

Pharmacy Appeals User Group

Terms of reference

Constitution and Authority:	Established by NHS Resolution and comprising of Primary Care Appeals staff, representatives from NHS England and integrated care boards, Community Pharmacy England and service users/representatives.
Purpose:	To engage with stakeholders and service users/representatives in order for Primary Care Appeals to identify any improvements to its processing of appeals and its appellate decision making function.
Role and main duties:	- Enabling a two-way channel of communication between Primary Care Appeals and stakeholders/service users. - Consulting stakeholders/service users/representatives on current practice and procedure, and on any proposed changes to practice and procedure. Outside scope: - Specific discussion on individual active cases. - Complaints about individual decisions.
Chair:	Head of Appeals
Membership:	Deputy Director of Advice and Appeals; Technical Case Manager, Appeals; Primary Care Appeals Panel Member; Case Manager, Appeals (on rotation); Kelvin Rowland-Jones, NHS England; Jane Horsfall, NHS England; Sally-Anne Kayes, North East London ICB; Jackie Bidgood, Hertfordshire and West Essex ICB; Charlotte Goodson, Primary Care Commissioning; Gordon Hockey, Community Pharmacy England; [membership below is capped at 2 service user/2 service user representative] Joanne Severn, Boots UK Ltd; Claire Smithies, Well Pharmacy; Noel Wardle, Temple Bright LLP; and Susan Hunneyball, Gordons Partnership. [If appropriate, a deputy can attend on behalf of a member but should have sufficient knowledge of the subject matter to participate in discussions]
Attendees:	Additional persons can be invited to attend to observe or for specific items.
Administration:	Case Administrator, Appeals.
Planning and recording:	Case Manager (Office Services), Appeals.

Reporting and Accountability:	Papers and minutes summarising meeting activity including approved actions are maintained in line with organisational policy.		
Informed by:	NHS Resolution Strategy, Annual Business Plan, data and insights, service user feedback.		
Frequency of meetings:	Twice per financial year.		
Agenda:	A standard agenda will include: • Minutes of previous meeting • Review of outstanding actions Members will be invited to contribute agenda items at least 14 days ahead of the meeting and papers will be circulated 7 days ahead of the meeting.		
Quorum:	There must be at least two representatives from Appeals, the commissioner and the profession.		
Inputs	• Six monthly update on activity and case outcomes; • Annual update on business plan commitments and progress reports; • Progress against management indicators; • Review of customer survey outcomes / action plan; • Draft guidance notes; • EDI demographic data collection update; • Judicial Review guidance update; • Appeals Panel Member update; and • Any other matters raised by members.		
Outputs	• Comments on draft guidance notes; and • Any other agreed matters		
Document Author:	Head of Appeals		
TOR review	Annually		
Approval process			
Job title:	Head of Appeals	Date:	29 April 2026
Name:	Jonathan Haley	Signature:	
Version control			
Date	Author	Version	Reason for change
29 April 2026	JH	April 2026	Jackie Bidgood replaces Marie Wharton