

## **CPH MEMBERS and OFFICE TEAM RESPONSIBILITIES**

### **Committee member expectations for attending meetings**

These meetings are:

CPH committee meetings - held six times a year

- To attend all six (unless mitigating circumstances)

AGM - held once a year

- To attend (unless mitigating circumstances)

EGM

- To attend (unless mitigating circumstances)

PSNC

- Every new member must attend the PSNC Members Day within a year of being elected / nominated.
- All members to attend a PSNC LPC Conference once every four years.

CPH led educational/training events (eg. revalidation / locality)

- To attend one CPH event annually.
- Members are encouraged to attend CPH events when relevant to the job role.

There may be other meetings for attendance and these will be offered out to all members. Additionally, committee meetings and the AGM should be communicated to members twelve weeks in advance and best endeavours should be made to communicate to members four weeks in advance for any other adhoc meetings.

### **Committee members expectation to acknowledge / answer emails**

- Five working days for routine responses.
- Two working days for urgent requests.
- CPH members should let the office know of annual leave or have an 'out of office' so that the office is aware when members may not respond.
- To not reply at all is not acceptable (except annual leave).
- Where urgent requests are made, outside normal timescales, and personal commitments will not allow detailed response, members should email acknowledgment and state that formal response will not be made. This should be the exception and not a regular occurrence.

### **CPH leads and expectations**

- The office should lead in all areas but within some areas there may be additional support from a committee member and this will be requested by email or via an action at a committee meeting.
- The CPH Chair and Vice Chair will review each of the workstreams and the areas where clinical input could be required on a case-by-case basis.
- Where CPH members are required to attend a meeting, CPH expect a written report back from the meeting.

**Members will be held to account**

- The expectation is that members will meet a minimum of 70% attendance and email response in a rolling 12-month period.
- A tracker of responses (minimum 70%) will be maintained and added to every committee meeting agenda.
- Members that do not meet the above expectations will follow the below three step process:
  1. Members will self-identify that they are not regularly meeting the above expectations either through attendance at meetings or non-responses to the office and seek any support from the Chair or Chief Officer.
  2. If there is no improvement within a six-month period in meeting the expectations following self-identification of not adhering to committee expectations, the Chair or Chief Officer will contact the member to discuss performance, concerns, support required and an action plan agreed with a review in six months.
  3. If there is no improvement following the action plan and intervention by the Chair and Chief Officer within six months, the member will be asked to resign on the basis that they are not effectively communicating pharmacy contractor views that they were nominated or elected to represent.
- As per the CPH Constitution, where an elected or appointed member has been absent from three consecutive CPH meetings, CPH shall invite an explanation and declare the seat has been vacated, unless satisfied that the absence was due to reasonable cause.

**Office team expectations**

- Paperwork for committee meetings one week (five working days) before meeting unless mitigating circumstances.
- No further paperwork within 48 hours of the meeting (unless critically urgent eg. new development).
- Minutes within two weeks (ten working days) after meeting unless mitigating circumstances which shall be communicated.
- Emails requiring committee response should have a one week (five working days) turnaround. The office team shall endeavour to coordinate non-urgent requests so several are not received within the same timescales.
- Urgent emails with shorter timescales should be justified and would usually have an external stakeholder element that warrants exceptionality.

**I agree to make all best endeavours to meet the expectations as laid out in this document.**

Signed: ..... Date: .....

Name: .....

**The CPH office makes all best endeavours to meet the expectations as laid out in this document.**

Signed: ..... Date: .....

Name: Helen Musson, Chief Officer