

Primary Care Appeals - Pharmacy User Group

Thursday 15 November 2018

12.00pm

DAC Beachcroft, St Paul's House, 23 Park Square South, Leeds

Members		Job Title/Organisation
Lisa Hughes (LH)		Head of Primary Care Appeals
Jonathan Haley (JDH)		Business Services Manager
Alison McCafferty (AMC)		Case Manager
Phil Bratley (PB)		Panel Member (Pharmacy)
Matt Cox (MC)		Lloyds Pharmacy
Emma Griffiths-Mbarek (EGM)		Well Pharmacy
Jo Severn (JS)		Boots UK Ltd
Gordon Hockey (GH)		PSNC
Sally-Anne Kayes (SAK)		NHS England
Marie Wharton (MW)		NHS England
In attendance		Job Title/Organisation
Mark Niles (MN)		Case Administrator
Catherine Mijatovich (CM) – up to item 2		Head of Business Intelligence, NHS Resolution
Susy Ellis (SE) – up to item 4		PCSE
Alison Thickett (AT) – up to item 4		PCSE
Jo Lund (JL) – up to item 4		PCSE
Papers		
A	Draft minutes of last meeting	
B	Outstanding issues	
C	Core Systems Review	

Minutes

Item	Description	Action
1.	<u>Apologies for absence</u> JDH reported that Noel Wardle had passed on his apologies.	
2.	<u>Core Systems Review</u> CM gave a presentation on NHS Resolution's Core Systems Review and facilitated a discussion on stakeholders' requirements for any future system.	

3.	<p><u>Draft minutes of last meeting</u></p> <p>These were agreed without further amendment and would be published.</p>	JDH
4.	<p><u>Outstanding issues</u></p> <p><u>Item 32 – NHS Resolution website</u></p> <p>JDH reported that the new website was launched last month. JDH reported that Nov 2017 – Oct 2018 decisions had been backloaded so far; 2015-16 and 2016-17 are still to backload. JDH will circulate a link to the old NHSLA website. Members thought the site was an improvement although they would prefer to still be able to access the monthly summary. JDH will discuss with the Digital Team to ascertain if it can be included on the decisions page. This item can be closed.</p> <p><u>Item 41/42 – Pharmacy Manual</u></p> <p>MW reported that the Manual had been updated. With regard to the notification process (and Head Offices not being notified), members agreed it was the listed premises that is the notifiable body. These items can be closed.</p> <p><u>Item 49 – case tracker</u></p> <p>LH reported that this would be part of any future core system and as such, this item could be closed.</p> <p><u>Item 51 – site visits</u></p> <p>LH confirmed that she will raise this issue at the next Panel Member event.</p>	JDH
5.	<p><u>PCSE update</u></p> <p>SE reported that PSCE’s National Engagement Team had moved away from its regional groups to specific service delivery groups and that she was responsible for market entry. In addition, Engagement Managers will facilitate intervention to resolve gaps in or blockages to processing. SE will circulate an organizational structure to members. SE reported that the PSCE case tracker was being rolled-out.</p> <p>GH asked SE to consider introducing a telephone line. AT advised that call-back function exists and SAK reported that NHS England local offices can book a call. SE agreed to take back GH’s request with the view to piloting.</p> <p>MW commented positively on PCSE’s market entry team, which was endorsed by other members.</p>	
6.	<p><u>Significant value contractor claims</u></p> <p>GH advised that he was in discussions with NHS England</p>	

	as to possible appeal rights for contractor claims of significant value. The members discussed and agreed this in principle.	
7.	<p><u>Panel Member recruitment update</u></p> <p>LH reported that NHS Resolution had yesterday approved the appointment of Panel Members (8 Chair and 8 Lay). 6 appointments were of existing Panel Members.</p>	
8.	<p><u>Customer survey action plan</u></p> <p>JDH reported that the Primary Care Appeals Guidance Note had been updated to clarify a number of issues arising from the survey. NHS Resolution's website had been launched which included an improved decisions search engine. As part of sharing learning, Primary Care Appeals will deliver market entry training to NHS England on 4 March 2019.</p>	
9.	<p><u>Any other business</u></p> <p><u>Factsheet 2017/18</u></p> <p>JS asked whether any management data was available to view. JDH advised that this was available via its Factsheet on the Primary Care Appeals webpage.</p> <p><u>Amendments to Regulations</u></p> <p>GH reported on a number of staged amendments. These included:</p> <ul style="list-style-type: none"> • NHS England to enquire as to good cause (for not opening) before issuing a breach notice • The need to state in appeal representations of a desire to attend an oral hearing has been removed, and • The potential introduction of a different process in the regulations for relocations that are obviously "minor" 	
10	<p><u>Date of next meeting</u></p> <p>To take place sometime in weeks 13 and 20 May 2019</p>	JDH