

# **THE CONSTITUTION OF THE NORTH-EAST LONDON LOCAL PHARMACEUTICAL COMMITTEE AND THE PHARMACY FORUMS**

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**The North-East London Local Pharmaceutical Committee is recognised under the provisions of the National Health Service Act 2006 as amended as representative of the persons providing pharmaceutical services in the locality of the specified boroughs in London.**

The NEL LPC represents the persons providing pharmaceutical services commissioned by the NHS Commissioning Board and Health and Wellbeing Boards in the following boroughs located within the North-East London area :

***Barking and Dagenham; Havering; Newham; Redbridge; Tower Hamlets; and Waltham Forest.***

**THE CONSTITUTION OF THE NORTH-EAST LONDON  
LOCAL PHARMACEUTICAL COMMITTEE AND  
THE PHARMACY FORUMS**

**1. Guiding Principles and Definitions**

**Guiding Principles:**

1.1 The LPC and the Pharmacy Forum shall observe the following guiding principles in all its dealings:

- 1.1.1 Be socially responsible and promote easily accessible patient-centred pharmacy services.
- 1.1.2 Be independent, fair and democratic.
- 1.1.3 Be open and accessible to all chemist contractors and pharmacists working in the area.
- 1.1.4 Support the development of evidence-based pharmacy practice through education, training, mentoring schemes and research.
- 1.1.5 Work co-operatively with the commissioners and others to develop a range of services delivered from community pharmacies and support the NHS Core Principles listed in Appendix 1.
- 1.1.6 Develop and maintain patient, public and carer involvement in design and quality of services.
- 1.1.7 Influence relevant policy decisions affecting community pharmacy.

**1.2 Definitions:**

In the following Scheme unless the context otherwise requires: -

- 1.2.1 "The NHS Commissioning Board" (NHSCB) means an executive non-departmental public body of that name established by the Secretary of State which will oversee the planning, delivery and day-to-day operation of the NHS from 1 April 2013 as set out in the Health and Social Care Act 2012..
- 1.2.2 "Health and Wellbeing Board" ("HWB"), means the Local Authority's Health and Wellbeing Board for the area or part of the area of the LPC.
- 1.2.3 "The Committee" and "LPC" means the Local Pharmaceutical Committee recognised by the NHS Commissioning Board (NHSCB) under the provisions of the Act as representative of the persons providing pharmaceutical services and persons providing local

pharmaceutical services from premises in the area for which the committee is formed.

- 1.2.4 "The Pharmacy Forum" means a local borough-wide forum of community pharmacists involved in the local provision of pharmaceutical services established under the authority of the LPC. It shall be referred to as 'the Forum' in this document.
- 1.2.5 "The Secretary of State" means the Secretary of State for Health or the Secretary of State for Wales.
- 1.2.6 "Pharmacist" means a person registered in the register of pharmaceutical chemists under section 2(1) of the Pharmacy Act 1954.
- 1.2.7 "Pharmacy contractor" means a person providing pharmaceutical services or a person providing local pharmaceutical services from registered pharmacy premises in the area for which the Committee is formed. "The NEL area" means the following boroughs located within the North-East London area: *Barking and Dagenham; Havering; Newham; Redbridge; Tower Hamlets; and Waltham Forest.*

## **2. Title**

- 2.1 The Committee shall be known as the "North-East London Local Pharmaceutical Committee" (NEL LPC).
- 2.2 The Community Pharmacy Forum shall be known as '.....' (insert the name of the borough) Community Pharmacy Forum.

## **3. Membership**

- 3.1 The Committee shall consist of 23 persons engaged in the provision of Pharmaceutical Services under the National Health Service Act 2006, in the specified boroughs of North-East London
- 3.2 The Constitution of the Committee of 23 persons shall be as follows: -

Not less than 16 pharmacy contractors elected by pharmacy contractors in the area; not less than two community pharmacists shall be elected from each of the specified boroughs located within North East London.

3 pharmacist nominees of the Company Chemists' Association no more than one of whom may be employed by the same employer provided that member(s) of the Association has/have premises under contract in the area;

1 pharmacist nominee of the Association of Independent Multiple Pharmacies (AIMp) provided that AIMp members have premises under contract in the area;

3 pharmacists employed by pharmacy contractors no more than one of whom may be employed by the same employer elected by employee pharmacists in the area.

- 3.3 The Constitution of the Committee of the Pharmacy Forum of 7 persons shall be as described in Section 20.
- 3.4 If there are no premises owned by Association of Independent Multiple Pharmacies under contract in the area at the time of an election, the AIMp place may be filled by another pharmacy contractor by election.
- 3.5 The Committee may, by notice to the NHS Commissioning Board and pharmacy contractors, determine whether it shall be constituted differently.
- 3.6 The regional representative of the Pharmaceutical Service Negotiating Committee in whose region the Committee is located shall have the right to attend all meetings of the Committee.

#### **4. Election to the Committee**

##### 4.1 The Method of Vote

The election shall be by postal vote to be taken as soon as may be after the 1st day of January in each year when an election is held.

##### 4.2 Electors

Electors must in every case be registered pharmacists, or corporate bodies that are "persons lawfully conducting retail pharmacy businesses" within the meaning of Section 69 of the Medicines Act engaged in the NHS Pharmaceutical Services within the area.

##### 4.3 Returning Officer

The Returning Officer shall be a person other than an elector appointed for the purpose by the Committee and in the event of his absence, or inability, to act, he shall appoint some person, other than an elector, to take his place.

##### 4.4 Elections

Separate elections shall be held for pharmacy contractor representatives and for pharmacists employed by pharmacy contractors.

##### 4.4.1 Pharmacy Contractor Section

Excepting Member Companies of the Company Chemists' Association and Co-operative Societies for whom specific places are provided on the Committee, every person, firm or corporate body under contract with the NHS Commissioning Board to undertake, whether at one or more places of business, the dispensing of medicines and the supply of drugs and appliances shall be

entitled to take part in the election of representatives of pharmacy contractors on the Committee. The list of voters with their addresses shall be taken from the NHS Pharmaceutical Lists prepared by the the NHS Commissioning Board.

#### 4.4.2 Employee Section

The Returning Officer shall, prior to each election, prepare a list for pharmacists employed by pharmacy contractors in the area and shall publish a notice on the Website and by letter to the registered pharmacies that the lists are being prepared and that any pharmacist employed by a pharmacy contractor in the area shall, on application to the Committee, be entitled to be included on the list.

#### 4.4.3 For the purposes of this election the term "employed" means: -

- (i) A pharmacist with a contract of employment with a pharmacy contractor and who has not been nominated by the contractor under 4.4.1 (above) in any area.
- (ii) A pharmacist providing locum services in the area for not less than eight hours per week on average throughout the year prior to the election.

### **4.5 Nominations**

4.5.1 The Returning Officer shall give notice of the election to each elector and such notice shall specify the last day and hour for the receipt of nominations and shall be sent so as to be delivered to the elector not less than seven days before the day specified thereon.

4.5.2 Candidates for election shall be nominated in writing, and the nomination paper shall state the full name, business address and pharmaceutical registration number of the candidate, and shall be signed by or on behalf of two electors, and shall be despatched so as to be delivered at the address of the Returning Officer not later than twelve noon on the day stated in the notice of election despatched by the Returning Officer under paragraph 4.5.1 (above).

4.5.3 Every nomination shall be accompanied by a statement in writing signed by the person nominated that he or she consents to be nominated and to serve if elected.

4.5.4 The Returning Officer shall send written confirmation of all nomination forms.

4.5.5 Where the number of duly qualified candidates does not exceed the number of vacancies, the Returning Officer shall declare those candidates to be elected. A postal ballot shall be taken in the manner hereinafter mentioned if the number of candidates exceeds the number of vacancies.

- 4.5.6 If any vacancies remain unfilled because an insufficient number of candidates has been nominated, the persons elected may fill the vacancies by co-option.
- 4.5.7 Any question as to the validity of any nomination or voting paper or otherwise in connection with an election shall be determined by the Returning Officer.

#### **4.6 Method of Taking a Poll**

- 4.6.1 Where a poll is required to be taken, each elector shall be entitled to cast a number of votes equal to the number of vacancies in respect of which the poll is taken, but may not cast more than one vote for any one candidate.
- 4.6.2 The Returning Officer shall, as soon as may be, despatch by post to the address of every elector, a voting paper in such form as the Returning Officer may think fit, and if the elector desires to record a vote, he shall mark the voting paper as directed and shall despatch it so as to be delivered at the address of the Returning Officer not later than twelve noon on the day stated on the voting paper, which shall be a day at least seven days subsequent to the despatch of the voting paper.
- 4.6.3 The Returning Officer shall examine the voting papers, and after rejecting any that are invalid shall count the votes recorded on the remaining papers, and shall prepare a list of candidates according to the number of votes being placed highest on the list.
- 4.6.4 If the votes received by any two or more candidates are equal the Returning Officer shall decide by lot the order in which the candidates shall be placed on the list.
- 4.6.5 The Returning Officer shall declare to be elected those persons who are highest on the list and who are respectively qualified to fill those vacancies, if any, in respect of which a particular qualification is requisite.

#### **4.7 The Returning Officer**

The Returning Officer shall forthwith give notice in writing of the result of the election to each of the persons elected and to all the candidates.

#### **4.8 Delivery of Documents**

Where any document is, under these rules, required to be sent to an elector, it shall be deemed to have been duly sent if it has been delivered or posted direct to the address, which is stated in the electors' list to be the address or the place of residence of the elector.

#### **4.9 Validity of Election**

No election shall be invalid by reason of any misdescription or non-compliance with the provisions of these rules, or by reason of any miscounted or of the non-delivery, loss or miscarriage in the course of post of any

document required or authorised by these rules to be despatched by post if the election was conducted substantially in accordance with the provisions of these rules.

## **5. Company Chemists' Association Appointments**

- 5.1 The Returning Officer shall give notice to the Secretary of the Company Chemists' Association whenever elections are being held and the Company Chemists' Association shall be invited to make appropriate nominations to fill places under the provisions of paragraphs 3.1/3.2 of this Constitution.

## **6. Association of Independent Multiple Pharmacies Appointments**

- 6.1 The Returning Officer shall give notice to the Chief Executive of the Association of Independent Multiple Pharmacies whenever elections are being held and invite appropriate nominations to fill the vacancies under the provisions of paragraphs 3.2/3.3 of this Constitution.

## **7. First Meeting of Committee**

### **7.1 Election of the Chairman and Vice-Chairmen**

If requested beforehand by the LPC, the Returning Officer shall give not less than seven days' notice to the Members of the Committee of the time and place of the first meeting. The Committee shall elect a Chairman, and three Vice-Chairmen from the Members of the Committee at that meeting.

## **8. Appointment of Secretary**

The Committee shall appoint a person to act as Secretary to the Committee who may be but need not be a member of the Committee, and in the event of the death, resignation or removal from office of the Secretary so appointed, the Committee shall appoint a person to act as Secretary in his place; any person appointed Secretary shall forthwith notify his appointment to the NHS Commissioning Board and to the Pharmaceutical Services Negotiating Committee.

- 8.1 The Secretary shall be paid such remuneration and expenses, as the Committee deems appropriate.
- 8.2 The Secretary shall represent the LPC at meetings held with the NHS Commissioning Board, the Local Authorities, the Pharmacy Forums and other organisations.

## **9. Quorum**

- 9.1 The number of Members of the Committee who shall form a quorum of the Committee shall be as follows: -

For a 23 person Committee: 12

## **10. Terms of Office**

- 10.1 The Members of the Committee shall hold office for four years.



## **11. Disqualification or Retirement of Members**

11.1 Where a Member of the Committee was at the time of his appointment a registered pharmacist engaged in the service and subsequently ceases to be a registered pharmacist so engaged or ceases to be eligible for the section of the Committee he represents, his seat on the Committee shall thereupon be vacated and a casual vacancy shall be deemed to have occurred.

11.2 Where a Member of the Committee has been absent from three consecutive ordinary meetings of the Committee to which he has been summoned, the Committee shall declare his seat has been vacated unless satisfied that his absence was due to reasonable cause.

11.3 A Member of the Committee may, at any time, by notice in writing signed by him and delivered to the Secretary to the Committee, resign his office.

## **12. Method of Filling Casual Vacancies**

12.1 Where by a reason of the resignation, death or disqualification of a Member of the Committee a casual vacancy in the membership of the Committee occurs, the Committee may, within a reasonable period after its occurrence, appoint a person with the necessary qualifications to fill the vacancy.

12.2 Pending any such appointment, the proceedings of the Committee shall not be invalid by reason of such vacancy.

12.3 The person so appointed shall hold office for the remainder of the period for which the Member in whose place he is appointed would have been entitled to hold office.

## **13. Information to be sent to the NHS Commissioning Board, & the Pharmaceutical Services Negotiating Committee\*.**

13.1 The Secretary to the Committee shall, as soon as may be, inform the Secretary of the Pharmaceutical Services Negotiating Committee, **NHS Commissioning Board** of the names and addresses of the persons appointed to the Committee and of changes arising from casual vacancies in the membership of the Committee.

13.2 The Secretary to the Pharmacy Forum shall, as soon as may be, inform the Secretary of the Local Pharmaceutical Committee of the names and addresses of the persons appointed to the Pharmacy Forum Committee and of changes arising from casual vacancies in the membership of the Committee.

## **14. Annual Report and Annual General Meeting**

14.1 The Committee shall prepare each year a report of their proceedings together with a statement of audited accounts and this report and statement of accounts shall be circulated to the electors and the Pharmaceutical Services Negotiating

Committee within six months of the completion of the period to which the report relates.

- 14.2 Within six months of the end of the Committee's financial year at the Annual General Meeting the annual report will be presented and any other business as necessary conducted.

## **15. Amendment of Constitution**

This constitution may be amended in the following manner, but not otherwise:

- 15.1 The Secretary to the Committee shall, if requested so to do by not less than two-thirds of the Members of the Committee or one-third of the persons who were electors at the last preceding election, summon a special meeting of the electors, and shall give not less than seven clear days notice to each elector, stating the time and place of the meeting and the objects for which it has been summoned.
- 15.2 Any amendment to the constitution must be carried by a two-thirds majority of the persons present and voting at that meeting.
- 15.3 The Secretary of the Committee shall notify the Secretary of the Pharmaceutical Services Negotiating Committee within one month of the proposed amendment to the constitution.
- 15.4 Where an amendment to this constitution is deemed to be necessary due to changes in Regulations or Acts of Parliament such change may be made without reference to the PSNC.

## **16. Duties**

- 16.1 To be the Local Pharmaceutical Committee recognised in accordance with the NHS Commissioning Board (NHSCB) under the provisions of the Act as the Local Pharmaceutical Committee which the NHSCB is under a duty to consult on such occasions and to such extent as may be prescribed.
- 16.2 To serve, protect and promote the interests of the local contractors.
- 16.3 To establish effective liaison with other bodies concerned with the health and social service in the locality of the specified boroughs as listed in paragraph 1.2.7.
- 16.4 To appoint/nominate representatives to any committee or subcommittee on which pharmaceutical representation is required.
- 16.5 To improve pharmacy practice by developing proposals for suitable training, education, research and development initiatives.
- 16.6 To advise any pharmacy contractor who needs help or assistance on NHS matters.

- 16.7 To consider any complaint made by any pharmacy contractor against another pharmacy contractor carrying on business in the area for which the Committee is constituted involving any question of the efficiency of the Pharmaceutical Services as empowered by Regulation 20(4) of the National Health Service (Service Committee and Tribunal) Regulations, 1992.
- 16.8 To make representations to the commissioners of the health and social care services and to the Pharmaceutical Services Negotiating Committee on matters of importance to pharmacy contractors.
- 16.9 To request the NHS Commissioning Board to allot to the Committee such sums as are required to defray the Committee's administrative expenses including travelling and subsistence allowance payable to its members and for any sums so allotted to come out of the monies available for the remuneration of pharmacy contractors.
- 16.10 With the co-operation of purchasers of pharmaceutical services to formulate bids for locally, regionally or centrally held funds and to promote the distribution of those funds to eligible contracting pharmacies and to consult with health authorities and other local bodies or organisations to define the criteria against which payment shall be paid.
- 16.11 To ensure transparency and equality of information and opportunity for all contractors in matters relating to the local purchasing of pharmaceutical services.
- 16.12 To seek guidance from and to report the outcomes to or to give advice to the Pharmaceutical Services Negotiating Committee regarding such local negotiations."
- 16.13 At the time of an LPC election, to prepare at the request of the Returning Officer a list of employee pharmacists as defined by the Returning Officer in the locality of the specified boroughs.
- 16.14 The LPC shall support the Pharmacy Forums to function effectively and efficiently and vice versa.
- 16.15 The LPC shall create and support an effective partnership between patients, carers, the public and pharmacists to influence pharmacy policy, strategy and practice.

## **17. Finance**

- 17.1 The expenses of the Committee in performance of its duties and, through the Committee at its absolute discretion, of the Pharmaceutical Services Negotiating Committee shall be met by contributions from pharmacy contractors in the area.

The Committee shall reimburse expenses of Members of Committee and where appropriate other pharmacists engaged on Committee business.

## **18. Training**

The Secretary and the Members of Committee and Pharmacy Forum shall be entitled to receive agreed and suitable training to perform their duties effectively and efficiently.

## **19 Patient, Carer and Public Involvement**

**19.1** The LPC shall create and support an effective partnership between patients, carers, the public and pharmacists to influence pharmacy policy, strategy and practice.

**19.2** The LPC, together with others, shall support sustainable initiatives to improve pharmacy standards.

**19.3** The LPC, together with others, shall ensure that patient's, carer's and public's views, experiences and needs fully inform the practice of pharmacy.

**19.4** The LPC, together with others, shall support initiatives to educate and train the patients, their carers and the public in health matters and safe and effective use of medicines.

**19.5** The LPC shall respect diversity and support initiatives to enable independent living where possible.

**19.6** The LPC shall, working with others and where appropriate, develop research and practice proposals to reflect patient and public expectations.

## **20 Pharmacy Forum Constitution**

“The Pharmacy Forum” means a borough-wide forum of community pharmacists involved in the local provision of pharmaceutical services. Its role is advisory and it shall be referred to as ‘the Forum’ in this document.

### **20.1 The Forum Committee, the Membership, and Rights to Attend Meetings**

#### **20.1.1 The Committee:**

The Forum Committee shall consist of seven pharmacist members on the register of the GPhC.

The two community pharmacists from the area elected to the LPC shall be by right members of the Forum Committee

Not less than 2 pharmacy contractors elected by pharmacy contractors in the area;

1 pharmacist nominee of the Company Chemists' Association provided that member(s) of the Association has/have premises under contract in the area;

1 pharmacist employed by pharmacy contractors elected by employee pharmacists in the area.

If deemed appropriate by the Forum an observer status shall be granted to no more than two pharmacists from sectors outside community pharmacy.

The following persons shall be elected from the above pharmacists:

- Chairman
- Vice Chairman
- Secretary

Any Forum member may become a committee member by first being nominated by another forum member. In cases where more than one nomination is received for a post, the member receiving the most votes shall be deemed the winner.

Voting shall be cast by a secret ballot at the Forum meeting where due notice has been given to pharmacists via the most up-to-date contractor mailing list supplied by the NHS Commissioning Board.

The Forum Secretary shall be the election officer and in his absence an election officer shall be chosen from the membership attending the elections by a vote where a simple majority is required.

#### **20.1.2 Attendance:**

Any pharmacist working in the borough of .....(insert the name) may voluntarily attend the Forum meetings.

The LPC Chairman, Committee members and the LPC Secretary may attend the Forum meetings as observers with speaking rights.

The local Pharmaceutical Advisors may attend the Forum meetings as observers with speaking rights.

Pharmacists outside the area and the local hospital pharmacists may attend by invitation only.

All other persons may attend by invitation only.

#### **20.2 Period of Office and Re-election:**

**20.2.1** Elected executive members shall hold the position for four years after which elections shall take place.

**20.2.2** A new member chosen by the above procedure shall replace any resigning member.

**20.2.3** Any elected committee member may stand for re-election.

**20.2.4** Any nominees may be re-nominated.

### **20.3 Decisions**

20.3.1 Decisions on any motions put forward at the forum shall be made by a simple majority vote of all community pharmacist attendees. The chairman shall have the casting vote in case of a tie.

20.3.2 The LPC shall be notified of the motions or other items on the agenda seven days in advance of the meeting. Any decision taken shall be notified in writing to the LPC within seven days of making any decision.

20.3.3 All negotiations relating to remuneration and strategic issues shall be held with the LPC by the NHS Commissioning Board as per the relevant statute NHS Act 2006. The role of the Forum is to advise the LPC in matters where local views improve the development and provision of pharmaceutical services.

20.3.4 All negotiations relating to remuneration and strategic matters shall be held with the LPC by the Health and Wellbeing Boards. The role of the Forum is to advise the LPC in matters where local views improve the development and provision of pharmacy services.

### **20.4 Meetings**

Forum meetings shall be held on weekdays in the evenings and there shall be a maximum of five meetings a year with no meetings in August and December. These meetings shall not clash with the LPC organised meetings.

### **20.5 Duties of the Forum**

20.5.1 To support implementation of LPC agreed policies and strategies and to advise the LPC.

20.5.2 To develop with the clinical governance agenda, training and education of the pharmacists and pharmacy staff.

20.5.3 To organise local campaigns to promote good health, pharmacy, and safe and effective use of medicines.

20.5.4 To develop links with patients, patient organisations and the public and involve them in the above, when appropriate.

20.5.5 To improve access to community pharmacy-based services for the benefit of the local communities.

- 20.5.6 To provide an open and democratic forum for all community pharmacists; to voice their concerns; to develop ideas and to share information related to pharmacy practice development.
- 20.5.7 To work with the local branch of the Royal Pharmaceutical Society of Great Britain and College of Pharmacy Practice and Education to develop the professional agenda.
- 20.5.8 To provide a unified voice for those pharmacists practicing in the borough of.....(insert the name) area and to put forward their views to the LPC, the NHS Commissioning Board and the Local Authority, or other organisations.
- 20.5.9 To liaise with other Forums for mutual benefit and support.
- 20.5.10 To liaise with other local professional bodies in the interest of the membership.
- 20.5.11 To support the LPC and vice versa in developing sustainable pharmacy practice such as dispensing, medicines management and prescribing services.

## **20.6 The Forum Committee (FC): Job Descriptions**

### **20.6.1 The Chairman**

- To Chair the meetings of the Forum.
- To plan the agenda with the assistance of the Vice Chair and Secretary.
- To liaise with the LPC and attend meetings when appropriate.
- To attend Forum meetings.
- To attend/nominate attendance at any relevant meeting where the views of the pharmacist shall be sought.
- To present, if necessary, quarterly written reports, with respect to Forum activities.
- To present a concise annual report at the end of each calendar year.

### **20.6.2 The Vice-Chair**

- To assist the Chair in conducting his duties.
- To stand in for the chair in his absence.
- To oversee finances of the Forum.

### **20.6.3 The Secretary**

- To support the Chairman and the Forum in performing their duties.
- To attend meetings for and on behalf of the Forum.
- To take notes during meetings and prepare minutes or reports for circulation to the members.
- To deal with correspondence addressed to the Forum.
- To maintain a register with correspondence addresses of all the members.
- To produce, if necessary, quarterly written reports, with respect to Forum activities.
- To produce a concise annual report at the end of each calendar year.

- To liaise and work jointly with the LPC and co-ordinate the Forum activity with the Chairman and the LPC.
- To attend Secretaries' and Chairmen's meetings organised by the LPC.

## **20.7 Relationship with the commissioners of health and social care services and the LPC**

- 20.7.1 The Forum shall work co-operatively and responsibly with the commissioners of health and social care services to develop and maintain high quality services to benefit the public and the pharmacists through community pharmacy network.
- 20.7.2 To promote to the local commissioners the value of community pharmacy based services.
- 20.7.3 To work with the LPC to develop uni- and multi-disciplinary models of care where mutual interests are protected.
- 20.7.4 .
- 20.7.5 All negotiations shall be conducted by the LPC. The LPC is the statutory body responsible for representing community pharmacy at a local level. The Pharmacy Forum shall not be a substitute organisation for consulting and negotiating purposes.
- 20.7.6 The Forum shall help the LPC discharge its statutory duties and provide local knowledge, experience and skills to maximise the opportunities for community pharmacy. The LPC shall provide appropriate skills, knowledge and expertise.

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## **Appendix 1**

### **The NHS Core Principles**

1. The NHS will provide a universal service for all based on clinical need, not ability to pay.
2. The NHS will provide a comprehensive range of services.
3. The NHS will shape its services around the needs and preferences of individual patients, their families and their carers.
4. The NHS will respond to different needs of different populations.
5. The NHS will work continuously to improve quality services and to minimise errors.
6. The NHS will support and value its staff.



7. Public funds for healthcare will be devoted solely to NHS patients.
8. The NHS will work together with others to ensure a seamless service for patients.
9. The NHS will help keep people healthy and work to reduce health inequalities.
10. The NHS will respect the confidentiality of individual patients and provide open access to information about services, treatment and performance.