

Council meeting 7 October 2009

**PUBLIC BUSINESS**

## **Transitional Working Group**

### **Purpose**

To receive a report from the Transitional Working Group.

### **Strategic objective domain**

Improving member engagement in the work of the RPSGB.

### **Action required**

- i. Council is asked to receive the report.

#### **1. Background**

In November 2008 Council established the Transitional working group to oversee the process of transition to the PLB until the establishment of the shadow Assembly. The working group report is a standing item on the Council agenda.

The report is attached.

The briefs for the workstreams which report to the TWG are available on the Council Microsite under the section 'Council 3 & 4 Feb 09' subfolder 'Transitional Working Group' and are "For Noting".

#### **2. Risk Implications**

It is important that the Council is fully informed of progress towards transition.

A comprehensive risk register is available to members of Council on the TWG website.

#### **3. Resource Implications**

There are no further resource implications other than those noted when establishing the working group.

Howard Duff  
Director for England

Project Title	Description	Workstream/ Project Manager	RAG Status	Planned completion date	Priority Status	Commentary	Decisions for TWG on 21 September 2009
Professional Development & Education	To develop cost-effective services and support mechanisms that will enable members to achieve and maintain registration with the GPhC, and develop advanced and specialist practice.	Lyndon Braddick	Green			There has been substantial progress with the CPD Support and Advanced and Specialist Practice Projects during the reporting period, and the first meeting of the Support for Pre-registration Training Project Team has been arranged for 13 <sup>th</sup> October. Arrangements are being made to progress the Return to Practise/Early Years Project although the Project Manager has not been appointed to a post within the new structure.	
CPD (Events & Reviews & accreditation of Third Party Education & Training)	Support for members to plan, undertake, and record CPD to meet regulatory requirements and provision and accreditation of CPD activities	Heidi Wright	Green	Jul-2010	1	Agreed PLB will own recording system & offer access to all registrants at no extra cost. GPhC will pay for upgrades to the system based on changes to standards & cost of technical helpdesk support for non PLB members. PLB will pay for the system running costs, helpdesk for members and upgrades to enhance functionality of the system beyond the regulatory minimum. Offer includes free review of up to 5 records per member per year & free Level 3 help & advice service to members. Practice specific CPD webinars for Industrial, Academic & Community pharmacists for Oct/Nov, Hospital & Primary Care events to soon. Virtual events will be facilitated by an external practice expert & CPD facilitator. CPD facilitators are being provided for other events on request averaging about 10-12 a month. Recruitment for a CPD Specialist complete, with a phased start from Oct. CPD information requests for Level 1&2 helpdesk have been mapped ready to transfer to the IAS service. Top Tips Guide will be published in PJ 26/09 along with article on free access to the recording site.	Resources needed to deliver the support and administration elements of the CPD offer especially next year.
Services to all advanced & Specialist Practitioners	Support for members who wish to develop their practice through specialisation and/or extending its scope	Carole Evans	Green	2010 tbc	2	The project report and governance structure for ASP from the first meeting has been shared with the project team and the stakeholder reference group and will be finalised at the next meeting on the 1 <sup>st</sup> October and published in the PJ mid October. The ASP session at BPC was successful. An overview of ASP and discussions with prescribers, PwSI and consultant pharmacists. The next ASP meeting will look at membership designations and framework approach. A stakeholder event combined with looking at partnership working with the specialist groups has been set up for November 10 <sup>th</sup> .	Review and agree output from the meeting before published in PJ
Pre-registration support	Support for Pre-registration Graduate and Pre-registration Tutor members	Carole Evans	Green	tbc	3	First project team meeting set up for 13 <sup>th</sup> October. Date driven by availability of project team members to attend. First meeting will explore what CPPE, WCPPE and NES offer for Pre-reg and look at where the gaps in provision are and what PLB should and could offer. As this is a priority three project, no further work to date.	
Return to Practice & Early Pharmacy Years Support	Provide information and guidance through early years and at the point of returning to practice	Anne Adams	Green	Nov 2009	3	Project was put back to priority 3, but is now part of the 100 day commitment. Decision to be made on how this impacts on project. There has not been any substantial progress on the Return to Practise/Early Years Project because Anne Adams, Project Manager, has been very involved in the staff restructuring.	
Professional Support	Professional support through the provision of high quality, timely and relevant information and guidance through telephone, email website and publications	Bernard Kelly	Amber			There is no current slippage in this workstream, but if a new Project Manager is not appointed within the next couple of weeks the IAS project may miss the October 2009 completion date. The Professional Support Tools project is on track but will need more staff resources allocated to it in order to proceed in a timely manner. The museum has a paper going to TWG and Council.	
Information & Advisory Service	To deliver membership advice and support through a portal in a responsive and timely manner	tbc	Amber	Oct 2009	1	Work needs to be completed around past enquires, resources and data transfer into CRM. Rachel Norton leading on legal and ethical enquires and training. Initial work has been written by Sarah Butler on enquiry handling by the IRC, Sarah to write up as a Standard Operating Procedure. Michelle Scott has done quite a lot of 'process mapping' on enquiry handling for the service. The plan is to use these to write and implement SOP's for new service. Need to make a decision on contact number for service, keep current number or change to 0800 number. New IAS project manager will need to liaise with Carol Evans on CPD and develop a 'phasing in' of the service. Communications around the library service need to be clear and regular. Ron Pate is quite interested in being in the external stakeholder panel involved with this work. Sarah Barler has agreed to manage the IRC Manager Induction. Still need to define the level of support to RPS Publishing, initial discussions have clarified that in future IRC will not be able to undertake certain activities for publishing. IRC manager will Practice have undertaken initial review on current resources produced by Practice & Regulation. Have highlighted which documents are popular & those rarely used to aid decisions on those that should be kept, archived or updated. Initial review has been signed off by Howard Duff & Wendy Harris. Sarah Billington has been nominated from regulation to participate in any future work. Sally Greensmith is anxious to actively participate. Meghna has suggested that the follow work is undertaken in this project Identify current documents in circulation, send initial review to stakeholders for feedback, define guidance to take forward into PLB & categories, nomenclature etc. Set up new criteria for guidance writing and 'accreditation process & panel.' There is a lack of staff resource in this project, work completed has been done mainly by Meghna with Heidi's help.	Paper on UKMi pilot and transfer of clinical enquires to UKMi
Professional support Tools	Delivery of professional support tools that enable members to deliver their professional roles	tbc	Amber	End 2009	2	Practice have undertaken initial review on current resources produced by Practice & Regulation. Have highlighted which documents are popular & those rarely used to aid decisions on those that should be kept, archived or updated. Initial review has been signed off by Howard Duff & Wendy Harris. Sarah Billington has been nominated from regulation to participate in any future work. Sally Greensmith is anxious to actively participate. Meghna has suggested that the follow work is undertaken in this project Identify current documents in circulation, send initial review to stakeholders for feedback, define guidance to take forward into PLB & categories, nomenclature etc. Set up new criteria for guidance writing and 'accreditation process & panel.' There is a lack of staff resource in this project, work completed has been done mainly by Meghna with Heidi's help.	

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Museum	To evaluate the viability of establishing the Museum as an operating charitable trust	Briony Hudson	Green	Oct 2009	3	Museum governance consultant's Stage 2 report on charitable status received. Fundraising consultancy report received. New job descriptions agreed. Stakeholder communication on Museum remit within new structure in progress. 1.4 FTE staffing to begin from 5 October 2009. Museum's remit in terms of responsibility for historical archive collection and Early Printed Library Collection needs to be formalised through October Council.	See separate paper on both charitable status and fundraising potential for September TWG meeting, for October Council meeting.
Professional Networking	Successfully deliver workable networking platforms for the PLB, that the membership want to use, ahead of the demerger.	Paul John	Green			The Local Practice Forum toolkit was launched onto the PLB website on the 1 <sup>st</sup> September and it has received a very positive early response from members. The National Pharmacy Boards are now arranging a series of regional stakeholder events in order to identify early LPF leadership candidates and to launch the LPF toolkit to members. An full page article highlighting the importance of LPFs to the future PLB appeared in the Pharmaceutical Journal early this month fronted by the Chairs of the National Pharmacy Boards. A LPF fringe session was held at BPC and was very well attended along with a series of pioneer talks on the RPSGB stand throughout the four days. The virtual networking project has now received dedicated project management support (three days per week) to ensure that we deliver a series of pilots from October leading to a national virtual networking solution in early Q1.	
Local support and networks (including LPFs)	Creation of viable local practice forums	Amanda King	Green	Jan-2010	1	LPF Toolkit has been completed and launched on the PLB website. Mapping work under way to confirm LPF numbers in England being led by EPB members. Communications – PJ article published on 5 Sep, Toolkit updates sent, E-news update, fortnightly update for the Friday Council Letter. Regional workshops being organised for September onwards. Welsh Road show dates confirmed. Involvements in Scottish, Welsh and English Pharmacy Board Strategy days. BPC fringe session on Sunday 6 Sep. LPF talks on PLB stand at BPC (daily). Project team meeting on 27 Aug. Funding paper approved by TWG and published in the Toolkit. Council sponsors updated on project. 5 minute guide on LPFs – published and launched at BPC	Paper to be submitted to TWG to request sign off for financial models to support new LPFs.
Mentoring	Create a method through which members can provide and receive mentoring services, to be replicated within each LPF.	Stephen Goundrey Smith	Green	Q1 2010	2	Initial Project Brief has been completed. Initial Project Team Meeting has taken place (28/7/09). NB In the light of discussions at the Project Team Meeting, the project completion date has been revised to Q1 2010. Business Case is being prepared for presentation to TWG. Publicity campaign to establish a pool of mentors is continuing	Approval of business case for development of mentoring service
Special Events	Use of events to promote the interests of members that "brands" the PLB as leader and advocate of the profession.	TBC	Project Removed			This Project has been transferred to Andy Langler as part of his role in the Commercial Services Directorate. Julie Churchill will be responsible for the events calendar and will process this as part of business as usual	
Virtual Networks	Use of multiple platforms to support special interests (both current SIGs and future groupings of members with common interest) that are seen as a membership benefit.	Jeff Lester	Green	Mar 2010	2	Provided Vuture with detailed feedback on user requirements for VNs. Pilots to be rolled out used a continual phased approach. Appointed Jeff Lester to act as Project Manager for VNs (3 days / week). Meeting with LPF contacts (Kevin Frost / Matthew Boyd) and project team to discuss LPF user requirements	
Leadership & advocacy	Ensure that the PLB is able to deliver on the promises in the Prospectus with relation to leadership and advocacy.	David Pruce	Amber			Appointed Eileen Neilson as Project Manager starting Oct 2009. There has been little activity on the project during August due to staff leave and FIP/BPC. It is, however, on track to deliver to deadline of end of December 2009.	
Leadership and Advocacy	Ensure that pharmacy's voice is heard by governments, the new regulator, other health professions, the media and the public	Eileen Neilson	Amber	Oct 2009	1	Project Manager to take forward work on the vision and to develop a strategy for delivering the vision for publication Jan 2010. Project manager begins full time Oct 2009.	
Local Leadership	Ensure local leaders are identified and supported by the PLB in influencing at a local level.	Eileen Neilson	Amber	Oct 2009	2	Project has clear deadline of end of Dec 2009 to deliver. Project manager begins full time Oct 2009.	
Marketing & Communications	Ensure the delivery of a consistent and persuasive programme of member focused communications in the lead up to and at the launch of the PLB	Patrick Stubbs	Amber			Four of the five projects have a RAG status of green. A considerable amount of planning and development work has been completed on the CRM and website projects. Early deliverables in the form of a beta site for the website are now online and in place to receive new and repurposed content and following a review of the virtual networks project dedicated resource has been allocated to it. The marketing campaign entered a new phase with the launch of the commitments at BPC, supported by advertising and email marketing. The members magazine is developing well and on schedule for November. The branding project slipped to amber after the designs went to focus groups for feedback but will be back to green by the next report.	
Branding the PLB	A new brand for the PLB demonstrating to the members that we are member centric organisation, with a new ethos.	James Taylor	Amber	Apr 2010	1	Three executions of the brand were presented at two focus groups in Manchester. None of the suggested options were well received by the groups although what they said they wanted was contradictory i.e. they wanted the brand to be modern and traditional. Following the workshops, two further sessions planned for Cardiff and Edinburgh were cancelled to allow for the branding to be reviewed and re-worked. Meeting held with Kindred on 11 September to refine the brief based on the workshop feedback. To ensure the delivery of the project would not be compromised a second agency was asked to put in a proposal for the re-branding work. This agency is Glazer, who designed the prospectus. Revised branding options will be received from Kindred on 18 September. The project is still on track to present branding options at the October Council meeting.	

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CRM	A CRM strategy and a system enabling the organisation to have a single/shared view of each member, putting them at the centre of the PLB	Victoria Bytel	Green	Apr 2010	1	The Oracle contracts for licenses and consultancy work were signed off on 3 <sup>rd</sup> August. Phase one of the CRM project covers membership, events, marketing, finance, information advisory service requirements. Phase one will be rolled out in October 09. Phase two is yet to be confirmed but is likely to cover publishing, mentoring and LPF requirements. Phase two will be rolled out in January 10. The discovery workshops for phase one of the project will take place from 11 <sup>th</sup> to 25 <sup>th</sup> August.	
Website	The development and implementation of an online strategy for the PLB and the building of a new member focused website	Mary Snell	Green	Apr 2010	1	The development of the online strategy for the new PLB is well under way. We have followed a systematic approach to ensure the development of a website designed for members. During the strategy process we identified the content and functionality for the new site, and agreed structural changes required to deliver the new site. We are now in the design and implementation stages. We plan to introduce new services in four phases. The first phase started in September 2009 with the launch of the beta version of the new site at <a href="http://beta.pharmacyplb.com">http://beta.pharmacyplb.com</a> . This is the developmental area where all the new PLB services will be delivered.	Experience of process mapping and reengineering sought
Marketing & Communications Plan	A comprehensive marketing communications strategy and plan for the development and launch of the PLB, designed to attract and retain the current membership and bring onboard new membership categories when they are confirmed.	James Taylor	Green	Apr 2010	1	Next phase of campaign launched in PJ on 22/08. This phase focuses on the seven commitments that the new PLB is making to its members. The commitments were launched in Presidents speech at BPC. 2 teaser adverts appeared in PJ and C&D ahead of this. 1st advert featured Steve, 2nd featuring the 3 chairs of the national boards. Subsequent adverts will appear in the pharmacy media, with 1 advert per commitment featuring Pioneers with a quote about what the commitment means to them. Launch of campaign was supported by PR activity, an updated website featuring the commitments & the specific actions to be delivered in the next 100 days, & an all member email announcing the launch. 3rd PLB newsletter sent on 19/08 We are reviewing the content of the previous 2 editions of PLB Newsletter to take any learnings for the September edition. August E-news was the worst performing edition of E-news, which could in part be due to many recipients being on holiday. We will review the performance of the September edition to see if this is a blip or a trend.	
Membership Magazine	Development of new Membership Magazine for members	Jeff Mills	Green	Nov 2009	2	On schedule for magazine launch in November	To approve Project Brief
Governance & Legal	Gain Council agreement for Charter changes, including positive response from membership to Charter changes consultation Affirmative Special Resolution on Charter Changes	Michele Savage	Green			Charter Changes Special Resolution has been submitted to Privy Council for approval. It is expected it will either go to the October or December meeting of the Privy Council. Work continues on evolving the NPBs and Assembly this includes developing policy governance and role and remit of the NPB and Assembly Members. The legal and governance team having been working closely with the membership team in developing membership policy for the PLB. Election scheme for the 2010 election will be taken to Council on the 7 <sup>th</sup> October for final approval.	
PLB Legal Changes	Covering Regulations under new Charter, Membership Categories Special Resolution, New PLB Board Elections Scheme, and Replacement of all Current Byelaws and Regulations	Michele Savage	Green	PLB Day 1	3	The legal and governance team have been working closely with the membership team in developing membership policy for the PLB. Election scheme for the 2010 elections will be taken to Council on the 7 <sup>th</sup> October for final approval.	
PLB Policy Governance	Covering the interpretation of the Carver model to define our Board and Assembly Governance Policy	Michele Savage	Green	Dec 2009	3	Work continues on developing policy governance.	
Role and Remit of Boards and Assembly	Covering Collective and Individual Roles, Ways of Working, Assembly Appointments and Committees	Michele Savage	Green	Dec 2009	3	Work continues on evolving the NPBs and Assembly including the role and remit of the NPB and Assembly Members and the process for the appointment of Assembly members ( Pharmaceutical Scientist, Academic and Lay Member)	
Technology Development	To deliver a technology platform and associated key systems to allow the new PLB to achieve its business objectives and meet its customer's expectations.	Andy Langler	Green		1	EDRMS project is still on schedule. Initial training for SharePoint administrators has taken place. Next stage is to develop training materials for all staff . Work is continuing with departments in both organisations to identify how these will be migrated into the new SharePoint environment in ways to facilitate the new structures and new ways of working. The separation of paper records & documents is also progressing well. Other elements of project regarding the split/duplications of systems and network resources remain on track. CRM project is progressing well and all tasks have either been completed or remain on schedule. Initial stages of the implementation are progressing well and issues of data migration are being considered . Following the successful meetings between RPSGB and DH staff an agreement has been reached regarding the future development of the current CPD system to be used by all members and registrants. A paper has been produced and tabled for the Leadership group meeting. Once the outcome of this paper is known further action will be taken regarding the development of the joint PLB/GPhC system – subject to approval	
EDRMS	To implement systems and develop policies and processes to ensure the effective management of electronic and paper-based information	Andy Langler	Green	Dec 2009	2	This project will establish good information practice throughout the current organisation, prepare the organisation's documentation for the split and develop file plans for ongoing use by the two new organisations	Exec group support required for rapid approval of Vacancy request form. Exec Group support required to ensure that all staff carry out the requested work to review and carryout the reorganisation of their files

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Science and Research	To ensure that the PLB informs and influences national and international policy in relation to the science and practice of pharmacy, and builds a position of high regard among stakeholders with respect to pharmaceutical science and research. To ensure that the PLB becomes the "first port of call" for stakeholders, and in particular Government and Regulatory authorities requiring information on the pharmacy science and research.	Jayne Lawrence	Green		2	Work underway on several strands of work-stream including:-Pharmacy Practice toolkit, Pilot study to illustrate Science into Practice in the MPharm course, Pharmacy Science and Practice Repository , and the Expert academic data base	