



Community Pharmacy England Minutes

Dates: 22nd – 23rd November 2023

Start time: 11am on 22nd November

Location: 14 Hosier Lane, London, EC1A 9LQ

Members present: Sue Killen (Chair), David Broome, Peter Cattee, Ian Cubbin, Phil Day, Marc Donovan, Lindsey Fairbrother, Sami Hanna, Jas Heer, Tricia Kennerley, Clare Kerr, Ifti Khan, Fin McCaul, Niamh McMillan, Jay Patel, Prakash Patel, Beran Patel, Olivier Picard, Adrian Price, Sian Retallick, Anil Sharma, Ian Strachan, Stephen Thomas, Faisal Tuddy, Gary Warner

In attendance: Janet Morrison (Chief Executive), Daniel Ah-Thion, Shine Brownsell, Alastair Buxton, Jack Cresswell, Mike Dent, Daniel Fladvad, Gordon Hockey, Zoe Long, Melinda Mabbutt, David Onuoha, Suraj Shah, Rosie Taylor, Rob Thomas, James Wood, Sarah Welbourne, Katrina Worthington

Apologies: No apologies for absence were received. Prakash Patel had to leave the Committee meeting early on Thursday 23rd November.

Papers for report: The information in the agenda was noted.

Conflicts of interest: None.

Minutes of the last meeting: The minutes of the meeting held on 13th – 14th September 2023 were approved by the Committee.

Matters arising: The Chair noted the action points from the last meeting which had been completed.

Welcome from Chair: The Chair gave a short introduction on the 22nd November and the formal introduction on the 23rd November as outlined in the minutes below.

The Chair welcomed everyone to the meeting, including Phil Day who replaces Claire Nevinson as a Company Chemists' Association (CCA) nominee. The Chair thanked Claire for all her hard work and contributions during her time on the Committee.



The Chair congratulated the Committee and Executive Team for all the hard work that went into the launch of the Pharmacy First service. The Chair commented that this was a pivotal time for community pharmacy and that the sector needs to ensure that Pharmacy First is a success and be seen as such.

A Committee Member raised concerns with regards to Pharmacy2U joining the Committee, and felt that the appointment was a sudden move. The member questioned whether the appointment was in accordance with the constitution and said it would be of concern to some pharmacy owners.

Gordon Hockey confirmed that the appointment was made by the CCA in accordance with the constitution.

Another Committee Member indicated that the proportion of non-CCA multiple members on the Committee remained an issue that needed to be dealt with as it did not reflect the composition of ownership in the sector. The Chair explained that the composition of the Committee and review arrangements had already been discussed and voted on at the September meeting, adding that the Committee is here on behalf of the sector as a whole.

The Chair asked the Committee to reflect and feedback on the structure of Committee meetings and how best the Executive Team can support decision-making and contributions. The Chief Executive commented that the reason for this Committee meeting taking place across two days was due to ongoing significant projects; however, the Executive Team will ensure the format works for everyone going forward.

The Chair reminded the Committee that where indicated, the discussions and papers were confidential.

Day 1

Item 1: Margin and Drug Tariff

- 1.1 Mike Dent provided an update to the Committee on the January Drug Tariff and Pharmacy Margin. The Committee discussed the link between market disruption and Category M, cost implications, long term margin pressure, margin distribution imbalances and the Committee's negotiation asks.



- 1.2 The Committee considered the analysis and discussed its relevance for the negotiations asks for 2024/25 and onwards.
- 1.3 Mike also confirmed that a session on the Margin Survey will be included at the next meeting to help all members understand how it works and to ensure everyone is comfortable with it.

ACTION:

- Mike Dent to provide a paper explaining the Drug Tariff adjustments.
- The office to arrange a session on the Margin Survey for a future Committee meeting.
- The office to ask DHSC to meet with the NT and the wider Committee.

Item 2: Original Pack Dispensing

- 2.1 Gordon Hockey provided a presentation on Original Pack Dispensing (OPD) .
- 2.2 The Committee was asked how best to approach reimbursement – OPD endorsement and quantity dispensed; or quantity dispensed compared with quantity prescribed.
 - There was a comment that there was a risk with endorsement errors due to user intervention;
 - On automation of endorsement, it was suggested that the IT suppliers could provide a solution;
 - There was also a comment that quantity and code should be automated;
 - There was a question whether DHSC intended pay-as-dispensed or pay-on-endorsement – anything that required additional endorsement would lose money; and
 - Use of the quantity alone in the electronic message to the NHSBSA was considered the best option.



Item 3: Update on Vision and Influencing

- 3.1 Zoe Long provided an update on the vision and influencing work, looking at objectives, the key stakeholders we are seeking to influence, and the wider network of stakeholders. Zoe discussed the Delivery Plan for recovering access to Primary Care, which included the Pharmacy First service announcement details.
- 3.2 Zoe confirmed that the NHS was investing in public-facing marketing for the Pharmacy First service. The Chief Executive commented that the vast majority of comments about the Pharmacy First service had been very positive. Zoe added that the Services Team was working on the implementation and how to provide support and to help answer questions. The office is aware that it won't be straightforward for pharmacy owners, and it will work alongside pharmacy owners and LPCs to ensure they are supported to deliver Pharmacy First successfully.

ACTION:

- The office to circulate dates of upcoming briefing webinars.

Item 4: Strategy Development

- 4.1 The Chief Executive provided a presentation on strategy development, looking at the stages of development and considering overarching themes and goals for Year 1, Year 3 and Year 5.
- 4.2 The Committee reviewed the draft goals for Community Pharmacy England and considered its role as a leadership or representative body.
- 4.3 The Chief Executive confirmed that the feedback from the group discussion will be collated to outline the goals for the sector and frame it for a business plan. It will be important to discuss how to measure our success. The Committee will also need to consider boundaries with respect to capacity and budget requirements. The resulting plan will come back to the Committee for review.

ACTION:

- The office to draft an outline strategy and business plan for the Committee to review

at the next Committee meeting.

Day 2

Item 5: Subcommittee reports

- 5.1 Key points of the discussion at the Communications and Public Affairs (CPA) Subcommittee were presented by Tricia Kennerley.
- 5.2 Key points of the discussion at the LPC and Contractor Support (LCS) Subcommittee were presented by Ifti Khan.

The Chair commented that the last two national meetings with the LPCs were positive.

- 5.3 Key points of the discussion at the Legislations and Regulatory Affairs (LRA) Subcommittee were presented by Ian Cubbin.

Item 6: Opinion Polling Results

- 6.1 James Wood provided a presentation on the results from the most recent pharmacy owner opinion polling results.
- 6.2 There was a comment that few independent contractors had responded to the survey and that it was important to encourage participation. It was suggested to work out how many independent contractors need to respond to ensure sufficient representation.
- 6.3 It was also suggested that a summary analysis of the free-text readout document in the agenda should be visualised as a word cloud to help highlight key words and phrases.
- 6.4 James Wood confirmed the data from the survey is being used in other areas of work such as Community Pharmacy England's statements and in wider influencing work.
- 6.5 Daniel Fladvad provided a polling dashboard demonstration and it was noted that if this can be developed further, it could prove valuable, such as showing progression of the pressures question and application to other areas such as service mapping.

ACTION:

- The office to build the free-text readout document into a word cloud going forward

and publish the first version of the dashboard.

Item 7: Pharmacy First implementation update

7.1 Alastair Buxton provided an update on the Pharmacy First service implementation, looking at the ongoing work and negotiations ahead of publication of further details; the support and resources for pharmacy owners, their teams and LPCs; and an overview of collecting self-care data from a sample of pharmacies.

7.2 Referencing the Pharmacy First service, it was noted that free-text notes in clinical records for the service would flow into GP records and subsequently patients would be able to access that information.

7.3 Mike Dent explained that a cap is in place on the number of paid consultations delivered for each of the seven clinical pathways. Pharmacies will not be remunerated for consultations over this cap. The cap exists to help the NHS avoid overspending. The Treasury require that the formula for caps is finalised.

DHSC made a proposal that the Negotiating Team (NT) will discuss in detail. There was a comment that it would be helpful to see this information written down. Mike Dent will prepare a paper for the NT which will be circulated to the Committee.

7.4 Zoe Long gave an overview on NHS England's Pharmacy First marketing and campaign proposals.

ACTION:

- Mike Dent to prepare and circulate a paper on caps for the Committee.

Item 8: Governance Review

8.1 Victoria Finney formally thanked the Steering Group for their input to date, which had been really valuable.

8.2 The Committee were asked for their consideration, feedback and agreement on the appendices within the agenda.

8.3 Following a discussion, the Committee approved the following:

- **Terms of Reference for the two Governance Subcommittees** – approved

This was approved subject to the performance reviews for the Chair and Vice Chair to be undertaken in accordance with a fair, transparent and consultative process.

- **Audit and Risk Subcommittee** – approved
- **Terms of Reference for four policy and advisory subcommittees** – approved

This was approved subject to changing the membership sections of all so that there would be a balance of Independent and Multiple representatives.

- **Role descriptions for Committee members, Independent Chair and Vice Chair** – approved

This was approved subject to the earlier comment on performance reviews for the Chair and Vice Chair to be undertaken in accordance with a fair, transparent and consultative process.

- **Implementation and Review Plan** – approved

There was a recommendation to do a skills audit at a later stage.

- **Revised Governance Framework and Code of Conduct** – approved

The Executive Team were delegated to make any minor editing corrections as required going forward.

- **Fit & Proper Person's Declaration** – approved

- **Revised Constitution & Rules**

This was approved with the substance of its effect to be from 1st April 2024 when the other changes to the governance arrangements would come into effect (this recognises the transitional period until that time and, for example, existing subcommittees will remain in place). Consideration was given to making the changes effective only from 1st April 2024, but it was suggested it would be helpful to have the revised constitution and rules effective immediately, for example, to enable the new subcommittee memberships to be agreed in advance of 1st April 2024. The Executive

Team were delegated to make any further minor editing corrections as required to the constitution and rules.

- **Scheme of Delegation** – approved

There was a request for a table summarising the number of members of each new subcommittee.

ACTION:

- The members on each new subcommittee to be shared once agreed.

Item 9: Negotiating Team options

9.1 The Committee discussed the composition, status and arrangements for the Negotiating Team to agree a way forward.

9.2 There was a sense amongst Committee members that following recent changes there was greater transparency about the NT's work and less appetite for change. The NT benefited from having contractor representation alongside the Executive Team to inform the negotiation process, and members' knowledge and experience should be a key factor in their selection. The demands of being on the NT were recognised as significant, necessitating members being willing and able to give considerable time for meetings and pre-discussion, often at short notice.

9.3 It was therefore agreed not to make any major changes to the current structure but to draft terms of reference for the NT to provide greater clarity of its role and authority and ways of working, and to prepare a role description for NT members setting out expectations of the commitment required.

ACTION:

- The office to draft terms of reference and role description for NT members.

Item 10: Any other business

10.1 The Chair thanked the team and Committee for their hard work.