

PRIMARY CARE APPEALS - PHARMACY APPEALS USER GROUP TERMS OF REFERENCE

A Pharmacy Appeals User Group (PAUG) has been established to engage with service users in order for Primary Care Appeals to identify any improvements to its processing of appeals and its appellate decision making function. Primary Care Appeals will periodically review these Terms of Reference

REMIT

- Enabling a two-way channel of communication between Primary Care Appeals and service user representatives
- Consulting service user representatives on current practice and procedure, and on any proposed changes to practice and procedure

ATTENDANCE

- The following persons may attend the PAUG:
 - the Director of Advice and Appeals
 - the Deputy Director of Advice and Appeals
 - Head of Operations (Primary Care Appeals)
 - Technical Case Manager
 - Case Manager, Primary Care Appeals (on rotation)
 - Phil Bratley, Primary Care Appeals Pharmacy Panel Member
 - Noel Wardle, Charles Russell Speechleys LLP
 - Matt Cox, Lloyds Pharmacy Ltd
 - Jo Severn, Boots UK Ltd
 - Tony Edwards, Well, Bestway Group
 - Sally-Anne Kayes, NHS England
 - Marie Wharton, NHS England
 - Gordon Hockey, PSNC

MEETINGS

- The PAUG will meet twice a year
- The PAUG will be chaired by either the Director of Advice and Appeals, the Deputy Director of Advice and Appeals or the Head of Operations, Primary Care Appeals
- Attendees will be invited to contribute items for discussion 14 days before each meeting
- Items for discussion and associated information will be circulated 7 days before each meeting
- Primary Care Appeals will provide statistical information and other documents to assist PAUG discussions and such information will then be published on NHS Resolution's website.
- The Director of Advice and Appeals or the Deputy Director of Advice and Appeals may invite other NHS Resolution employees or advisers to attend in relation to a particular matter if their attendance may assist with discussion of that matter.

REPORTING

- The Head of Operations will report on PAUG activities in the Primary Care Appeals section of NHS Resolution's Annual Report.

Document Control - Change Record

Date	Author	Version	Reason for Change
18/03/21	Head of Operations	6	Changes to attendance, chairing of meetings, and reporting.