

MINUTES OF THE COUNCIL MEETING TUESDAY 19TH NOVEMBER 2013 AT 09.30AM

Agenda Item		
1. Introduction & Welcome, Apologies, Public Attendance noted	<p>Present Jacqui Dougan (President) Garry McKenna (Vice President) Helena Buchanan Anne Marie Telford Marie Smith Ciaran Hunter (Honorary Treasurer) Martin Bradley James Perry Paul Douglas Mark Nelson James Perry David Jones</p> <p>In Attendance Mr Trevor Patterson (Chief Executive) Mrs Joan Duffy (Business Manager) Mr Mark Neale (Head of Public Affairs) Miss Michelle McCorry (Post Registration Lead) Miss Gráinne Magee (Policy Advisor) Mrs Claire Williamson (Executive Assistant)</p>	<p>Apologies Brenda Maitland Lisa Byers</p> <p>Public Attending Jayne Laughlin (Item 1 only)</p>

	Discussion	Action/Supporting Information
<p>1. Jayne Laughlin</p>	<p>The President welcomed Jayne Laughlin from the Ulster Chemists Association to the Council meeting and thanked her for taking the time to provide more information on the organisation to Council members.</p> <p>Ms Laughlin thanked Council for their invitation to the meeting; she gave a brief overview of the UCA, the benefits of membership and the current work they are progressing within pharmacy.</p> <p>Following the presentation Ms Laughlin took some questions from Council members, the following points were noted:</p> <ul style="list-style-type: none"> • Ms Laughlin informed Council UCA members were very willing to participate in pre consultation exercise and informed Council the feedback she had received was that people seem to prefer face to face engagement. Ms Laughlin confirmed the UCA is willing to participate in and help facilitate in any way they can with any projects. • Professor Bradley enquired how many contracts are represented by the UCA. Ms Laughlin confirmed 75% of contracts are represented totalling approximately 378; this does not include the UK multiple corporate contracts as they are not currently represented by UCA. • Ms Laughlin confirmed UCA work closely with the Pharmacy Forum as they have a representative on the PF Board (Peter Wright). <p>The President thanked Ms Laughlin for attending Council and for her informative presentation.</p>	
<p>2. 2.1 Minutes of Council</p> <p>2.2 Approval of the minutes</p> <p>2.3 Matters Arising</p>	<p>The minutes were accepted as true record.</p> <p>Council agreed the agenda addressed any outstanding actions.</p>	<p>Proposer: Helena Buchanan Seconder: Garry McKenna</p>

3. Tabling of Any Other Business	Helena Buchanan tabled an update on the Disclosure Policy Consultation.	
4. PSA	<p>The CEO gave Council a verbal update on the current progress of the PSA submission and asked them to note the timetable included, a brief discussion took place and the following points were noted:</p> <ul style="list-style-type: none"> • The CEO informed Council the staff team were on target to meet the deadline on the timetable for 28th November which will bring the four sections together as a rough draft before the overview is written. The CEO confirmed Council will receive this draft to review and alert staff if they find anything that is fundamentally wrong. The CEO confirmed the Audit and Risk committee would be alerted to any issue of concern as soon as it arises. • A brief update was given to Council on the report recently received from the PSA on the recent audit that was carried out on Fitness to Practise cases. Council were informed this audit takes place every three years; the PSA came to the organisation for three days and reviewed 15 cases. • The CEO confirmed he and the registrar have submitted a request to correct some issues that the staff team did not agree with and he was currently awaiting a response. • Council were asked to note that some of the recommendations in the report were regarding the practical way in which complaints are logged including recording all phone calls and ensuring that all correspondence sent to parties concerned are quality checked before they are issued. • The CEO confirmed any issues raised by the PSA did not show any concern over patient safety and a request was made to remove a reference about overall performance which did not appear to flow from the findings and was inconsistent with reports on other regulators. • Council were asked to note when the final report is received it will be reviewed by the Fitness to Practise committee before it is presented to the Council. 	
5. Corporate Communications Strategy	The HPA and the Policy Advisor gave a brief presentation to Council on the Communications and Engagement Strategy, Council were asked to consider the strategy and adopt it as a working document, a brief discussion took place and the following points were noted:	

- The HPA and the Policy Advisor gave an overview of what the Strategy's aims and objectives are. Council were asked to note that this is a live working document and the objectives have been mapped against the targets in the Balanced Scorecard.
- Council were given an overview of the work that has been carried out so far on the strategy including an update on the meeting requests with the CPO, Universities and other government officials. The HPA noted the importance of this work was to ensure that links are maintained with key stakeholders and ensuring the organisation is receiving an appropriate amount of time engaging with stakeholders. The HPA asked Council to note that many of the aims have already been actioned.
- The HPA confirmed the planned events and engagement activities for the coming year had been included in the proposed budget (discussed at item 11.1), the Policy Advisor informed Council any proposals for further projects would be sent to the Resources committee for consideration to ensure they remain within budget.
- The Policy Advisor provided an overview of core messages that underpin the Strategy and informed Council the strategy was developed with the Council Corporate Strategy as a base to ensure that Council's core vision and mission was reached.
- The Policy Advisor informed Council how stakeholders will be used in the Strategy. Council were informed a mapping exercise was carried out to identify the organisation's stakeholders and the outcome was that thousands of stakeholders had been identified and the committee had agreed it a mapping exercise would be required at the beginning of each project to ensure the correct stakeholders are engaged and used appropriately.
- Council were asked to note other activities would be carried out internally to improve overall communication and project development including a staff newsletter, horizon scanning reports to the Chairs committee and making full use of the website to ensure that all information is easily accessible.

Council congratulated the Public Affairs team and the Corporate Communications committee on the presented strategy, the President remarked she was pleased with the

	<p>strategy and enquired if the Corporate Communications committee could keep it as a core focus as there was a lot of work involved. The Chair of the committee (Helena Buchanan) confirmed the committee would ensure the strategy remained a priority as part of their work stream and noted the hard work of the staff in developing and implementing the strategy so far. The Chair confirmed the strategy would be reviewed in the New Year with a view to implementing a new strategy in June 2014.</p> <p>Key Decision: Council agreed to adopt the presented Communications and Engagement Strategy until June 2014</p>	<p>Proposer: Helena Buchanan Seconder: Jacqui Dougan</p>
<p>6. CPD</p>	<p>The President informed Council she had received positive feedback from registrants on the CPD Framework part 2 and a lot of concern seems to have been lifted with the clarification on closing cycles. Council agreed that a lot of concern stemmed from registrants being unsure how to close cycles if they are working in a non-patient facing role or are unemployed; most registrants were of the understanding cycles had to involve a patient. The President clarified that this is not the case and cycles should relate to the individuals area of practise whether that is in a research role or a patient facing role. Council noted that some registrants would find this challenging and agreed to highlight this as a key message with the Pharmacy Forum in their facilitation role with CPD.</p> <p>The HPA provided Council with an update on the planned events for the second CPD consultation, 3 events will be held as information and if a demand is there additional events will be scheduled for the New Year. An event will be held in Belfast on 3rd December and another in mid-January with an event in Cookstown on 5th December. The events will be publicised this week by email to all registrants and included in the newsletter before the Christmas holiday.</p> <p>Action Point: Key messages will be highlighted to the Pharmacy Forum, with emphasis on clarity around the issue of closing cycles in non-patient facing roles</p>	<p>HPA</p>

<p>7. Strategy</p>	<p>The four separate Balanced Scorecard's from each SMT member were presented to Council as a consolidated document with all the targets that were showing a 'red' or 'amber' status displayed at the front of the document as requested at the Chairs committee on 4th November.</p> <p>A query was made regarding first target displayed under the Registrar's scorecard that had an amber status relating to the conduct of pre-registration students. Council briefly debated if this target referred to under graduate students or only pre-registration students. A general consensus was made that as the organisation has more control over the pre-registration programme but conduct issues highlighted in the under graduate years still affected registration. A better solution would be to split this target to ensure that it separates the two issues – One target will relate to those that come to the programme with FtP issues and the other will relate to any issue that occurs within the first three years of registration (including pre-reg year).</p> <div style="border: 1px solid black; padding: 5px;"> <p>Action Point: Target 3.5 of the Balanced Scorecard will be split into two sections to ensure that it separates the two issues :</p> <ol style="list-style-type: none"> 1. Conduct issues prior to joining the pre-registration programme 2. Conduct and performance issues after joining the pre-registration programme and for 3 years in total </div> <p>Action Point: In addition it was agreed that colour changes should not be made between Chair's meeting and Council</p>	<p>Executive Assistant/Registrar</p> <p>SMT</p>
<p>8. Francis Report/Berwick/Clywd Hart Report</p>	<ul style="list-style-type: none"> • The President asked Council to note the action points from the response to the Francis/Berwick report and confirmed the committee Chairs have been asked to keep them as a priority as part of the committee's work streams. The HPA asked Council to note the release of the Clywd Hart report, the report does not offer any new recommendations it does however include commentary from patients. The report is more focused on the Boards, Trusts and nursing behaviour and less around pharmacy however the principles of care are still underpinned. The HPA confirmed the Corporate Communications committee would be reviewing the report. • The HPA asked Council to be aware the Government response to Francis has started to come through to the media; however there has been no formal launch to the response. 	

<p>9. Rebalancing Medicines</p>	<p>The CEO gave Council an update on the work of the Rebalancing Board on superintendents and the responsible pharmacist, a brief discussion took place and the following points were noted:</p> <ul style="list-style-type: none"> • The CEO informed the board were meeting this afternoon and he would have a further update for the Council meeting in January, he gave an overview of the meeting in October and the decisions made so far. • The CEO informed Council this was an important piece of work that needed full Council consideration. Council were asked to note the intention of this phase of the project is tidy up the relationship between the superintendent and the responsible pharmacists. The CEO gave a detailed overview of each of the questions considered by the board and how they reached their decision. • The work considered by the board focussed on the roles of the superintendent the responsible pharmacist and the pharmacy owner, the CEO updated Council on the consequences and effects of the board's decision in refining the 3 roles. • Council were asked to note the Acting CPO, Mark Timoney agreed to raise the concerns Council had over the implementation of Section 60 Orders in the CEO absence at today's meeting and the consequent assurances provided by the department. There was also a request to ensure that the consultation results would be separated to allow analysis of NI results <p>Action Point: CEO to provide a further update at the Council meeting in January</p>	<p>CEO</p>
<p>10. FIP</p>	<p>The President informed Council Professor Martin Henman had attended the recent Chairs Committee meeting on 4th November to give an overview of the benefits of FIP membership, Council were asked to review Professor Henman's presentation provided in their packs. The President confirmed the Chairs of ESR and the Corporate Communications committee have been tasked with investigating the full cost of membership and are currently liaising with the PSI . The Chair of Corporate Communications advised that to date the costs appeared to be only the membership fee and optional attendance at a couple of meetings</p>	
<p>11. Committees of Council 11.1 Motions to Council</p>	<p>The Honorary Treasurer presented the Budgets for 2014/15 to Council and asked them to consider approving the budgets with a view to not increasing fees in 2014/2015 but from 2015/16 for a number of years it was likely that increases would be required, A brief</p>	

discussion took place and the following points were noted:

- The Honorary Treasurer highlighted the core elements of the budget that has either increased income or expenditure. A brief discussion regarding the planned deficit for next year and why an increase in fees would be necessary over a number of years. Council were asked to consider in their decision there had not been a fee increase since 2009.
- The Honorary Treasurer highlighted the substantial increase in Fitness to Practise costs to Council and informed Council they are considerably higher than budget. The Honorary Treasurer informed Council immediate efforts have been made to address the rising costs.
- Council reviewed the draft exercise presented demonstrating a percentage increase over a number years and agreed that a small increase would not have the impact needed to decrease the deficit. The Honorary Treasurer informed Council the organisation needs to consider the deficit in light of the resources we currently possess and ensure the organisation is funded appropriately.
- Some Council members expressed concern that registrants would not be content with a fee increase if it is merely paying Fitness to Practise costs, Council agreed more focus should be made on reducing the number of Fitness to Practise cases by improving behaviour and performance. It was accepted that we must deal with all complaints in accordance with our procedures
- Council agreed there is a lack of awareness amongst a large number of registrants and this has demonstrated the need for further work to be carried out to highlight the changes in the new regime, primarily around the increased range of sanctions which make a wider range of lesser impairment issues fall within the FtP regime.
- The Honorary Treasurer gave Council an overview of the reserves currently held by the organisation and explained any organisation should have enough funds to operate for 6 months in unexpected circumstances and a separate amount to cover the legal costs of an unexpected legal challenge. He asked Council to consider the organisation cannot continue to run a deficit of this nature long term. He proposed reviewing fees proactively in 2015 as the consultation process itself is costly and a clearer understanding of Fitness to Practise costs will be at hand. Council were asked to consider starting the consultation process in May or June 2014 to ensure there is plenty of time to address any issues.

	<ul style="list-style-type: none"> • Mark Nelson supported the proposal and asked Council to note that although fees have not increased since 2009, there have been significant surpluses for the last 4 years and it would not be appropriate to consider raising fees this year. • Anne Marie Telford asked Council to note that other regulators have found Fitness to Practise cases have increased by 40% annually and this was more likely to continue to come through each year. Council agreed Fitness to Practise may remain at a steady pace and therefore published learnings and more awareness of the regime should be at the forefront of the Corporate Communications committee's work. • Some members of Council requested that all fees are reviewed not just the registrant fee (i.e. premises fee and pre-registration fees) to ensure the increase is approached in the most sensible way. It was noted that premises fee levels are the responsibility of the department • Motion: Council agreed to approve the Budgets for 2014/15 with a view to no fee increases in 14/15, however with the likely recommendation there will be fee increases from 2015/16 onwards for a number of years. 	<p>Proposer: Ciaran Hunter Seconded: Mark Nelson</p>
<p>11.2 Corporate Communications Committee</p> <p>11.2.1 Key action points and decisions from last meeting</p>	<p>The key decisions and action points were provided for Information only, full committee minutes were provided on the website in advance of the Council meeting.</p>	
<p>11.3 Resources Committee</p> <p>11.3.1 Key action points and decisions from last meeting</p> <p>11.3.2 Proposal from Pharmacy Forum</p>	<p>This item was discussed during the confidential section at item 16. The Council agreed the proposal, requesting that publication costs be kept to a minimum and confirming that locum fees, which are income tax exempt, are paid on receipt of invoices to employers</p> <p>Key Decision: Council approved the expenditure requested by the Pharmacy Forum</p>	

11.3.3 IT Review	<p>to fund the development of a strategy and agreed to pay locum fees accompanied with a locum receipt</p> <p>The Honorary Treasurer gave Council a brief update on the IT review that was recently carried out by Unity IT, a brief discussion took place and the following points were noted:</p> <ul style="list-style-type: none"> • The core recommendations of the report were highlighted to Council and they were asked to note the work is ongoing and quotes were currently being sought from Unity IT on quality management systems and encryption services. • Council were informed there was a concern over the use of mobile devices and off site equipment to access information and Unity IT would be providing details on encryption and the Data Protection Policy would be amended to reflect the new policy when it is developed. The Honorary Treasurer asked Council to be vigilant when accessing information off site and use passwords for all devices. 	
11.4 Education, Standards and Registration Committee 11.4.1 Key action points and decisions from last meeting	<p>The key decisions and action points were provided for Information only, full committee minutes were provided on the website in advance of the Council meeting.</p>	
11.5 Fitness to Practise 11.5.1 Key action points and decisions from last meeting	<p>The key decisions and action points were provided for Information only, full committee minutes were provided on the website in advance of the Council meeting.</p>	
11.6 Audit and Risk Committee 11.6.1 Key action points and decisions from last meeting	<p>The key decisions and action points were provided for Information only, full committee minutes were provided on the website in advance of the Council meeting.</p>	
11.7 Chairs Committee 11.7.1 Key action points and decisions from last meeting	<p>The key decisions and action points were provided for Information only, full committee minutes were provided on the website in advance of the Council meeting.</p>	

