

Community Pharmacy Essex
At Mulberry House, Chelmsford Road, High Ongar, CM5 9NL
Wednesday 16th April 2025

Present: Jon Lake (JL) Kevin Western (KW) Onome Sankey (OS)
Christine Stafford (CS) Tunde Sokoya (TS) Mo Raje (MR)
Sarah Read (SR) Kirsty Harper (KH) Hussain Master (HM)

Also present: Karen Samuel-Smith (KSS) Ashok Pattani (AP) Hema Patel (HP)
Eddie Brown (EB) Evan Scheepers (ES) Angela Culleton (AC)

Apologies Ivy Tuffour (IT)

Apologies and Declarations of Interest

JL started the meeting with introductions, and welcomed Kirsty Harper from Well, she is a CCA representative to the committee.

Apologies received from IT.

As part of the constitution roles had to be re-elected for GSOC Chair, Chair, Vice Chair and Finance Manager. Committee Members agreed:

Husain Master to remain as Chair of Governance Scrutiny and Oversight Committee (GSOC), appointment was made only a year ago.

Jon Lake expressed he would like to remain as Chair of the Committee, SR proposed, MR seconded. Mo Raje expressed he would like to remain as Vice Chair of the Committee, CS proposed, OS seconded and it Ashok Pattani would remain as Finance Manager, KW proposed, TS seconded.

Kevin Western and Sarah Read roles have recently changed, however their previous employers have both confirmed they will both act on their behalf as representatives to the committee.

Values & Behaviour

All members were reminded about the values and behaviour policy. Devices would not be used during the meeting by members, any calls should be returned during the extended break times.

Action points from last meeting (January 2025)

The minutes from January 2025 were accepted as an accurate record and will be uploaded on the website. Action plan points were reviewed and updated.

Update from Finance Manager

Community Pharmacy Essex budget was discussed at the last GSOC and shows the comparison of 2024 and 2025. AP explained each expenditure in detail. KW proposed and OS seconded. AP will now submit the approved budget to Community Pharmacy England (CPE) and the three ICBs.

Finance Report

The reserve account currently holds the CPE-recommended 6-month amount, as well as a redundancy contingency (£30k). AP asked the members their preferred ways of utilising the funds, training for contractors or levy holiday. Most members felt that training would be more appropriate due to the new contractual framework requirements.

Finalised accounts should be available by June 2025 meeting, these will go into annual report and then feature at Annual General Meeting (AGM) on 24th September 2025. Therefore it was agreed on an assumption that funds will go towards training, but this will need to be confirmed by contractor vote at the AGM.

AP said the LPC levy will now be paid monthly rather than ½ yearly, no interest incurred.

Community Pharmacy England use an IT supplier, Exponential-e Limited and discussions are underway regarding a header contract for all LPCs to benefit from economies of scale. It is likely that the provider company associated with Community Pharmacy Cornwall will host this contract.

AP has started the Finance Self Evaluation, there are a few query areas that will be discussed at the next GSOC meeting.

The number of contractors 297, is based on the NHSBSA figure, however Community Pharmacy Essex hold 302 on their records. AP and AC to review the numbers.

JL acknowledged it was a worthwhile assessment and appreciated AP input.

GSOC report

HM explained the outcome from the recent GSOC meeting, the computer upgrades required in the office (£22k quote) will likely be purchased by Healthy Living Partnership Limited (provider company) and will lease equipment to Community Pharmacy Essex for an appropriate amount.

This was based on the recommendation from the accountant for both HLP Ltd and Community Pharmacy Essex

Contractors would benefit as the cost will not come completely from Community Pharmacy Essex reserves and the VAT can be claimed back by Healthy Living Partnership Limited.

Computer and an adjusted payment towards staff costs by HLP Ltd will be reviewed at end Quarter 2 2025.

Private Discussion

Officer left the meeting so members could discuss pay reviews. It was agreed officers would receive a 3.5% pay increase, awarded from April 2025.

Contract changes updates.

KSS will be explaining the application process at the Office Away planning day on 30th April and if members would be interested in listening virtually, she would be happy to share the joining link.

Karen gave an update on the current contract changes:

- Harlow – no significant change application.
- Marra – definitely rurality and maybe reserve location, just need confirmation on population size. KW asked whether there are plans for new developments, unlikely as the proposed location is surrounded by Danbury country park.
- Constable country medical practice application for dispensing rights from premises in East Bergholt, actually in Suffolk. However the practice serves patients in Essex (72 addresses in the application are within 1 mile of a pharmacy either in Dedham or Manningtree), we are working with Community Pharmacy Norfolk and Suffolk, possible application may be withdrawn.

Appeals

- Stansted Mountfitchet, appeal upheld the decision to refuse.
- Torquay Road, extension to response, has been a lot of activity by application on social media to encourage support, but not likely to help as members of public are not included as interested parties in applications.
- Primary Care Centre, Canvey Island, there are still 6 pharmacies on the Island.

Performance cases

Two still outstanding, both have stopped engaging with Community Pharmacy Essex. Our role is to offer support but cannot enforce it.

Rurality

- Great Baddow – no change to the boundary – Unforeseen benefits application at The Vineyards will now be considered by the Pharmaceutical Services Regulations Committee (PSRC)
- Beaulieu Park – No confirmation of review or details of visit yet, but will need to be completed by November 2025

2025 Meetings

Next Meeting date will now be on Thursday 19th June due to previous date clash with CPE chairs' forum at Westminster. Venue will still be Ivy Hill. SR and MR offered apologies for the 19th June.

Wednesday 17th September 2025 meeting will be taking place in Berkshire at BD Head Office.

LPC Self-Assessment

KSS has started completing the draft self-assessment, HM will be taking this on going forward. KSS highlighted a few areas that are amber/red.

One area was LPC reporting, expectation that reports will be written up for all meetings attended. This could prove to be a timely exercise, it was agreed that the Office would share calendar commitments with the members so that they could either attend, raise questions etc

AC asked for clarity on how the final report will appear (ie colour coded). Details are currently in a word document; however, the final version is entered into PharmOutcomes and will produce colour

action plan.

A few members have already featured on the radio, Community Pharmacy England is arranging media training later this year, it may also be useful if they also offered training on working with MPs

KSS and HM will work through the LPC self-assessment, and then another committee member to review prior to it being finalised and published.

Committee Pledges from Members

Members shared updates on how their pledge are developing.

AC updated members pledges, and these will revisited at the next meeting.

Community Pharmacy Essex Strategy 2024

The 2024 Strategy has been on the board in Office for last year. KSS gave the members an update on actions against the vision statements, it was positive to see progress that has already been made and the focus that the strategy has provided.

Skills Audit

The completion of a skills audit/gap analysis is currently red on the LPC self-assessment.

All members therefore to complete and return to AC by end of April 2025, in order to inform the office work planning day on 30th April

Community Pharmacy Contractual Framework

JL asked member for their initial reactions and comments. <https://cpe.org.uk/briefings/briefing-010-25-funding-settlement-for-2024-25-and-2025-26/>

- TS mentioned about the anti-depressants being added to NMS in October 2025, impacts in Covid increase in anti-depressants, awareness to patients to do regular exercise, lifestyle changes etc.
- Mental Health First Aid Training OS had attended the training in February at the Development Training Day found it beneficial, especially understanding how to talk to patients. Commission more training.
- Funding is what it is. Money wasn't clawed back last year will be this year.
- 2 bands for Pharmacy First, now not all or nothing, fairer. Must be claimed within a month.
- Bundling was already predicted, LPC has arranged three face to face training sessions and a final online session on a Sunday morning, which had over 70 attendees. This has been recorded and a link is on the website.
- ABPM. Mid and South Essex ICB are reviewing the GP LES this quarter, they have been advised through the Primary Care Commissioning Committee (PCCC) that this is now not only an unnecessary ICB cost pressure but also risks community pharmacy access to pharmacy first payments.
- Distance Selling Pharmacies (DSP), will no longer be able to provide advanced services on the premises. A DSP in Essex has already expressed disgruntlement about this as 'flu vaccinations were ordered before the announcement. This has been referred to the CPE regional representative.
- Underpinning requirements such as training for some of the changes have been included into the Payment Quality Scheme (PQS)

- Locally commissioned access to specialist drugs services (include palliative care, covid and expensive medication) are due to be reviewed and to link onto commissioned bank holiday opening hours.
- We have been approached to extend the North East Essex Primary Care Respiratory Network support group (BeNEER) to Essex wide.

Community Pharmacy Essex Tasks

Members agreed to support work streams in the new contract arrangements, as follows

Health campaigns – Sarah Read

Hypertension/ABPM – Husain Master

Palliative Care – Onome Sankey

Gateway compliance – Kevin Western

Antidepressant NMS - Mo Raje

PQS respiratory – Christine Stafford

PQS AMS and sepsis – Tunde Sokoya

PQS DBS checks – Ivy Tuffour

PQS EHC training – Jon Lake

Vaccination services (NES) – Kirsty Harper

The expectation is that committee members will oversee and direct office input, there is not an expectation that they deliver support etc.

KSS will circulate more details once service specifications etc become available.

Community Pharmacy England Representative

Anil Sharma, the East regional representative joined the meeting to share the reasoning from the negotiations between Community Pharmacy England (CPE) and Department of Health and Social Care (DHSC), and to hear the views of the members about the Community Pharmacy Contractual Framework (CPCF) changes for 2024/25 and 2025/26.

Members raised lots of queries and questions to Anil, including:

- Not all pharmacies are hitting Pharmacy First threshold, as referral are not being made by GPs
- Department of Health said they would discuss with GPs
- What is CPE expecting in October where is the red line economic review (at least £4billion plus) if this is not achieved is that a failure of CPE? Will be discussed at next CPE meeting.
- Contract is based on trusting the government, will see what they say in October
- Positively going to consider funding to cover NI/minimum wage, pharmacies cannot pass on this cost to customers.
- 48% should have been the figure (same as minimum wages)
- There were leaks from government to the BBC on the Sunday prior to the announcement which makes a mockery of the confidentiality expected of CPE.
- Likelihood of more closures before the next round of negotiation, currently 7 pharmacies are closing per week

- Voice of contractors needs to be fed through Anil as regional representative, and through JL via the Chairs forum
- No clear role for Independent Prescribers in this contract, although pathfinder extended.

PA consultants were actively involved in the negotiation meetings with CPE and DHSC and provided advice and recommendations afterwards.

RSG forced a lot of governance on LPCs. Community Pharmacy England is now having to review their governance and their Constitution.

Any Other Business

SR raised an issue she discovered recently where a locum had not been paid by a pharmacy in Essex and have gone as far as a small claims court, she wanted to discuss with the committee if this warrants any intervention on our part. Not an LPC issue, KSS suggested it may be a GPhC matter.

SR also asked why 111 referrals come through on a Sunday, even if the pharmacy is closed, the referral is dependent on urgency and the algorithm will identify a disposition of 4, 8, 12 or 24 hours.

CCA questions have been circulated in the pack. JL to submit to CCA.

ACTION LOG

Date raised	Action	Status
28.9.2022	KSS and AP to review rurality this year	PSRC on the 28 th August 2024 Notification letters circulated with regard to Great Baddow on 3 rd October, awaiting Beaulieu
13.9.2023	Schedule in members to attend some pharmacies in 2024. KSS to prepare checklist for members to discuss with pharmacies	
7.2.2024	All to actively work to the governance framework guidance to ensure adherence to all criteria	ONGOING
21.11.2024	IT to write an article for the November newsletter. Other members will then contribute thereafter	
29.1.2025	AC to follow up with pharmacies want to sign up to lifestyle services in North East Essex as raised with KW	KW to share with AC
29.1.2025	KSS to complete self-assessment with view of handing this task to HM	Started on the draft
29.1.2025	Pledges and commitment made by all committee members, review each meeting and conclude at the end of 2025	Updated at 16.4.2025, all to continue working towards the pledges
16.4.2025	GPhC hold details on Independent Prescribers, but unable to run reports, KSS to ask GPhC for a list for Essex Pharmacist	
16.4.2025	Share Office Team calendar to committee members (overlay)	
16.4.2025	GSOC to review queries on the Finance self-assessment at their next meeting	
16.4.2025	AP and AC to review the NHSBSA and Community Pharmacy Essex pharmacy numbers as they differ	
16.4.2025	KSS to share joining link for contract change application explanation taking place on 30 th April 2025	
16.4.2025	Kirsty and Husain to think about their pledges and feedback at the next meeting in June 2025	
16.4.2025	Members to complete and return the skills audit to AC by 29 th April 2025	
16.4.2025	Community Pharmacy Essex Tasks – KSS to share details with all members	

COMPLETED

8.2.2023	Office to invite Rob Severn, Leyla Hannbeck and Michael Lennox to next meeting in July 2023	Invited to the July 2023 meeting. 9 guests attending
17.5.2023	AC to create a Microsoft form for the expense claims for members	Approved by members 12.7.2023 and will start using. AC to send link
17.5.2023	AC to update the declaration of interest form to be in line with NHS template form	Approved by members 12.7.2023 and will complete and submit
17.5.2023	Circulate Anil Sharma's contact details	On website (Minutes from Meeting)
17.5.2023	Communication Policy AC to look at Suffolk policy and bring back to next meeting	Approved by members 12.7.2023
17.5.2023	Speak to MSE ICB comms team to develop CPESX	completed
17.5.2023	AP to contact Treasurer colleagues for comparison with attendance, meeting allowance and Honoria payments	CPE survey conducted
17.5.2023	Resilience funding, KSS to find out what is happening in HWE	CPESX contributed to draft MoU
17.5.2023	JL to contact Chair at Community Pharmacy Hertfordshire to clarify suggested facilitate meeting	Meeting to take place on Wednesday 22 nd November at Waltham Abbey Hotel
12.7.2023	AP to make amendment to the end of year March 2023 financial report prior to submission to the annual report	Complete
12.7.2023	LPC to commission HLP to offer training to all contractors on the oral contraception service, particularly targeting those that have signed up and not offering the service.	At Conference on 1.10.2023
12.7.2023	Members to register themselves onto a CPE briefing session in July or September if they would like to attend	Reminder sent 14/8/23
12.7.2023	AC to book those members who expressed an interest onto the Conference of LPC members	Complete
12.7.2023	KSS to approach Janet Morrison at Community Pharmacy England to attend annual conference on 1 st October 2023	James Wood to attend
12.7.2023	Finance report to be included into AC to send annual report to printers	Complete
12.7.2023	KSS to write to MSE Chief Executive about additional unnecessary payments being made to GPs for APBM readings	Discussed with PCCC, some amendments made to LES
12.7.2023	Use Community Pharmacy England toolkit for rebranding, make relevant changes to CPESX website and documents.	Adapted documents
13.9.2023	All members to complete and return declaration to Angela Culleton by Friday 15 th September 2023	Completed
13.9.2023	AC to share the link for members to use the expense policy. However, there appears to be access issues, investigate and rectify	Corrected and resent Action Plan to contact Chiesi about asthma action plan.
13.9.2023	KSS to ask Community Pharmacy England for flexibility around the Pharmacy Quality Scheme gateway criteria dates	No flexibility
22.11.2023	MR to update his declaration of interest and return to the office	Received
22.11.2023	AC to send Anil Sharma 2024/25 dates	Completed 22.11.2023
22.11.2023	AP to explain the financial reporting to members at the next meeting (7 th February 2024)	Completed 7.2.2024
22.11.2023	Share the meeting details for Lian Restaurant, Witham on 31 st January 2024 with Chirag Patel so that Dr Mayet can also attend	Neither attended
12.7.2023	FM to share end of life slides to contractors for signposting	
17.5.2023	KSS to adopt the east of England strategy into CPE strategy	Ongoing. Away day took place 22.4.2024
22.11.2023	GSOC to send minutes of their November meeting to the office	IT to forward to the office
7.2.2024	AC to upload the Governance Framework onto the website	uploaded
7.2.2024	Top tips from the members discussions around Pharmacy First to be shared in newsletter, website and forum meetings	NONE received
28.9.2022	KSS completed the environmental application on behalf of Community Pharmacy Essex. MR has a meeting with representative	
7.2.2024	Members expense claim form to be review, alternative to the Microsoft form	Being discussed AOB 15.5.2024
15.5.2024	MR to raise a paper for GSOC regarding the attendance allowance	
15.5.2024	Sarah Read to attend the next Market Entry training session	Awaiting dates from CPE

15.5.2024	KSS to prepare a response for the Forum of LPC Chairs in England Terms of Reference	Complete
15.5.2024	KW to invite NHS111 representative to next North East Essex Pharmacy Forum Meeting	Complete
15.5.2024	HP to share contact details for GPs accuRX with KSS to invite to future meetings/conference	Complete
15.5.2024	GSOC action points as discussed when office staff were out of the meeting	Complete
10.7.2024	Re-format action log to hide completed items, RAG rate outstanding items and schedule prompts for members: Office	Complete
10.7.2024	KSS to correct typographical and grammar errors in annual accounts and return to AP	complete
10.7.2024	KSS to liaise with Nicki Joy regarding leadership training and consultation skills bespoke training	Taking place on 15 th October 2024
10.7. 2024	Office to circulate details of CPE contractor event on 30 th July 2024	Sent 16.7.2024
10.7.2024	Members to identify willingness and ability to attend CPE representatives' conference by 1 st September 2024	
10.7.2024	Meeting scheduled 20 th November 2024 to be moved to 21 st November 2024	Booked The Lion for the 21 st November 2024
22.11.2023	JL to check with Boots regional managers what the communication process is for notifying patients when Boots branches are closing. SP said the posters appear 12 weeks prior to the closure. KSS to share checklist with SP	Need to look into further.
22.11.2023	KSS to find out what services the pharmacies that are scheduled to close currently offer – filling the gap with neighbouring pharmacies	No closures recently
21.11.2024	AC to share proposed forum meeting dates with members and regional representative	Included in the pack
21.11.2024	ES to share contractor engagement details with each committee member	Included in the pack
21.11.2024	Primary Care Network Leads – what is happening in each area – next agenda item (KW)	Training session taking place on 10 th February 2025
21.11.2024	AC to book venues for 2025 committee meetings and invite stakeholders	Completed
21.11.2024	Members to let Eddie know what data they require and what would be useful	Met with some members
21.11.2024	ES to circulate the newsletters to ICBs and comms teams	completed
21.11.2024	Get some comparisons from other IT companies (approach Darren, Annette, CPE)	Meetings taken place. CPE approaching other LPCs
29.1.2025	HP asked for the CV to be uploaded onto PharmOutcomes – AC to action	completed
29.1.2025	ES to promote socials with all committee members and pharmacies, gain more followers and to also share the newsletters with the members	Lot of activity has taken place. Members were encourage to follow CPEsex Facebook and Instagram
29.1.2025	KSS to ask James Wood to reinstate Treasurer meetings	Crossed over and CPE had arranged
29.1.2025	GSOC to meet to discuss CPESX account balance and consider levy holiday or something else	To be confirmed at next AGM in September 2025
29.1.2025	ES to publish the MP visits widely that is taking place on 11 th March 2025	Hugely successful
29.1.2025	TS will encourage more West Essex pharmacies to attend the February forum meeting and to also urge more pharmacies in the area to sign up to hypertension and oral contraception services	TS and CS hosted, really positive meeting, active and engaging. Positive feedback from ICB attendees
29.1.2025	Office to contact x40 pharmacies who had identified training need for Health Champions and offer the discounted rate from Buttercups to them	AC submitted over 50 names to Buttercup and they are arranging invigilators for the trainers
29.1.2025	Community Pharmacy Essex budget to be agreed	Agreed at meeting on 16.4.2025