

PSNC LPC and Contractor Support Subcommittee Agenda
for the meeting to be held on Thursday 30 July 2020
by Zoom 2 – 4pm

Members: Sam Fisher (Chair), Fin McCaul, Niamh McMillan, Lucy Morton-Channon, Umesh Patel, Indrajit Patel, Jay Patel, Sian Retallick

1. Welcome from Chair
2. Apologies for absence
3. Conflicts or declaration of interest
4. Minutes of the last meeting (pages 2-5) (**Appendix LCS 01/07/2020**)
5. Actions and Matters Arising

Action

6. LPC conference (to follow) (**Appendix LCS 02/07/2020**)
7. Equality and Diversity (pages 6 - 7) (**Appendix LCS 03/07/2020**)
8. Rapid Action Team - Richard Brown will join the meeting at 3pm to discuss feedback to RAT and plans for future (pages 8 - 10) (Feedback is attached as **Appendix LCS 04/07/2020**)

Report

9. Ongoing support for LPCs (pages 11 - 12) (**Appendix LCS 05/07/2020**)
10. LPC expenses policy update – no papers – an LPC draft expenses guidance is being considered by the LPC Treasurers
11. LPC Review – no papers – issues to be discussed in PSNC plenary session in September
12. Any other business

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**Pharmaceutical Services Negotiating Committee
Minutes of the LPC and Contractor Support Subcommittee
held on Tuesday 19th May 2020
by Zoom**

Members of LCS present: Sam Fisher (Chair), Fin McCaul, Lucy Morton-Channon, Jay Patel, Alice Hare, Sian Retallick and Umesh Patel.

In attendance: David Broome, Richard Brown, Mark Burdon, Alastair Buxton, Simon Dukes, Gordon Hockey, Mike King, Zoe Long, Niamh McMillan, Layla Rahman, Stephen Thomas.

Item 1 – Welcome from the Chair

1.1 The Chair welcomed everyone to the meeting and welcomed Niamh McMillan as an observer as Niamh will be joining PSNC.

Item 2 – Apologies for absence

2.1 No apologies were received from Indrajit Patel.

Item 3 – Conflicts or Declarations of Interest

3.1 None were declared.

Item 4 – Minutes of the last meeting

4.1 The minutes of the subcommittee meeting held on 5th February 2020 were approved.

Item 5 – Actions and Matters Arising

5.1 Action 4: It was reported that the office is continuing to explore with NHSE&I what PCN dataset is available for wider distribution.

There were no other matters arising from the minutes that were not already on the agenda for discussion.

Item 6 - LPC Review

6.1 The subcommittee noted the paper on the independent LPC review . Zoe Long added that:

- a) the Review steering group meets in early June for final consideration of the report and an update on the arrangements for publication and follow up actions;

- b) the Review report will be sent to LPCs and PSNC on 17th June and published on 19th June;
- c) this allows time for LPCs and PSNC to consider the report and for LPCs to submit questions to Professor David Wright in advance of a national virtual meeting of LPCs on 8th July;
- d) a contractor webinar is being arranged along with a press briefing, as part of a communications plan;
- e) at the meeting on 8th July LPCs will be able to prioritise the recommendations and form working groups to work over the summer in preparation for the LPC Conference in September.

6.2 LCS members were happy with the arrangements (noting the dates are provisional), and the working group formed with representative from LPCs has worked well in respect of engagement and joint planning.

Action 1: Office to include the Review report, for discussion, on the agenda of the PSNC meeting following the Report's publication.

Action 2: Zoe to confirm and communicate the timings and dates relating to publication and LPC virtual event as soon as possible to support LPC planning.

Item 7 – On-going support for LPCs

7.1 Mike King presented the paper outlining proposals for LPC Treasurers; LPC training and events; PSNC regional meetings; and financial issues. In discussion, some members reported that some LPC Zoom meetings had taken place and worked well. It was agreed that virtual meetings and events could be the long-term approach, rather than face-to-face meetings, with the scope then for more frequent events such as LPC new members' days. The subcommittee agreed that the initial proposals for re-starting PSNC/LPC support outlined in the paper proceed with LPC uptake monitored. Any further thoughts or suggestions to Mike King.

7.2 It was reported that the draft PSNC expenses policy for virtual meetings was being considered by RDF – emphasising that the purpose is to provide reimbursement not remuneration. LCS returned to this in the next item on the agenda.

Action 3: the subcommittee members contact Mike King with any further comments and suggestions and the proposals in the LPC support paper are actioned and uptake monitored.

Item 8 – LPC Expenses Policy Update

8.1 Gordon Hockey introduced the update in the agenda and outlined the challenges with developing a policy for PSNC and LPCs. Gordon added that in some respects the PSNC is less

complicated as all members are pharmacists; the added difficulty with LPCs is that some are not pharmacists or technicians.

8.2 There was some discussion about the current LPC expenses policy and whether LPC expenses for back fill should be retained rather than seek to make this expense part of a day allowance and thus remuneration.

8.3 CCA has been asked for information about the number of non-pharmacists/technicians on LPCs. The Chair agreed to follow up on this request with the CCA and Jay Patel agreed to do likewise for AIM.

8.4 The subcommittee agreed that the paper on the RDF agenda on PSNC expenses policy for virtual meetings should be sent to LPCs when the policy for PSNC expenses for virtual meetings has been agreed.

Action 4: Following this month's PSNC meeting the RDF paper on an expenses policy for virtual PSNC meetings is shared with LPCs.

Action 5: Once the outstanding issues with the LPC expenses policy (in particular non registrant members) are settled the draft is discussed with the LPC Treasurers group and the RAT group.

Matters of Report

Item 9 – Rapid Action Team

9.1 The subcommittee received the report in the agenda. Richard Brown added that the group, which now has CCA and NPA representatives, had strengthened PSNCs communications channels with LPCs and contractors during the outbreak and had been a vehicle for identifying issues quickly that LPCs and contractors have, so that guidance and information could be drafted for contractors as soon as possible – as part of the response to the outbreak.

9.2 The subcommittee felt the group is working well and it helps streamline LPC feedback, which has tended to overwhelm the Gaggle group.

9.3 The subcommittee was interested in the evolution of the group, in the next phase of C19. Richard reported that the group is reviewing its mandate to continue its work and will consider whether it should include AIM representation; an issue that had been raised with the RAT group, PSNC and was raised at the subcommittee meeting.

Action 6: LCS members to feed any further thoughts on the RAT to Richard Brown.

Action 7: The RAT report continues a standing item on the LCS agenda.

Item 13 - Any other business

There was no other business.

Summary of Action Points

Action 1	Office to include the Review report, for discussion, on the agenda of the PSNC meeting following the Report's publication.
Action 2	Zoe to confirm and communicate the timings and dates relating to publication and LPC virtual event as soon as possible to support LPC planning.
Action 3	The subcommittee members contact Mike King with any further comments and suggestions and the proposals in the LPC support paper are actioned and uptake monitored.
Action 4	Following this month's PSNC meeting the RDF paper on an expenses policy for virtual PSNC meetings is sent to all LPCs.
Action 5	Once the outstanding issues with the LPC expenses policy (in particular non pharmacist members) are settled the draft is sent to the LPC Treasurers group for comment followed by the RAT group.
Action 6	LCS members to feed any further thoughts on the RAT to Richard Brown.
Action 7	The RAT report continues a standing item on the LCS agenda.

Appendix LCS 02/07/2020

To Follow

Subject	Equality and Diversity
Date of meeting	30 July 2020
Committee/Subcommittee	LPC and Contractor Support
Status	Confidential
Overview	To consider the RPS report
Proposed action(s)	To provide initial thoughts and observations
Author(s) of the paper	Gordon Hockey

- 1 At the June Committee meeting Simon Dukes indicated:

As a matter of urgency, the Chief Executive reported that PSNC needs to be proactive with regards to the Black Lives Matter agenda and issues emerging from it. We need to ensure we are aligned with the Royal Pharmaceutical Society's report on inclusion and diversity and able to provide guidance and support to LPCs.

- 2 The PSNC executive will be looking at the issues for PSNC operationally.
- 3 For the sector, the Royal Pharmaceutical Society (RPS) report on *Improving Inclusion and Diversity across our profession: our strategy for pharmacy 2020 – 2025* published in June 2020 is at <https://www.rpharms.com/recognition/inclusion-and-diversity> includes three strategic priorities for the RPS to:

- Create a - **culture of belonging** - including a more inclusive profession and inclusive workplaces;
- **Champion inclusive and authentic leadership**; and
- **Challenge inclusion and diversity barriers** throughout our activities.

- 4 The report also indicates that the RPS will develop its strategy over the summer and at the end of the report there is an invitation for other organisations to join in the change process – in the following terms:

In the next five years, we intend to undertake an Equality Impact Assessment for all new education, professional development and assessment activities, so we can ensure all RPS products and services in this area have I&D at their heart. We'll continue to publish our gender, ethnicity and disability pay gaps with accompanying action plans. Progress will be detailed against targets in our 2021 Annual Review.

We invite partners and members to join us in creating a culture of belonging and more inclusive workplaces and events, where different cultures and communities are celebrated throughout the year; in making changes to their boardrooms and management to champion a new generation of diverse leaders; in setting the stones for career pathways that are flexible and education systems that work for everyone, regardless of ethnicity, gender, disability or home life. We encourage the profession to join us in challenging barriers to I&D, not stopping until we've closed pay gaps and understood that disabilities can be invisible to colleagues and employers. For lasting positive change, we must work together as a profession - none of us can or should do it alone.

- 5 LCS is asked for initial thoughts and observations on how PSNC members and contractors might be involved in the change process.

Subject	Rapid Action Team
Date of meeting	30 July 2020
Committee/Subcommittee	LPC and Contractor Support
Status	Confidential
Overview	To consider the feedback and future of the Rapid Action Team
Proposed action(s)	To provide comments and observations
Author(s) of the paper	Gordon Hockey

- 6 The Rapid Action Team (RAT) was introduced during the coronavirus pandemic to assist liaison between PSNC and LPCs, decision-making by PSNC and LPCs respectively, and the provision of information to contractors.
- 7 The frequency of RAT meetings has decreased since the start of the group, from weekly to every other week, and there is increasingly less COVID-19 related information to discuss at meeting now.
- 8 The terms of reference for the RAT are:

COVID-19 Rapid Action Team

Chair - Richard Brown

Core participants - Regionally appointed Chief Officers (or their deputy)

Optional attendees - PSNC Staff [now largely permanent – all four directors]

[added later a rep from CCA and NPA; AIM to be considered]

Guests - as required by the group

Frequency of conference calls - At least weekly, consider twice weekly (Mon and Thu). [likely to reduce to once a week]

Purpose

- *To collate and listen to information from front line pharmacy activity and feed into the centre*
- *To cascade information from the centre to the front line*
- *To standardise the community pharmacy communications and emergency response*

Roles and Responsibilities

- *Chair to listen and reflect back to the wider PSNC team the views of the Chief Officers*
- *Chair to cascade updates to the Chief Officers*
- *Chief Officers to seek the views of their LPC colleagues and feed into the conference call their views, questions and feedback*
- *Chief Officers to cascade information shared on the call with LPC colleagues*

Sharing of information from PSNC to the network will be for one of two reasons

- *Information which can be cascaded directly to the pharmacy network via the LPCs*
- *Information which will allow LPCs to plan, however release to the network will not yet be authorised*

Action Log

- *An action log will be kept and circulated with notes from the meeting by the close of play on the day of the call*

9 The feedback on the RAT since the May LCS meeting was as follows:

- 'It occurs to me that we need a standard way of providing feedback that we can access at the drop of a hat and gets to the truth quickly and effectively. I'm not entirely sure it's an issue with everything but a standard way to get the right info, remove bias, encourage openness etc...
- The only suggestion I have is that the outputs from each meeting are documented in a short 'briefing note' a few weeks ago one of my reps reported something that had been fed back which was different to the version I had heard...
- Would be helpful if there was a formalised Terms of Reference for the group which outlined its remit if it is to continue as this would be helpful in managing appropriate and inappropriate agenda items and managing expectations. Could then clearly outline membership and guests etc.
- The name should definitely be changed – it's not a Rapid Action Team. Would PSNC Chief Officer Forum be better as more of an information exchange and input group – think the group could discuss and agree though which would give them ownership.

- Weekly feels an appropriate frequency to meet as it moves forward
- Sensible that it reports back into LCS subcommittee with an update as this is where any LPC engagement activity sits.
- Important that the group is continued to be widened to guests (NPA, AIM and CCA) to reduce duplication and ensure that Chief Officer discussion is supplemented by Trade Associations as many issues were raised through RAT as issues when they had already been dealt with elsewhere for parts of the sector
- Has dramatically reduced the noise on the Chief Officers' gaggle group – this is really positive, but we need to ensure that the communication is consistent back to the Regions CO's as will be reliant on dissemination from the nominee.
- Provide a useful mechanism to get PSNC updates to LPC CO representatives who then share across their regions (downside of this is that there is a risk of individual interpretation by each of the CO's on the group so risk of inconsistent messaging)
- There is a shift now towards more task and finish activity – MDS is a new T&F group that has been set up and met for the first time this week. This is appropriate for complex issues but need to be mindful of wider input required and overlap with other groups that may be looking at the same issue e.g. ...PSG and RPS are also looking at MDS.
- Allows greater appreciation by the LPC COs of how much PSNC have to do and the challenges faced with NHSE&I / DHSC
- Lack of decision-making authority by this group should remain as-is
- If the group is to continue (which I think it should) there needs to be a clear role for it in restoration and recovery with greater visibility of PSNC' / other pharmacy bodies' focus following the ongoing NHSE&I discussions to avoid any duplication and lots of time being wasted discussing matters that are not within the group's control or for the group to act upon.
- I doubt that many LPC members are actually aware of the RAT unless their LPC CO is on the group. There needs to be a way of ensuring all LPC members are aware of the group, its focus and purpose and value it adds for that particular LPC and contractors it represents (see point 1 on ToRs) – re-setting the group would provide an opportunity to do this positively.'

10 Richard Brown will report further on feedback and discuss plans for the future of the RAT group.

Subject	Supporting LPC business as usual – an update
Date of meeting	30th July 2020
Committee/Subcommittee	LCS
Status	Public
Overview	<p>This paper sets out plans for the return of further core PSNC support to LPCs – notably training and events.</p> <p>The paper also includes an update on other management and administrative support given to LPCs over the last few weeks.</p>
Proposed action	Report
Author of the paper	Mike King

Background

1. In recent months, whilst the attention has been on C- 19 we have provided a business as usual service in terms of support to LPCs with problems and queries relating to LPC business and management issues. These include guidance on internal staff matters and disputes, complaints against LPCs, LPC finance, governance, constitution, and other aspects of LPC administration. Some of these cases are complex and raise some serious issues needing professional external support to resolve.
2. We have also organised regional meetings of LPCs by Zoom chaired by the PSNC regional rep and supported other regional meetings organised by LPCs.
3. We are building on this from September onwards with the resumption of PSNC training and other events.

PSNC training

4. One of the most popular and valued courses PSNC runs is the LPC Members Days. Traditionally a full day face-to-face training day, it will now be a virtual meeting by Zoom, but still live training led by Gordon Hockey and Mike King. Three dates are to be offered initially:
5. September 22nd, 24th and 1st October. More will be added if there is a demand. The number of delegates will be limited to 25 on each day. There will be no charge to delegates.
6. Each day will be four hours 11:00 to 13:00 and 14:00 to 16:00 with the lunch break in the middle.
7. The training will include: the role of the LPC the role and responsibility of the LPC and the LPC member, governance, LPC finance, regulations and the constitution, and current issues. The format will be as close as possible to the physical training with discussions, Q&As and breakout sessions.
8. We are also exploring training on leading an LPC (training for LPC Chairs) and a training day on LPC finance for LPC Treasurers to run before the end of the year. We are also considering bite size training events of around an hour or two on more specialised/specific areas such as elements of regulations, HR and personnel management, NHS policy updates, and use of IT. Upcoming regional meetings will be one of the ways we promote the new approach to training and provide feedback on what LPCs would like covered.

LPC Treasurers' meeting

9. The annual meeting of LPC Treasurers planned for earlier this year was postponed due to lockdown and a new date will be announced in due course. In the meantime, there will be training for LPC Treasurers as above.

PSNC regional Reps meetings

10. PSNC regional meetings of LPCs by Zoom have been particularly popular and effective. LPCs like the flexibility and convenience of the Zoom approach and are requesting more frequent meetings. The approach has been to limit the meetings to two hours, open to LPC Chairs and COs and chaired by the PSNC regional rep.

LPC Conference 2020

11. The event on the 16th September is for consideration as a separate item on the agenda.

HR Support to LPCs

12. PSNC's HR partner Clyde and Co has updated the PSNC template contract of employment for LPCs and the LPC Staff Handbook and this is now available to those LPCs that subscribe to the support. The firm is also working with several LPCs needing their professional expertise.