

Minutes of the Pharmaceutical Services Negotiating Committee meeting

held on 3rd February 2022 via Zoom

Present: Reena Barai, David Broome, Mark Burdon, Peter Cattee, Clare Kerr, Ian Cubbin, Marc Donovan, Lindsey Fairbrother, Samantha Fisher, Mark Griffiths, Jas Heer, Tricia Kennerley, Ifti Khan, Sue Killen (Chair), Sunil Kochhar, Rhys Martin, Fin McCaul, Has Modi, Lucy Morton-Channon, Roger Nichols, Umesh Patel, Bharat Patel, Jay Patel, Indrajit Patel, Prakash Patel, Adrian Price, Sian Retallick, Anil Sharma, Stephen Thomas, Faisal Tuddy

In Attendance: Shiné Brownsell, Alastair Buxton, Jack Cresswell, Mike Dent, George Foote, Jamie Gilliam, Gordon Hockey, Zoe Long, Melinda Mabbutt, Deep Sen Gupta (part), Suraj Shah, Gabriele Skieriute, Rosie Taylor, Rob Thomas, James Wood

Item 1 – Welcome from the Chair

2.1 Sue Killen welcomed the Committee to the meeting.

2.2 After the last Committee meeting in November 2021, there was a clear signal that everyone would prefer to meet in person, which will be the intention for the May Committee meeting. At that meeting, the Committee will have the opportunity to meet the new Chief Executive, Janet Morrison OBE. Janet received a unanimous recommendation from the Appointments Panel and no objections from the Committee, thus she was appointed to the position of Chief Executive, commencing on 1st March 2022. Janet has experience of policy and working in health and social care and Government. She does not have experience in community pharmacy; however, she is enormously excited to work with such an important sector and the Chair will rely on the Committee to make Janet feel welcome.

2.3 It was noted that the Review Steering Group (RSG) is nearing the end of its work and that there will be a resulting change programme to drive forward.

2.4 PSNC will soon begin Year 4 negotiations, which provides an opportunity to capitalise on the fantastic work and profile that community pharmacy has built over the last few years.

2.5 The Chair thanked the Leadership Team for all their work in pulling the agendas together for the subcommittee and PSNC meetings. It was noted that they have been working without a Chief Executive for nearly five months and have done an excellent job.

Item 2 – Apologies for absence

2.1 Apologies for absence were received from Margaret MacRury and Gary Warner. Sunil Kochhar and Adrian Price was absent for a small part of the morning.

Item 3 – Conflicts or declaration of interest

3.1 The Chair informed the Committee that her declaration of interest form had been updated after being appointed as Chair of the Board of Trustees at Change Grow Live (CGL) charity, in December 2021.

Item 4 – Minutes of the 24th and 25th November 2021 meeting

4.1 The minutes of the meeting which took place on 24th and 25th November were approved.

Item 5 – Matters Arising

5.1 None.

Item 6 – Introduction from the Leadership Team

6.1 Gordon Hockey gave an introduction on behalf of the Leadership Team. They have enjoyed stepping up and were delighted to welcome the new Chief Executive. They also thanked the Chair and the Committee

for all their support.

- 6.2 Gordon referred to Year 4 negotiations and that the office had not yet received the opening letter from the Department of Health and Social Care at the time of the meeting. The team will arrange an evening meeting to discuss the letter with the Committee once it has been received. The NT will discuss the LT analysis of the letter prior to that meeting.
- 6.3 It was noted that the walk-in self-care service was a live issue, as PSNC continues to work on its proposals. The funding bid is being worked on and the pharmacy audit, which started this week, would feed into it and the walk-in proposal. Members were asked to encourage contractors to complete the audit even though this is currently a very busy time for them and their teams, with a squeeze on funding and capacity. Mike is leading on the funding bid. It was noted that James Wood, who is supporting the work of the Review Steering Group (RSG), will be providing an update and introducing items to discuss later in the meeting.
- 6.4 The reimbursement work is ongoing, which Mike Dent covered in detail at the Funding and Contract subcommittee meeting yesterday. Also yesterday, the Communications and Public Affairs subcommittee discussed the support and comms PSNC is providing, with the sector under a capacity and funding squeeze and over the festive period the Omicron surge of infections. It was noted that Zoe Long and Alastair Buxton have been working tirelessly on behalf of contractors.
- 6.5 The office at Hosier Lane had a sewage water flood a few weeks ago, which has caused severe damage. Gordon said he had engaged the insurers and the initial steps are being taken to repair the damage. The remedial work will take about 3-6 months.

Item 7 – Walk-in self-care advice service

- 7.1 At the last PSNC meeting it was agreed to submit a proposal for a walk-in service within the Year 4 negotiations. It was noted that SDS had previously considered how to differentiate that service from the Essential support for self-care service.
- 7.2 The Committee considered in breakout groups each of the individual matters set out in the agenda paper. There was majority agreement on the approach proposed by the NT, with some suggestions on alternative options. There was also agreement from everyone that it would not be possible to provide this service without additional funding.
- 7.3 A more detailed proposal will be drafted and presented through the Service Development Subcommittee.

Item 8 – Review Steering Group progress update

- 8.1 James Wood provided an update on the RSG's progress, including areas of consensus and highlighted areas where issues remain. It was noted that the RSG is at a critical point but is now focusing on core issues of governance, the Board and Council, and how they might operate to ensure a balanced approach.
- 8.2 The Committee considered in groups the balance of representation, the size of the national body and term of offices, as well as how the RSG might move forward with the limited time remaining.
- 8.3 The feedback from the groups will be discussed at the next RSG meeting on Monday 7th February 2022.

Item 9 – Year 4 negotiation

- 9.1 At the time of the meeting, a letter had not arrived from the Department of Health and Social Care, which meant no substantive discussion could take place. An evening update meeting for the Committee will be organised in due course.

Item 10 – Governance

- 10.1 The importance of keeping confidential PSNC information secure was reiterated.

Item 11 – Subcommittee reports

- 11.1 Key points of the discussion at the Resource Development and Finance Subcommittee were presented by Mark Burdon. The Committee approved the proposed budget for 2022/23.
- 11.2 When considering the proposal for no increase in the LPC levy, increased costs and lack of resources at PSNC were raised. Some members felt that it was a risk not increasing the levy. Mark Burdon reassured the Committee that all of these issues had been considered at the RDF meeting. However, RDF felt that it was unwise to increase the levy at this time, pending the representation review and they are aware that the office must be careful on how it is communicated. Following a vote, one member opposed the recommendation to maintain the flat levy; the rest of the Committee agreed with the recommendation.
- 11.3 Key points of the discussion at the Funding and Contract Subcommittee were presented by Peter Cattee.
- 11.4 Key points of the discussion at the Communications and Public Affairs Subcommittee were presented by Tricia Kennerley.
- 11.5 Key points of the discussion at the LPC and Contractor Subcommittee were presented by Sam Fisher. The Chair asked the Committee to attend the next LPC conference where possible, as LPCs provided feedback on Committee members not being visible at the previous conference. The office will remind the Committee when the next conference is due.
- 11.6 Key points of the discussion at the Review and Audit Panel meeting were presented by Adrian Price.

Item 12 – Any other business

- 13.1 The Committee agreed the following three topics which contractors must cover in their assessment of patient satisfaction in 2022/23.

TOPIC 1 – The ease of being able to speak to staff privately without being overheard
TOPIC 2 – The provision of advice on health problems and healthy living
TOPIC 3 – The timeliness of provision of NHS Services
- 13.2 Umesh Patel shared with the Committee what had happened to him last year when he was taken ill and his experience of the care he received in the hospital.
- 13.3 The Chair thanked the Committee for their input and the staff and executive team for all their hard work.