

ENGLISH PHARMACY BOARD

Minutes of the meeting held on Wednesday 13 January 2010 from 9.30-15.40, in the Conference Chamber at the RPSGB, 1 Lambeth High Street, London SE1 7JN

Present

Brian Curwain	Chair
Richard Daniszewski	Vice-Chairman

Seema Agha	Jonathan Buisson
Gail Curphey	Lindsey Gilpin
Rachael Lemon	Beth Taylor
Graham Phillips	David Miller

Observers

Gemma Donovan	President, BPSA
Alan Cranke	Secretary, Teeside Branch
David Evans	Chair, Anglia Region
Fay Hartley	Stockport and District Branch
Carol Lange	Leicestershire and Rutland Branch
Steve Mosley	Hull and District Branch
Bruce Reynolds	Barnet Branch
David Tamby Rajah	South West Metropolitan Branch

In Attendance

Howard Duff	Director for England
Jeremy Holmes	Chief Executive and Registrar
Neal Patel	Head of Corporate Communications
Charles Willis	Head of Public Affairs
Jayne Lawrence	Chief Scientific Adviser
Beth Allen	Research Manager
Yvonne Dennington	EPB Secretary
Theresa Prendergast	DH, Medicines Pharmacy & Industry

10/01 Welcome and Introductions

The Chair opened the meeting and welcomed EPB members, staff, visitors and observers to the meeting. The Chair informed the observers that they were welcome to contribute to the debate.

The Chair congratulated:-

Prof Jayne Lawrence, Graham Phillips and Martin Astbury on being awarded Fellowship of the RPSGB.

10/02 Apologies

David Mottram, Sid Dajani, Martin Astbury and Steve Wicks gave apologies for their absence. David Mottram wished board members well for the future.

10/03 Declaration of interests

The Chair reminded Board members to make their declarations of interest as appropriate.

10/04 Minutes from the EPB meeting held on 25 November 2009

The Minutes of the meeting held on 25 November 2009 were received and agreed as a correct record subject to the following amendments:-

Item 09/87 – Appendix A

Seema Agha

- Governance issues
- Collegiate approach

10/05 Matters arising not specifically included on the Agenda

09/71 HAG has now been renamed HASPS (Harmonisation of Accreditation Standards for Pharmacy Services). Two project managers have been appointed by DH – Kym Lowder and Bev Norton. Communication has already been made with all PCTs which will be followed by a questionnaire. A virtual reference group has been set up and Howard Duff, Gail Curphey and Clive Moss Barclay have been invited onto the group and have already contributed.

Concerns were raised by the Board that PCTs may be reticent to engage with HASPS as they may not understand how they could benefit financially. It was suggested that PLB networks should be used to highlight the benefits of HASPS. Current work being undertaken by the PLB on advanced and specialist practice should link into this work.

The English Pharmacy Board **agreed**:

- (i) that as the project commenced soon after the last Board meeting the need to send a letter to DH and an open letter in the PJ was negated.
- (ii) In the interests of celebrating successes the membership should be informed of the progress made on HASPS and the appointment of the two co-ordinators by DH. Neal Patel to action an announcement.
- (iii) To recognise the work of the North West in moving this initiative forward.

09/74.2 PHLF – A webinar was hosted by RPSGB on 11 January 2010 on behalf of DH and attended by members of the PHLF. Subsequent feedback has reported on the effectiveness of this form of communication.

09.75.2 PLB Commitments – The 2nd 100 commitments have been launched. It is to be noted that 14 of the 22 commitments are covered in the EPB business plan.

09.77 GPhC Standards Consultation response – the RPSGB joint response (which included the National Boards' response) was despatched on 12 January 2010.

The Board raised their concerns regarding the process used for responding to this consultation, but agreed that the end result was satisfactory.

The English Pharmacy Board **agreed**:-

- (i) that the process for consultation responses needs to be reviewed. Howard Duff informed the Board that this review is in hand.

09.78 Procurement of Specials Guidance – A declaration of interest was received from Gail Curphey as she had attended an advisory board meeting on Specials in July 2009 which was supported by Rosemont. Consultation with the membership regarding the issue of this guidance will now take place as a “great debate” in the Pharmacy Professional magazine. It was suggested that we should work with the PSNC in this area to align our work.

10/06 Devolution of the Global Sum (item taken out of sequence with the agenda)

A declaration of interest was received from Graham Phillips in his capacity as a community pharmacy owner.

Theresa Prendergast from the Department of Health, Medicines Pharmacy & Industry, gave a short presentation on Devolving the Global Sum to PCTs and invited questions.

The EPB raised some concerns regarding this subject which included the “fair share” payments for pre-registration fees; the concentration of payments on prescriptions and dispensing rather than clinical services, which was considered to be an “old world model” of remuneration; the commissioning of new services could be constrained by this model; the need for commissioning sustainable clinical services is clear, as currently some pharmacies are suffering financially due to a lack of commissioned services; lack of understanding on how the global sum works by PCT financial directors; lack of understanding of pharmacy by PCTs.

Lengthy discussion continued on this subject around this initiative being the beginning of a new era whereby PCTs are being given more financial control and how pharmacy needs to become more involved with PCT management so their voice is heard. A series of national meetings is to be held by DH and the Board felt it was important to have representation at these meetings.

The English Pharmacy Board **agreed:**

- (i) the EPB would write to the Secretary of State raising their concerns regarding the implementation of the Global Sum Devolution. A draft of this letter will be circulated to the EPB for comment before despatch.
- (ii) A staff or board representative to attend national meetings on the Global Sum.
- (iii) Charles Willis to engage with MPs on this matter.
- (iv) Presentation “Devolving the Global Sum to PCTs” to be uploaded onto Sharepoint.

The Chairman thanked Theresa Prendergast for attending the meeting.

10/07 EPB Business Plan 2010

It was explained that paper 10.01/EPB.11 was the EPB business plan developed from the EPB Strategy Day on 9th December 2009. This template will also be used by Scotland and Wales for their respective business planning processes to enable all plans to be merged into an overall PLB business plan to be presented at the first meeting of the Assembly. The internal Professional Leadership Group (PLG) will be reviewing the business plan on a quarterly basis and will give the EPB a quarterly update on progress on a “stop-start-continue” basis. The England team (staff) will identify completed activities and report to the EPB, this will enable the Board to communicate achievements to members. The EPB should be kept informed about what members want and what the RPSGB is delivering.

It was noted that support for pharmacists in their practice – advanced and specialist practice – had been omitted from the business plan, this to be included in next iteration.

The English Pharmacy Board **agreed:**

- (i) the Business Plan (10.01/EPB.11)
- (ii) the Country Director would prioritise the plan, in order to plan for contingencies, by circulating to Board members for their weighting of each of the key activities.
- (iii) Support for pharmacists in practice – advanced and specialist – to be included into the business plan.
- (iv) The England team (staff) will identify completed activities and report to the EPB on a quarterly basis.
- (v) A quarterly report on the business plan will be presented to the EPB by the Director for England.

10/08 Public Affairs and Communication Plan 2010

The Chair welcomed Neal Patel, Head of Corporate Communications, to his new role within the organisation. Neal gave a brief update on his biographical details.

The Board were informed that this item had been included into the Board meeting in place of a separate Communications Working Group meeting.

Neal Patel and Charles Willis gave a joint presentation (to be circulated). They explained how there was a communication plan for each item and campaign on the business plan involving a time line through to launch date and how they could factor in plans and campaigns for crisis issues such as the Global Sum.

Suggestions and concerns from the Board included having a risk management log; a separate workstream for celebrating successes; continuity planning between the old and new Board; using the membership views to make decisions; establishing an expert reference group; managing the expectations of a new organisation; alerting the membership, where possible, when pharmacy radio and tv interviews are taking place. These suggestions were taken on board by Neal Patel and Charles Willis and will be included in their planning for 2010 activity.

It was explained that LPFs would be encouraged to develop a role for a local communications person who would be supported centrally in the form of advice and tool kits. It is essential to harness local knowledge and expertise and LPFs should help facilitate this.

10.08.1 Joint Enquiry RCGP/RPSGB

A joint enquiry was launched on 1 November 2009 inviting submissions relating to the tensions that can exist between GPs and Pharmacists when working together, this consultation has now closed. The Shadow Pharmacy Minister, Mark Simmonds, is particularly interested in exploring solutions to these problems for the benefit of patients.

A dinner was held with RCGP colleagues on 12 January 2010 attended by representatives from the RCGP and RPSGB (Brian Curwain, Steve Churton, Jeremy Holmes, Howard Duff and Charles Willis). Discussion centred on identifying solutions to the problems of joint working. It was agreed that pharmacists should have access to the summary care records and there was a general feeling that GPs supported working together with pharmacists.

The Board raised some concerns around funding streams for possible joint working and highlighted the past reluctance by GPs to work together with pharmacists and their reluctance to release control of funding.

A draft report of the submissions will be completed within the next two weeks. Charles Willis is leading this work on behalf of the two organisations.

There is a joint project board for this work which is attended by Steve Churton, Brian Curwain and Howard Duff.

The English Pharmacy Board **agreed:**

- (i) to support and remain involved with this initiative.

10/09 Attitude Tracker Questions

The Board was informed that there was now an opportunity to change a couple of the questions on the attitude tracker for 2010.

Discussion continued around including questions regarding the Board and their performance, LPFs and the inclusion of technicians into the PLB. Caution should be exercised around the inclusion of additional questions as the length of the attitude tracker could be off putting to members. Concern was raised regarding the wording in relation to the question regarding the performance of the Boards, this question should be vetted by

the Boards before inclusion. It was suggested that in the new PLB, performance management and appraisal of Board members should be taken into account.

It was suggested that there should be feedback to members on the attitude tracker, it could become a two way communication exercise.

The English Pharmacy Board **agreed:**

- (i) to include two new questions on LPFs (attitude, service etc.) and the National Boards (effectiveness, role etc). Questions to be formulated and sent in draft form to Board members for comment before inclusion and publication.
- (ii) To request the Marketing team to consider giving feedback to the membership on the attitude tracker.
- (iii) That the tracker should be as small as is practicable to encourage feedback and to suggest that not all questions need to be asked every quarter.

10/10 How Science and Research can interact with the PLB

Prof. Jayne Lawrence referred to paper 10.01/EPB.12 and called for comments on this paper from the Board. She highlighted her concerns regarding the lack of a formal mechanism for Science and Research to input into the work of the Boards individually and on GB wide issues.

Some discussion continued around having Local Science Forums and research networks integral to LPFs, but this initiative was in its infancy and would need more development.

Board members requested more information on the brief of the Science and Research workstream. It was agreed that this information could be shared with the Board.

The English Pharmacy Board **agreed:**

- (i) to forward comments to Jayne Lawrence on paper 10.01/EPB.12
- (ii) Paper 10.01/EPB.12 should be edited with a more positive introduction; background and purpose to be reworded; paragraph on “resources” to be amended/removed as this is a management issue. When all amendments and comments are included this paper to be re-circulated to EPB members.
- (iii) a close working relationship with the Pharmaceutical Science Expert Advisory Panel (PSEAP) should form part of the Board’s remit. This should include:
 - Designated Board member to attend PSEAP meeting annually
 - Expert Briefing papers on particular issues as they arise
 - Science and Research standing agenda item at each meeting
- (iv) To make a clear statement to Pharmaceutical Scientists that the current Board strongly support the inclusion of Pharmaceutical Scientists into the new PLB under a special resolution, with a caveat that the current Board cannot pre-judge the wishes of the Assembly and the membership.

10/11 IT Strategy for Pharmacy

Howard Duff presented a further iteration (10.01/EPB.13) of paper 09.09/EPB/05.

Discussion continued regarding standards and user input and ensuring the system is fit for purpose. An additional paper on the practice elements of the IT strategy would be beneficial. It was suggested that the Board re-establishes its links with Anne Slee from CfH.

The English Pharmacy Board **agreed:**

- (i) With the recommendations contained in paper 10.01/EPB.13 subject to the inclusion in this paper of a section on standards. Stephen Goundrey-Smith to update paper and re-circulate to EPB members for comment.

- (ii) The IT healthcare pharmacist is to consider issuing an additional paper on the practice elements of the IT strategy.
- (iii) that the work of the PLB IT workstream should be shared with Board members to enable them to gain an understanding of the overall IT strategy for the organisation.

10/12 Accreditation of Pharmacies

Paper 10.01/EPB.14 was presented to the EPB to canvass views on whether to pursue this initiative or caution against it.

Views were varied from the Board with some members strongly opposing this initiative on the grounds that pharmacies would not be interested and that the PLB did not have the reputation to accredit on this basis, and that this initiative felt regulatory.

Some more positive views were that accreditation may help with securing commissioned services, improving premises, could be an initiative for the future, could assist patients with selecting a pharmacy of suitable quality and ensure minimum standards.

Another interpretation of accreditation would be linked to services provided by pharmacies relating to HASPS and advanced and specialist practice.

The English Pharmacy Board **agreed:**

- (i) this was not a priority for the next 6 months but it did however merit more exploration of some of the core issues. Heidi Wright to explore this topic further.

10/13 Commissioning Services for Community Pharmacy

The report on commissioning of services for community pharmacy has not yet been completed by the Pharmacy in England co-ordinator, therefore this item will now be taken at the next meeting of the EPB on 9th February 2010.

The English Pharmacy Board **agreed:**

- (i) this item will be rescheduled for the Board meeting on 9th February 2010
- (ii) the Pharmacy in England co-ordinator's, Rachel Wilkinson, details would be circulated to EPB members.

(Please note details are:- email: Rachel.wilkinson@rpsgb.org
Tel. no. 0207 572 2632
Mobile: 07772143942)

10/14 Past and Future Ways of Working for the English Pharmacy Board

The Chair acknowledged the substantial amount of work that had been undertaken on the new model for the PLB. The incoming Board had a good basis on which to take the PLB forward but it was recognised they may make some adjustments. The Chair made particular reference to the behaviours the Board has displayed over their tenure, and hoped these behaviours would transfer to the new Board; this behaviour style encouraged open and inclusive debate which he felt had been productive. Independent feedback received from Nigel Clarke (Chair of TransCom) on the behaviour style of the EPB supports open and inclusive debate. The Chair would like to see the continuation of observer attendance and their verbal participation at future meetings.

Some suggestions for improvement in ways of working included a more structured agenda format; a process for board members to submit agenda items; supporting papers could sometimes be more detailed; improved labelling of papers both hard and electronic copies.

10/15 LPFs Update

Amanda King updated the EPB members on progress to date which included the agreement of geographical boundaries for the LPFs in England apart from the boundaries for the LPFs in London. Some parts of the London area are still to be resolved but work is on going and good progress is being made, resulting in likely 6 LPFs for the London area.

The President's commitment regarding holding engagement events in all areas, has also been met though in the London area some smaller engagement events will be held in the near future. The LPF facilitators are now in place and their contact details will be circulated to EPB members.

There has been significant interest in LPFs recently which is encouraging. The LPF toolkit gives guidance on how to set up a LPF, and scenarios have now been included to help members to appreciate the benefits of member services. A number of realistic scenarios across the various pharmacy sectors have been created, e.g. how community pharmacy locum pharmacists might use an LPF as the first port of call following a request as part of the "call and review" process.. The scenarios are based on the six core functions of LPFs.

Information on hot tips and guidance for the key players in the LPF transitional committees can be found in the toolkit. A process is being developed for the payments of core and set up funding and reserve money for unplanned activities.

Risks identified include maintaining the pace; recruitment of moderators for the LPF virtual networks; guidance for branches regarding dissolution.

Feedback on current activities is to be submitted to Amanda King.

A template letter promoting LPFs to local stakeholders is to be created and circulated to EPB members.

The Chair and Vice Chair thanked Amanda King and Board members for their continued support in this work, excellent progress had been made.

The English Pharmacy Board **agreed:**

- (i) to submit feedback on current activities to Amanda King.
- (ii) That a template letter should be created for promoting LPFs to local stakeholders. Amanda King to action this and circulate to EPB, SPB and WPB.

10/16 Any other Business

10/16.1 Locum Information Template

This initiative is the result of the workplace pressure campaign. A template has been developed comprising 10 -12 items such as who has the keys, who locks up, name and position of staff, what time to send orders, etc. It was agreed that this template should be formatted and published, and the Head of Corporate communications arrange a launch plan for the template.

The English Pharmacy Board **agreed:**

- (i) to the publication of the Locum Information Template subject to approved formatting and a detailed launch plan.

10/16.2 Locum SOPs

A declaration of interest was received from Lindsey Gilpin in her capacity as a Union Executive for the PDA.

Lindsey Gilpin reported that this initiative was a huge task requiring extensive research. She informed the Board that CCA and PDA were in the process of developing a short series of SOPs and asked the Board if they would support this work and leave the matter of developing a more detailed set of core common SOPs for locums to the new Board. The Board discussed this issue and agreed in principle that the short series should be endorsed by the PLB but more information would be required from the CCA and PDA before this could be agreed. Jeremy Holmes would discuss this further with the CCA at a forthcoming meeting and report back to the Board. It was suggested that the NPA should be involved in the issue of the short set of SOPs along with the PDA and CCA as they had already done extensive work on SOPs that have been published.

The English Pharmacy Board **agreed:**

- (i) in principle to support the short series of SOPs currently being developed by the CCA and PDA subject to further information on these SOPs. Jeremy Holmes to report back to the Board after meeting with the CCA.
- (ii) To leave the development of the more detailed SOPs to the new Board. Lindsey Gilpin to submit a briefing paper regarding the development of a more detailed set of SOPs to the new Board for consideration.

10/16.3 Induction for new EPB members

A draft Induction agenda for the new EPB members to be held on 8th February 2010 was tabled at the meeting. Howard Duff invited the Board members to comment on this draft by Tuesday 19 January. An electronic copy would be circulated.

The English Pharmacy Board **agreed:**

- (i) to comment on the draft Induction agenda by 19th January 2010.

10/16.4 OLR Research

The OLR research had been commissioned by Council to establish the needs and wants of a professional body from the profession. It was felt that the National Boards should be granted access to this research to inform their business planning. A formal request would be made to Council in February to gain access to this research. The Scottish and Welsh Board will be supporting this formal request.

The English Pharmacy Board **agreed:**

- (i) that a formal request be made to Council in February 2010 to grant the National Boards access to the OLR research.

10/16.5 NPSA

Further to item 09/55 (EPB meeting 16 September 2009) contact had been made with Bruce Warner at the NPSA. It was suggested that a meeting be held with the NPSA attended by representatives from the EPB to discuss anti coagulants in the context of "Making Britain a Safer Place to take Medicines", looking at resource implications, making a possible bid for funding and involving the PSNC as necessary. Heidi Wright should lead on this work. Some Board members cautioned on overlapping with other work that was being carried out by the Medicine Safety Forum. Caution was also expressed in relation to the requirements of the Business Planning process.

The English Pharmacy Board **agreed:**

- (i) to set up an exploratory meeting with the NPSA to discuss Warfarin. This work to be led by Heidi Wright.

10.16.6 Pre Board Dinner

Board members and staff attended an informal dinner on the evening prior to the Board meeting on 13 January. The Board were of the opinion that this initiative was productive, and contributed towards team building and recommended that pre Board informal dinners for board members and staff should continue.

10/17 Last meeting of current English Pharmacy Board

The Chair thanked the Board members and staff for their contributions over the past year, and the observers for their active participation.

Jeremy Holmes complimented the chair on his "elegant and effective chairmanship" over the past year.

10/18 Next Meetings of the newly Elected English Pharmacy Board

English Pharmacy Board

Induction Day – Monday 8th February 2010

Board Dinner – Monday 8th February 2010

Board Meeting - Tuesday 9th February 2010

10/19 Close of meeting

The Chair thanked everyone for attending and closed the meeting at 3.40pm.