



Welcome to this RSG webinar for the sector

We will be starting shortly

Housekeeping

- This meeting will be recorded for contractors unable to attend tonight to view at a later date
- Please do submit any questions using the box below – click on  to access
- For any further comments following the meeting email review@pharmacy-review.org

Agenda

Time	Topic
7.30pm	<ul style="list-style-type: none"> • Welcome (Sue Killen - Convenor, RSG)
7.35pm	<ul style="list-style-type: none"> • Background to the RSG & the Wright Review (James Wood - Secretary to the RSG) <ul style="list-style-type: none"> • RSG context and aims • RSG progress to date • Purpose of this event • Introduction to the programme of work (Jenny Johnston & Ami Lakhani – Programme Team) <ul style="list-style-type: none"> • Timeline: What will happen when? • Outputs: What can you expect to see from our work? • Engagement: How do we plan to work with the sector? • Roles & Responsibilities: How will decision-making flow? • Governance & Principles: How will ensure we're doing the right thing? • Process: How are we going to carry out the work?
8.20pm	<ul style="list-style-type: none"> • What happens next & how to get involved
8.25pm	<ul style="list-style-type: none"> • Questions & Answers
8.45pm	<ul style="list-style-type: none"> • Meeting ends

Introduction to the RSG

The Pharmacy Review Steering Group (RSG) is working to bring about change so that community pharmacy contractors get the maximum benefits from their Local Pharmaceutical Committees (LPCs) and from the national negotiator PSNC

What is the RSG?

- In late 2020 the RSG was set up to take forward the findings of the independent review of LPC and PSNC activities led by Professor David Wright
- RSG members were appointed by AIM, CCA and independent representatives
- The RSG's role is to steer and commission a programme of work following that review



Why does this matter to pharmacy owners?

- Pharmacy owners receive important services and support from LPCs and from PSNC
 - PSNC represents pharmacies in national negotiations on pharmacy funding and services
 - LPCs represent pharmacies in negotiations on local services
- These are critical roles that contractors pay for, so it is important that LPCs and PSNC are both working effectively - to deliver the best possible support for contractors, and the best outcomes for pharmacy funding and services

The Independent Review

The Review was looking for ways to get better outcomes for pharmacy owners in England from their representative bodies



**What is the
Independent
Review?**

- Professor Wright's task was to find ways to ensure that the national network structure of LPCs and PSNC worked as efficiently and effectively as possible, and was fit for the future
- Extensive research was carried out across the sector, including surveying contractors and LPCs



**What did the
Review find?**

- The Review concluded that contractor satisfaction with LPCs and PSNC could be significantly improved. The recommendations included:
 - Introduction of independent governance of both LPCs and PSNC
 - Reduction of variation within LPCs, efficiency improvement
 - Development of a new national vision and strategy for community pharmacy
 - Commitment to listen better to contractors so their voices are better heard at all level
 - Appropriate resourcing of PSNC to enable better negotiation outcomes and support of LPCs



Progress to date

End 2019		Independent review of PSNC and LPC activities commissioned by PSNC (the 'Wright Review')
June 2020		Review published
End 2020		The RSG was set up to take forward the findings of the review and steer a programme of work. RSG members were appointed by AIM, CCA and independent representatives
Jan 2021		The RSG formalised its governance and launched its website
March 2021		First RSG engagement events with Contractor Forum and LPCs
April 2021		The Berkeley Partnership came onboard to work on programme principles, plans and timeline
May 2021		RSG engagement with the sector on the draft plans – LPCs, contractor forum, trade associations



Introducing the programme of work

The purpose of this session is to...

- 01** Introduce you to the key activities and plan of work over the next six months

- 02** Share with you what we expect the work to produce

- 03** Share the principles that will guide our work and keep it focused on the aim of improving NHS Community Pharmacy Representation and Support

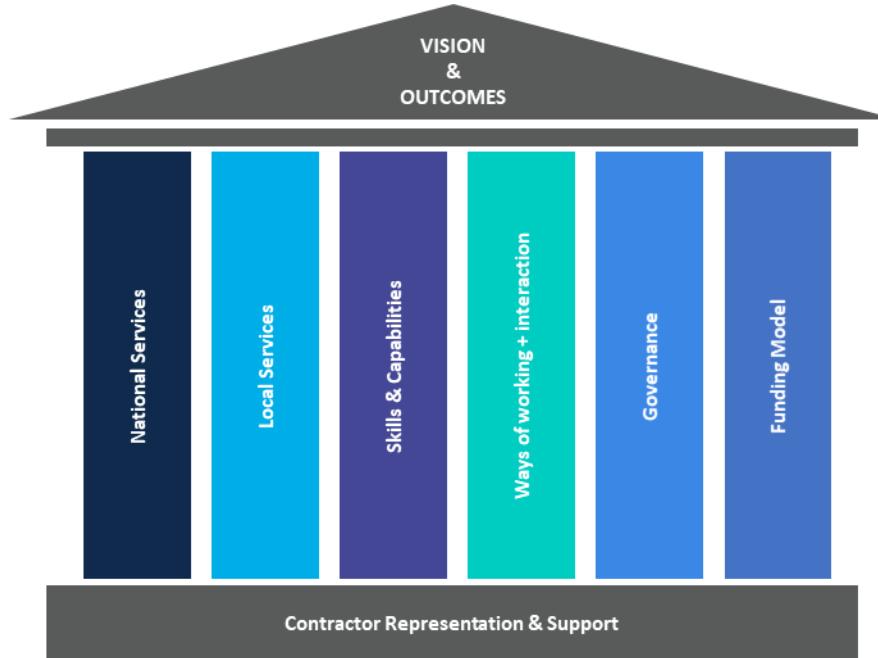
- 04** Explain how we want to work with you, and how you can get more involved

Programme Timeline – What's Next?

The RSG has set out a planned timeline for its next activities, recognising that many factors could affect this

June 2021	●		<ul style="list-style-type: none"> RSG will recruit a project manager who will be responsible for the day-to-day delivery of this work Develop options for how NHS Community Pharmacy Representation and Support <i>could</i> operate in the future Collate data from LPCs and PSNC (supplementing the information already gathered by the Wright review) 		
July-September 2021	●		<ul style="list-style-type: none"> Work collaboratively with contractors, LPCs, PSNC, trade bodies and other stakeholders within NHS Community Pharmacy to further develop and evolve the potential options for representation and support 		
September 2021	●		<ul style="list-style-type: none"> Agree the best approach for contractors to vote on the proposed new ways of working and associated changes 		
Autumn 2021	●		<ul style="list-style-type: none"> Communicate the proposed new ways of working ahead of the contractor vote 		
Late 2021 - Early 2022	●		<ul style="list-style-type: none"> Contractor vote on RSG proposal (timing and dates of voting window to be agreed in September 2021) 		
Early 2022	●		<ul style="list-style-type: none"> Work with the key groups to start implementing the new ways of working for contractor representation and support" 		

What will you see as the output from this work?



To optimise contractor representation and support we need to design how the different parts of our ecosystem fit together, defining things like:

- What services are delivered at a local level and what are delivered at a national level
- What skills and capabilities the teams need to deliver the best possible service to the contractors
- How the different teams and bodies (local, national, central etc) interact to be effective and avoid duplicating effort
- How representation and support should be governed and managed

How does this relate to the work already done by the Wright review?

This is about :

- Working through the next level of detail and getting into the specifics of how we will deliver the desired changes
- Bringing everything together into an overall design and new ways of working - an “operating model”

How will we work with the sector?



This will take time to design – it is critical we **develop it collaboratively** with contractors and the various stakeholder groups who represent you



Once designed, the **proposed ways of working** will be shared with contractors. This will enable you to make **an informed decision** before you vote

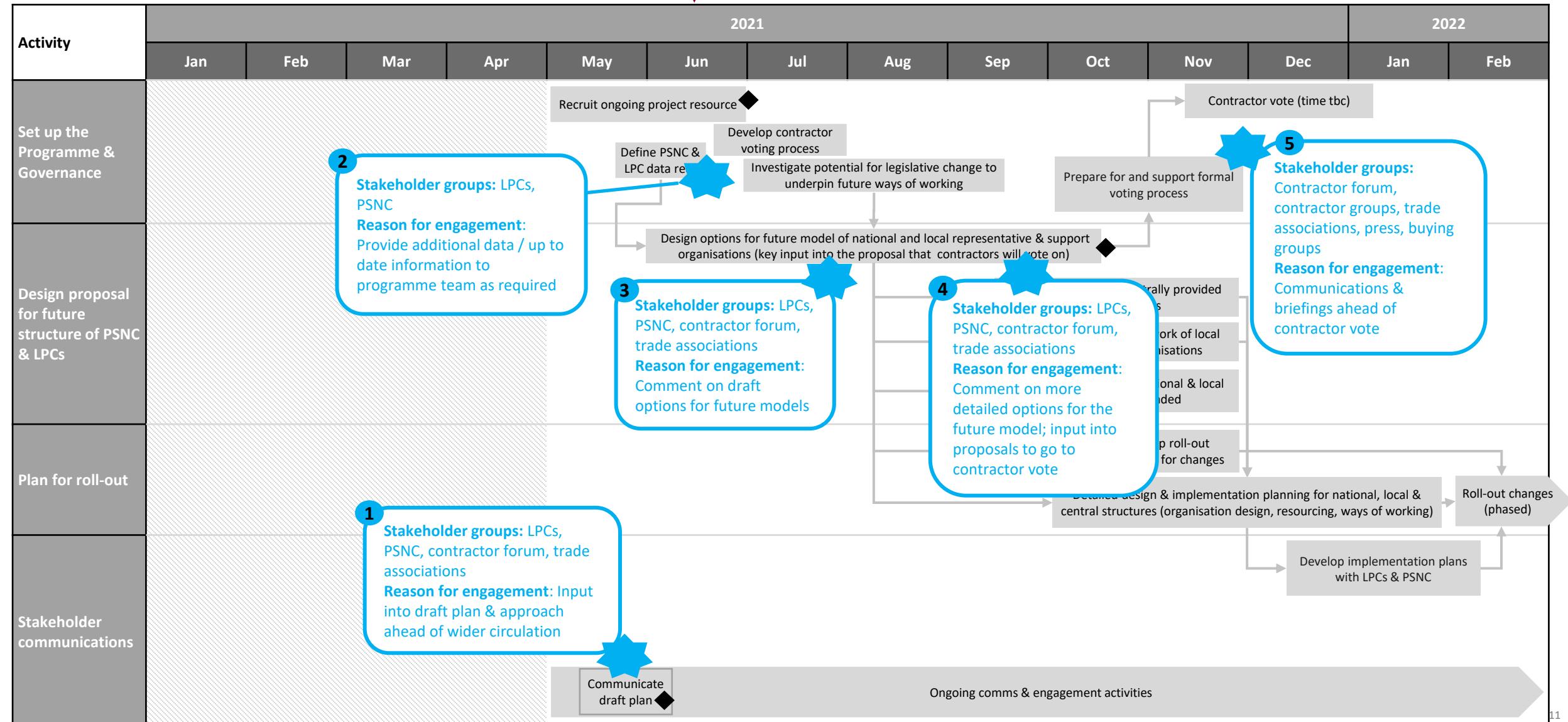


It's important to recognise that we won't achieve perfection, as this is different for each group and we need to **find what works for everyone**

How will we work with the sector?

▼ Today

Key stakeholder input required
(indicative timing)



Roles & Responsibilities

	CONTRACTORS	<ul style="list-style-type: none"> • Vote on key programme decisions • Provide input via the contractor forum and / or relevant trade bodies or representatives
	PROGRAMME TEAM	<ul style="list-style-type: none"> • Investigate options and develop proposals • Facilitate and manage stakeholder engagement • Be informed by key stakeholder groups and steered by the RSG
	KEY STAKEHOLDERS	<ul style="list-style-type: none"> • Provide input and support data gathering for the programme team • Provide constructive feedback to options and draft proposals • Co-create & develop proposals as appropriate
	REVIEW STEERING GROUP	<ul style="list-style-type: none"> • Guide the programme team + provide direction • Manage the stakeholder engagement approach • Agree the form and content of the proposal(s) that will be issued for contractor approval



How will we make sure we are doing the right thing?

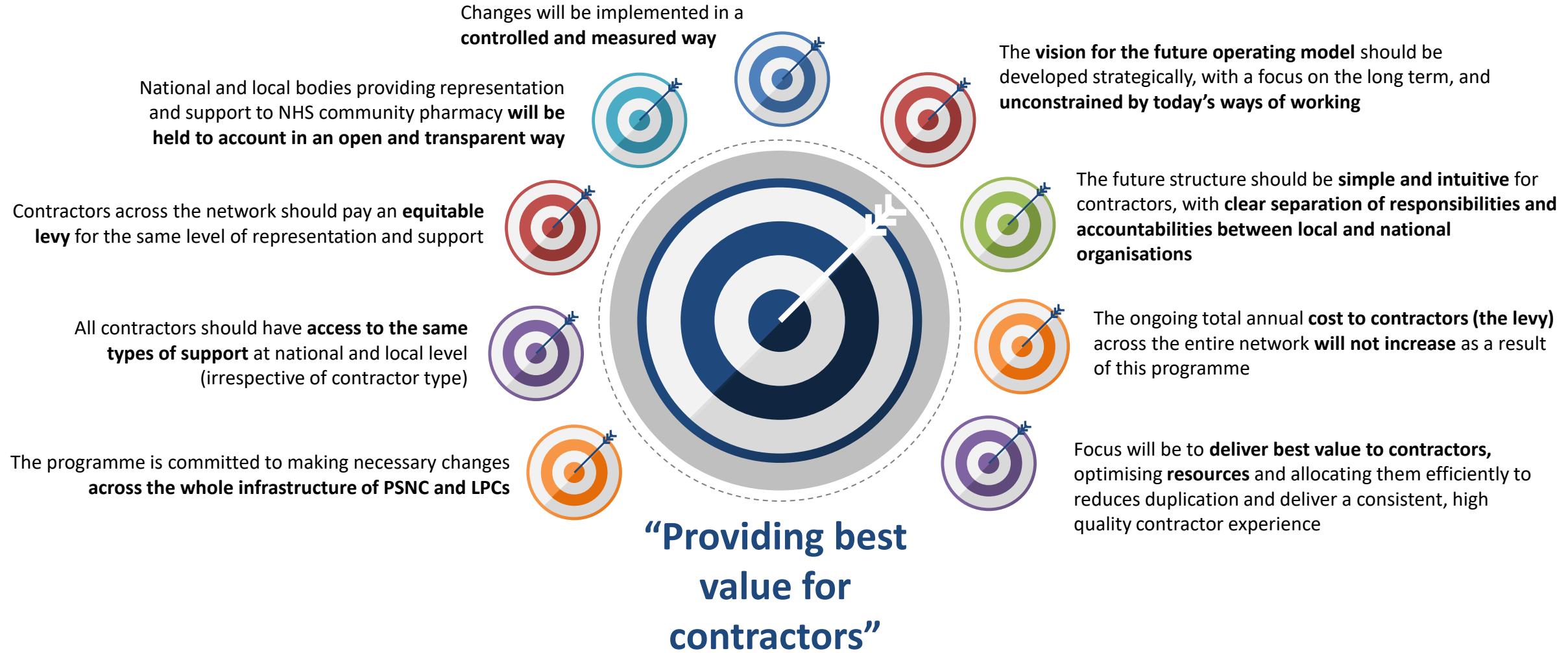
Design Principles will guide us
through the design



The RSG have worked with our stakeholder groups to agree some Design Principles

- These are **guiding thoughts** to help decision making as we design the new ways of working *and* during the implementation of change
- They ensure that everyone is working towards the same desired outcomes, understands their role and that the **governance around decision-making is clear**

Design Principles



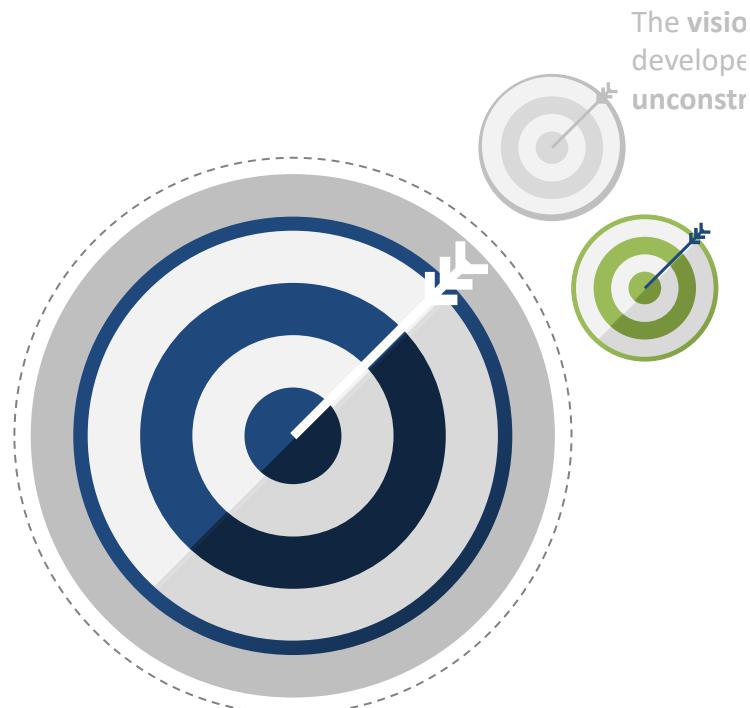
Design Principles



**“Providing best
value for
contractors”**

The vision for the future operating model should be developed strategically, with a focus on the long term, and unconstrained by today’s ways of working

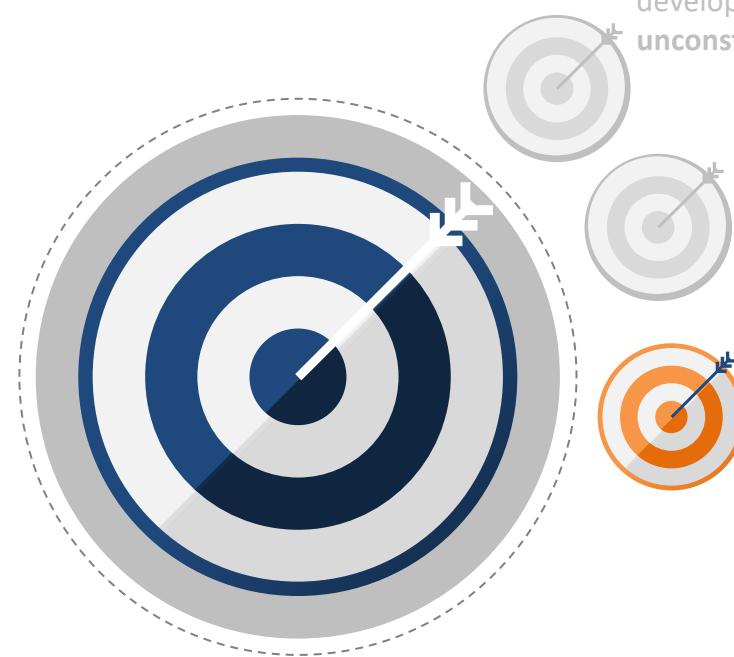
Design Principles



**“Providing best
value for
contractors”**

The future structure should be **simple** and **intuitive** for contractors, with **clear separation of responsibilities and accountabilities** between local and national organisations

Design Principles



“Providing best value for contractors”

The vision for the future operating model should be developed strategically, with a focus on the long term, and unconstrained by today's ways of working

The ongoing total annual **cost to contractors (the levy)** across the entire network **will not increase** as a result of this programme

Design Principles



Focus will be to **deliver best value to contractors**, optimising resources and allocating them efficiently to reduce duplication and deliver a consistent, high quality contractor experience

Design Principles

The programme is committed to making necessary changes across the whole infrastructure of PSNC and LPCs



Design Principles

All contractors should have **access to the same types of support** at national and local level (irrespective of contractor type)



Design Principles

Contractors across the network should pay an **equitable levy** for the same level of representation and support



Design Principles

National and local bodies providing representation and support to NHS community pharmacy **will be held to account in an open and transparent way**



Design Principles

Changes will be implemented in a **controlled and measured way**

Contractors across the network should pay an **equitable levy** for the same level of representation and support

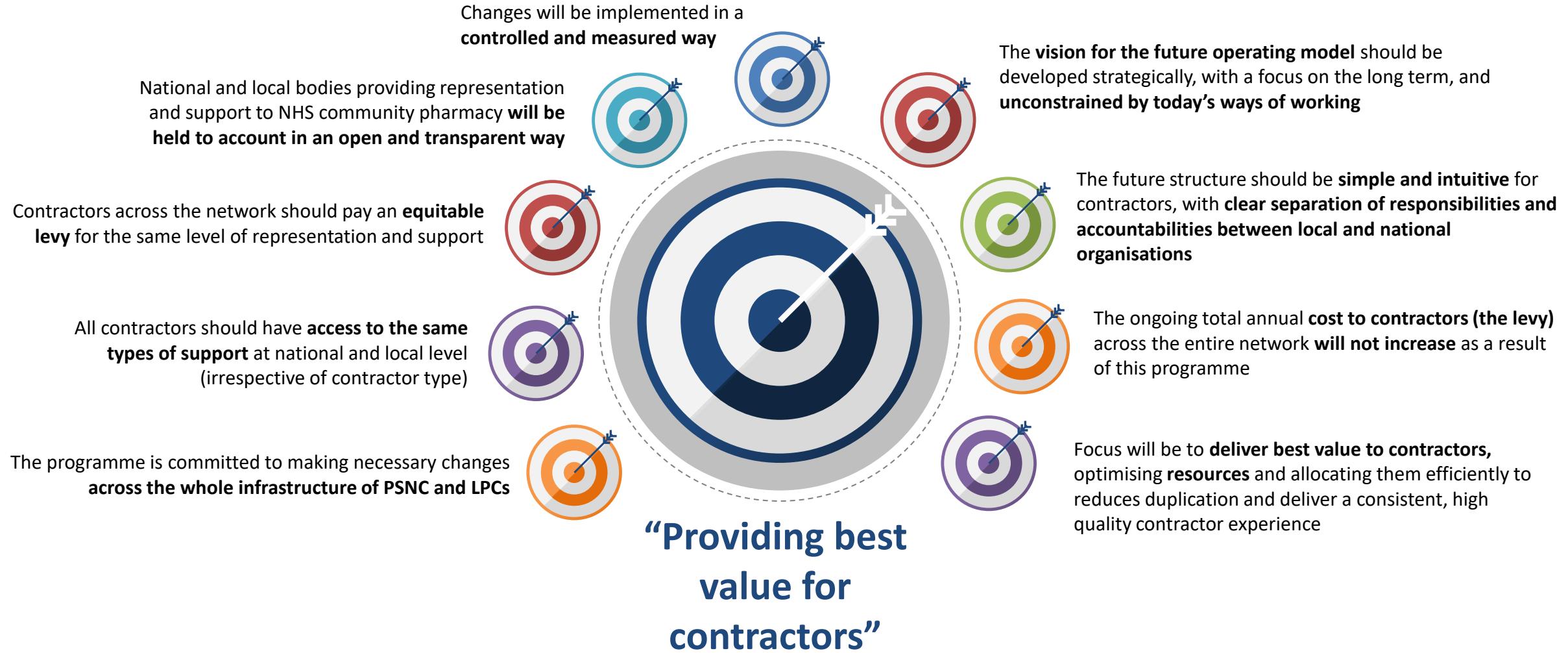
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The programme is committed to making necessary changes across the whole infrastructure of PSNC and LPCs



“Providing best value for contractors”

Design Principles





How will we deliver the work?



- Small central team, using Wright Review and other inputs to shape ideas
- Collaborative process with contractors, LPCS, trade bodies, PSNC and other stakeholders
- Iterative process – the design will evolve as we work through the options

How to get involved

Visit our website: The RSG website has a wealth of information about the work of the RSG including minutes of our meetings, FAQs and updates <https://pharmacy-review.org/>

Join our Contractor Forum: The RSG has set up a forum of contractors with whom we will more regularly engage. We want to hear your views on the future of LPC and PSNC support and get feedback on our draft plans. Email review@pharmacy-review.org to join



Questions?



Further Comment & Next Steps

Any further questions/comments to be emailed to
review@pharmacy-review.org

<https://pharmacy-review.org/>