

Community Pharmacy Essex Committee Meeting

Wednesday 10th June 2025

Holiday Inn, Brook St, Brentwood CM14 5NF

AttendanceHusain Master (HM)
Jon Lake (JL)Sanjay Patel (SP)
Tunde Sokoya (TS)Sarah Read (SR)
Neha Soni (NS)

Mo Raje (MR)

Also attendedAshok Pattani (AP)
Eddie Brown (EB)Angela Culleton (AC) Karen Samuel-Smith (KSS)
Evan Scheepers (ES) Hema Patel (HP)**Apologies**

Kevin Western (KW) Ivy Tuffour (IT)

Apologies and Declarations of Interest

Apologies were received from KW. MR change to declaration of Interest as he is no longer working for Herts and West Essex ICB.

Resignations and Appointments

IT has resigned from the committee.

OS will be leaving her position at Well Pharmacy and will no longer be able to be CCA representative; CCA have been notified.

The committee is carrying another vacancy due to the resignation of Ivy. There are only three more meetings of this committee's term. A proposal to appoint OS into the role as an Independent Rep until the end of this Committee Members. TS proposed and seconded by NS (no objections).

The Committee then discussed the IPA and CCA Allocation for the next committee. Community Pharmacy England is due to share guidance in October 2026.

KSS notified that the constitution is now being reviewed, including eligibility for elections and the right to refuse an appointee to the committee.

Values, Behaviours and Expectations

The values, behaviour and expectations of members were shared again, and members were reminded about the use of mobile phones and devices during the meeting.

Action points from last meeting

Notes from the last meeting held in April 2026 were accepted and confirmed. The committee thanked ES for completing the notes at his first attempt. KSS notified attendees that the rate for mileage has been increased by the HMRC; the new rate is now 0.55p per mile. Any previous claims from the 1st April can be backdated to include the uplift.

Update from Finance Manager

AP spoke to the document around cost and reserve and walked the committee through the document, with the final note from AP being that there should be a surplus in the accounts at year-end.

JL asked if there is anything that the committee should be aware of from a finance standpoint; AP confirmed that the accounts are looking healthy and that there has been a £600 interest credited onto the LPC accounts.

NS enquired about telephone costs; this has reduced from the previous year and is under further review.

KSS and AC notified the committee that the printing cost should also reduce with the lease of the new printer, offering better value for money.

GSOC report

HM informed the committee that there has been no GSOC meeting since the last committee meeting. The only item to update the committee on is the implementation of the new printer in the office.

Local Matters

Contract applications

KS updated the committee on contract applications, with two appeals being considered with regard to Beaulieu Park at an oral hearing this month. SR to attend as an observer.

KSS confirmed that the rurality was reviewed and Beaulieu Park was no longer a controlled locality.

There has been no outcome yet from the oral hearing regarding the Vineyards (Great Baddow, Chelmsford)

Primary Care Action Plan revised template

KSS updated the committee on the ICB-updated Primary Care Action Plan, and that she has had the chance to speak with the ICB and provide input on the document and spoke about her edits and inputs in the plan highlighted in green.

KSS also advised the committee that these will be the metrics the ICB will be scrutinised on by NHS England. However, this represents only part of the whole ICB Primary Care plan.

KSS had conversations at a joint meeting with the other Essex representative organisations, which enabled the plan to go back to the ICB with a stronger response and unified voice

KSS notified the committee that in a previous meeting with CPE she had volunteered EB to help with data where there are outliers, as we have the resources and data expertise.

NS has spoken about how other LPC's have not really been involved in the ICB's decision-making. KSS echoed this and shared that we are in a strong position with the new ICB who is engaging and new to pharmacy, so we may be able to influence and affect decisions.

Meeting with ICB Chief Pharmacist

KSS has had a meeting with Paula Wilkinson to discuss local commissioning of services in community pharmacies in Essex.

There is potential to develop services either as Locally Commissioned Services or using the Local Pharmaceutical Services contracting arrangements.

These include a refreshed bank holiday and access to urgent medicines arrangement, a pharmacy triage service, the previously-discussed deprescribing of dependence-forming medicines service and potentially work around frailty and medicines reablement.

KSS to meet with Gordon Hockey, regulations at Community Pharmacy England, to discuss the Local Pharmaceutical Services contract as a contracting option.

There was also a discussion around a community pharmacy Medicines Optimisation Local Enhanced Service (MOLES). KSS had suggested an audit on the top 10 items returned for disposal and a targeted piece of work to reduce overprescribing for those specific items. This would commence April 2027.

Bank Holiday

A revised proposal for the hourly bank holiday rate has been made by Essex ICB. The rate offered was £291, averaging the rates in the three legacy ICBs. After the discussion, the committee agreed that we would propose back to the ICB a new rate of £350 for three hours opening, rather than four.

Committee discussion on new rate, HM and KSS highlighted the challenges as pharmacies are still opening for £250, which makes negotiation difficult with the ICB. This was echoed by NS, who also raised that we will have to factor in staffing costs and that the £250 may not cover these costs

KSS to take away and raise to the ICB that all the Bank holidays should be this rate and not just Christmas Day and Easter Sunday, and will remind the ICB that currently pharmacies open on the other bank holidays voluntarily.

TS asked about notifying the ICB of opening on bank holidays; confirmation that notification is not required, but DoS should be correct.

Committee in agreement for £350 for 3 hours.

Committee Issues

CPE self-assessment (to follow)

KSS and GSOC updated guidance sent from Community Pharmacy England that we do not need to use their preferred HR provider. There has been no real change, apart from the training needs assessments.

KSS has spoken about training on market entry and said this will be coming between July and November of this year.

Impact of Integrated Care Board changes on LPCs and Community Pharmacy: Findings from the LPC intelligence gathering survey

KSS presented to the group about the survey findings in Essex.

Essex ICB has increased its Community Pharmacy and Medicine Ops team, which is good for community pharmacy. The ICB staff structure organogram has been requested; the office team will share it once we have it.

As an LPC, we have done well in the sense that we have had positive conversations with Essex ICB and a lot more reach and discussion than other LPCs in the region.

The group then also had a discussion on robotics, intelligent PMR systems and patient safety, and how this could be positive for pharmacies and that robotics should sit under workforce rather than digital.

Annual Report (draft)

AC spoke about the draft version of the annual report and detailed outreach events and MP meetings. The discussion then turned to how the annual reports should be distributed. The document will be sent electronically and printed on request.

Community Pharmacy Contractual Framework settlement 2026/27 –

The committee discussed the contract, the changes, and how the new contract may not be exactly what the pharmacy sector would want, but that some aspects are encouraging and could be turned into real opportunities for local pharmacies. TS spoke and added his thought that the contract has been agreed, so the community pharmacy sector needs to look at how we can adapt and make changes to make the new contract work for us, i.e. beginning an ear suction clinic for the patients.

MR spoke about the positives of the 10% increase in funding and that the Single Activity Fee (SAF) has increased.

TS also spoke about the 4-hour Protected Learning Time that pharmacies now have for learning and staff development. TS has stressed how valuable this will be, but posed the question to the group if they thought the contract was good or bad.

KSS added about the backdated claims and why this wasn't backdated to the 1st April 2026.

Discussion from the committee and questions on how the four hours a month for learning could be utilised.

Discussion continued around the contract and how the caps that are to be introduced do not take into account factors like population, and a pharmacy that may

have a densely populated area (perhaps a town centre) around the pharmacy may do more consultations than a pharmacy that is not close to anything.

KSS highlighted that Primary Care Access recovery service funds were now in the global sum and therefore ring-fenced for community pharmacy, however SAF could be at risk if Pharmacy First over-performs

HM spoke to the fact that this 11-month uplift is good until wholesalers could raise their prices and that there is nothing we can do.

The committee also went into the growing number of online pharmacies; KSS added there was a big shift to online similar to the online grocery sector which saw a big growth during the Covid pandemic but after a spike of around 30% this then settled down to around 13%. This is similar when discussing distant selling pharmacies and lately there has been no real movement in the market.

KSS presented her findings on the contract to the committee with the key points being that there is no uplift to services and there is no real provision for medicine shortages or scope for contractors to change the prescriptions where required. KSS also highlighted to the group that Community Pharmacy England is a representative body and that they are negotiating the contract and added they are getting better and listening to local LPCs.

SR added before the committee closed discussion on the contract that some pharmacies are still experiencing longer than normal prescriptions from GPs and this could be affecting patient safety. KSS added that has spoken to the ICB about this; the norm should now be around 2 months.

HubSpot – digital marketing platform

The committee welcomed Tariq from HubSpot to demonstrate the HubSpot product to be used by the office team to use their time more effectively. EB briefed the group on what HubSpot is and why Tariq is here.

After the presentation, the committee discussed the platform and how this could be utilised in the office. EB confirmed HubSpot are GDPR compliant and the data stays in the UK.

NS, MR also asked about further functionality and if there were free versions that would do similar things, with EB confirming there weren't with the same functionality.

SP asked about other providers and if there was a trial period, to which EB agreed to step out of the meeting to research.

Whilst waiting for EB answers KSS, then updated the committee about the office work plan. AC stated she is currently also working through the health and safety compliance for the office.

SR to leave – 3:30 pm.

KSS advised the committee that the next meeting in September is where the rising stars (contractors thinking about standing for election to the committee) will be

invited to attend to get a flavour of what it entails being on the committee. Committee members were encouraged to identify any rising stars in their localities.

AC is also in discussion with Essex County Council to facilitate flu vaccinations in community pharmacy premises or provide the cost for a pharmacist attending a venue for ECC staff to get vaccinated.

EB returned and detailed alternative options to HubSpot, with providers such as MS 365 Dynamics and Salesforce, none of which matched the features and ease of integration as HubSpot, with many of them requiring additional resources to implement, such as a programmer and others being aimed at larger organisations,

With none of the viable options looking appealing, HM proposed to agree to move forward with HubSpot, committee has agreed.

Anil Sharma Regional Representative in attendance and arrived at 4.35 at the end of the meeting and presented the new contract key pieces.

The meeting continued with a Q&A with Anil and the committee.

Any Other Business

The meeting closed promptly at 5:00 pm. There was no other business to raise.

Date raised	Action	Status
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	KSS to complete self-assessment with a view of handing this task to HM	Started on the draft, and still in draft format, James Wood off on sick leave
19.6.2025	ES to promote health campaigns across social media platforms to encourage more uptake in pharmacies	
17.9.2025	Review of contract application process; affected contractors to respond,	
17.9.2025	KSS to contact CPE regarding whether CPEsx should align its elections, are other regions planning similar changes	
17.9.2025	Members to follow up with their pledges and actively contact contractors in their areas	
17.9.2025	Travel vaccinations could ideally sit in pharmacies, issue to be raised at the Essex Primary Care Club (EPCC)	
12.11.2025	TS to share his report from meeting in Leicester, National health improvement programme	
12.11.2025	James Halden to find out the outcome of the "ear" pilot in MSE	
12.11.2025	Clarity of funding for the Independent Prescribing sites after December 2025/March 2026	
12.11.2025	Karen to share information on children health with Sarah and Onome	
12.11.2025	Karen to follow up with Essex LMC, Colchester publishing in a local magazine "people not to go to pharmacies for their vaccines"	
12.11.2025	Evan to update the template, Support for dealing with complaints about Committee Members and Chairs in Need Support Service and upload onto the CPEsx website Policies section	
12.11.2025	Angela to contact Anglia Ruskin University to book them in for a vaccination training at the annual conference, Sunday 13 th September 2026	Contacted ARU 27.11.2025
12.11.2025	Karen to contact connected pathway teams GP connect/S1.	
12.11.2025	Ali or Essex LMC evening webinar, possibly 2 - and then it could be uploaded onto Essex CPEsx YouTube. Pharmacy from practice end and one for practice end to pharmacy	
12.11.2025	Karen to complete CCA detailed response	
12.11.2025	Karen to check to see whether the ECC HLP L2/3 pharmacies could access the CPPE Autism and ADHD course	
12.11.2025	Ashok to confirm with Ani and Husain and get the hardware ordered through Zenzero	Completed
12.11.2025	Team building with Essex LMC, Karen to raise at next joint meeting with Essex LPC and Essex LMC	

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
7.5.2023	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
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
16.4.2025	GPhC hold details on Independent Prescribers, but unable to run reports, KSS to ask GPhC for a list for Essex Pharmacist	Still not willing to offer a reporting facility, Education and Workforce now trying

16.4.2025	Share Office Team calendar to committee members (overlay)	AC shared
16.4.2025	GSOC to review queries on the Finance self-assessment at their next meeting	Discussed at meeting on 2.6.2025
16.4.2025	AP and AC to review the NHSBSA and Community Pharmacy Essex pharmacy numbers as they differ	Established some pharmacies missing under Essex, Contracts team and NHSBSA resolving this
16.4.2025	KSS to share joining link for contract change application explanation taking place on 30 th April 2025	Did not take place
16.4.2025	Kirsty and Husain to think about their pledges and feedback at the next meeting in June 2025	Kirsty has since left committee and Husain completed
16.4.2025	Community Pharmacy Essex Tasks – KSS to share details with all members	done
19.6.2025	AC to incorporate financial statement into the Community Pharmacy Essex annual report 2024-25 and get printed for Contractors prior to the AGM in September	At printers July 2025
19.6.2025	AP to backdate pay rise increase (3.6%) for office team from April 2025	completed
19.6.2025	KSS to contact Community Pharmacy Norfolk and Suffolk to see whether Chief Officer could attend appeal hearing in her absence	Unable to attend
19.6.2025	KSS to draft response for committee members on the proposed constitution	This was superceded by discussion at regional LPC meeting
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
16.4.2025	Members to complete and return the skills audit to AC by 29 th April 2025	Still waiting for a few
19.6.2025	AC to experiment using AI for minute taking in the office team meetings	
17.9.2025	GSOC and HLPartnership Directors to meet on 15 th October to discuss IT support	
17.9.2025	Newly appointed Chief Executive Office to be invited to the Essex Primary Care Club (EPCC) meeting taking place on 4 th November 2025	
17.9.2025	AC to book Sarah Read, Eddie Brown, Jon Lake, Ivy Tuffour and Tunde Sokoya onto the Community Pharmacy England conference.	done