - *Has your visit to the Society changed your perception of the English Pharmacy Board?***

Replies included:-

*"I now understand they have a real role to play and are doing a lot of under-recognised work. A good working committee feel to the meeting and not just a rigid talking shop".*

*"It is open and accessible to members who can observe proceedings and acquaint with board members that frequently appear in RPSGB and other pharmacy media".*

*"This meeting seemed much more transparent and open – all business was public".*

When asked - ***Do you have any comments or suggestions about the meeting, which you think could lead to the increased efficiency of future observer visits?***

Replies included:-

*“That was a very good experience for me. I think if you could ask observers about their views on certain things they want to say, that would also be helpful”.*

*“If the agenda items could be read out clearly when starting the discussion on a new agenda item”.*

When asked how things could be improved, some comments received included:-

*“if observers are allowed to ask a question or speak briefly, it should be interactive and not like listening to the radio or watching the television; observers have to prepare reports on proceedings for their respective regions”.*

**General comments** included:-

*“It was nice to be involved and to be asked by the Chairman to comment. Members went out of their way to be friendly and welcoming”.*

**Yvonne Dennington**

EPB Secretary and Virtual Networks Manager