

Minutes of the Meeting of Community Pharmacy Norfolk & Suffolk









Wednesday 20th May 2026 Diss Business Hub, Hopper Way, Diss IP22 4GT



This meeting was sponsored by Cipla. Cipla had no involvement in any part of the agenda except the presentation slot at the start.

Committee Members			
Nick Smith (NS) Ind	P	Mike Hebron (MH) CCA	A
Chris Ball (CB) Ind	P	Mel Peet (MP) Ind	P
Anil Sharma (AS) Ind	P	Greg McCarthy (GM) CCA	P
Guppy Kular (GK) Ind	P	Ashley Parker (AP) CCA	P
Junchao Jiang (JJ) IPA	A	Jainaba Njie (JN) CCA	P
Simon Ingham (SI) Ind	P	Katie Steel (KS) CCA	P
Officers			
Tony Dean (TD)	P	Lauren Seamons (LS)	P
Charlotte Bowles (CFB)	P	Myra Battle (MB)	P
Kristina Boulton (KB)	A		

Agenda Item	Action By
<p>Welcome, Introductions & Apologies for Absence and Declarations of Interest</p> <p>All members were welcomed to the May committee meeting. Apologies were received from Mike Hebron and Junchao Jiang. Katie Steel attended in place of Mike Hebron. CPNS want to note a big thanks to Mike Hebron, former Vice Chair and long standing Committee member for many years of service and support, especially bringing a strong patient focus to our discussions.</p> <p>ACTION TD will email formal thanks to Mike.</p> <p>DOI were reviewed and updated by all members. A new DOI and confidentiality agreement was also taken from Katie Steel.</p> <p>ACTION update DOIs on the website for all members.</p>	<p>TD</p> <p>CFB</p>
<p>Presentation from our sponsor Tina Brady, Key Account Manager at Cipla.</p>	

<p>Tina Brady gave an update and left some printed materials for the Committee members.</p> <p>The Committee then had a group discussion about branded generic prescribing and its impacts.</p>	
<p>Election/Re-Election of Chair, Vice-Chair & Treasurer</p> <p>A discussion of what was involved in these roles was held.</p> <p>The Committee agreed unanimously that Chris Ball be re-elected as Treasurer.</p> <p>The Committee agreed unanimously that Nick Smith be re-elected as Chair</p> <p>As Mike Hebron has stepped down, a new Vice-Chair was required.</p> <p>The Committee agreed unanimously that Jainaba Njie be elected as Vice Chair.</p> <p>All positions will now stand until the next Committee takes office in April 2027.</p>	
<p>Review of Action Log, and Budget</p> <p>The Action Log was reviewed and outstanding actions discussed.</p> <p>The provisional Annual Accounts for 2025-6 were shared and discussed.</p> <p>Thanks were made to current staff team on efforts and performance this year.</p> <p>Some income from external funds for 2026-7 is already known, for support with Independent Prescribing work and CPD and workforce support.</p> <p>CPNS will continue discussions on other external funding opportunities available.</p> <p>ACTION contact accountant to sign off accounts.</p> <p>The Committee agreed that the accounts are ready for the AGM.</p>	<p>CB</p>
<p>Sub-Groups sessions then Whole Committee:</p> <p>Finance Sub-Group</p> <p>Covered in the discussion above.</p> <p>Governance Sub-Group</p> <p>No documents or issues to review for this meeting.</p> <p>Market Entry Sub-Group</p> <ul style="list-style-type: none"> No significant change relocation to 10 Market Place, Mildenhall, Suffolk, IP28 7EF by AP SD Sixteen Limited No significant change relocation to 1 Hicks Close, East Bergholt, Colchester, CO7 6DB by Day Lewis Plc <p>The Committee agreed that there are no objections to either of these applications.</p> <p>ACTION respond to PCSE.</p>	<p>TD</p>
<p>Review of Staff & Executive Remuneration</p> <p>The employed members of the team left the room whilst the Committee had confidential discussions.</p> <p>A 5% uplift to staff remuneration was approved, backdated to 1st March 2026. This reflects the Committee's great appreciation of the work the team do, and that additional external income can only be secured due to the reputation, experience and skills of the team. It was also decided that membership fees</p>	     

<p>for the Royal College of Pharmacy (formerly GPhC) be reimbursed as professional expenses, as per the sector norm.</p>	
<p>Business/Work Plan Review LS talked through the proposed work plan with the Committee, and a group discussion took place along with feedback. ACTION review mapping to look at new contacts within the changing ICB and Council footprints. The Committee agreed that this is a great working document to help support priorities over the next year. NS having CPNS as the united voice for pharmacies locally is the best outcome for all pharmacy contractors. ACTION publish workplan onto the website, but have the document under regular review, as we need to be flexible and nimble to changing circumstances, opportunities and challenges..</p>	<p>CPNS team CPNS team</p>
<p>Member Visits to Contractors AS gave feedback on how the visits work in Cambridgeshire and Peterborough, plans for the day, feedback to be gathered. ACTION email pharmacies to inform of visits, and put together some packs for visits ACTION all Members to complete feedback survey and take a photo at each pharmacy.</p>	<p>CFB Committee members</p>
<p>CPE Update Anil gave an update on current work at CPE. Contract negotiations still ongoing. Encouraged attendance at the Regional event on 9th June.</p>	
<p>ICB Update We were joined by Sharon Gardner, Head of Community Pharmacy, NHS Norfolk & Suffolk ICB, Lucy Archer, Senior Lead Commissioning Manager, and Helen Palmer, Workforce Lead.</p> <ul style="list-style-type: none"> • Update on ICB merger/structure/Pharmacy Team Norfolk and Suffolk ICB still in the restructuring process, now in stage 2 of 3. Slowly starting to get teams together. The pharmacy team structure is building well and sits under the Primary Care Directorate. The pharmacy team now comprises Sharon Gardner, Lucy Archer, Gregg Syder, and Kirsty Hockley, and currently has three vacancies. Lee Doherty wanted to send thanks to the Committee and staff team for support, he remains within ICB but will move to the Meds Optimisation team. TD has sent reciprocal appreciation. • Early ICB Planning, etc SG community pharmacy "Primary Care Action Plan" paper has been submitted, the first of its kind to the EMT (Executive Management Team). Highlighting the fragility of the network and how to help stabilise, and what the strategic opportunities are within neighborhood health. The community pharmacy action plan has been accepted and will be built on. 	

The strong relationships between N&S ICB and CPNS was recognised by an Director of ICB.

Actions in this plan for pharmacy are listed below.

- Inbed pharmacy clinical services, Pharmacy First, Urgent repeat meds.
- Increase utilisation of PF route via NHS 111.
- Repeat medications and usage, and Electronic Repeat Dispensing.
- Hypertension- use of ABPM is currently at 9% of total checks, which is around the average, but greater uptake is hoped for and will be supported.
- GP pharmacy relationships, looking at referrals and communications, and a strategic communications plan, especially in specific areas.
- Prescribing services (IP), ICB plans to set out a roadmap for this to develop.
- Contraception service, promoting the transition of EHC to ongoing contraceptive supply.
- DMS utilisation and data. This also falls into the NNHIP program in Suffolk.

LS, how will data access work for the LPC team to support these focus areas?

ACTION: ICB will look into the data-sharing agreement.

- **Vaccine update - Lucy Archer**

Nationally, 3 million Covid vaccines administered. Norfolk and Suffolk being the number one ICB in the East of England so far.

- **Norfolk & Suffolk Expo '26**

Lucy promoted event, CPNS team to attend, Anil, Katie, Jai and Nick offered to attend.

ACTION Share information with members on the event, and details of attendees with Lucy.

- **DOAC Switching**

TD gave update on the current situation. Work ongoing with ICB on changes around switches.

- **Branded generics**

TD plans meetings and discussions with the ICB.

ACTION promote Knowledge Now in the newsletter to all to support branded generics.

- **Independent Prescribing Data Collection Project**

LS gave an update on this workstream so far. Plan developed to support clinical services. Information to be gathered from Pharmacy contractors across the area. A report will be produced to outline the current picture, a contact list of IPs currently working in the area, and those who would like training and support.

The form will be circulated to all to gather this information amongst owners and contacts.

ACTION share the IP data collection form with all routes when available.

SG

CFB

CFB/ MB

Committee

- **Workforce- WTE, ICB, and CPNS priorities**

HP gave an update on current workings before her departure. DPP website in development. Roadmap being produced to support future workforce plans and priorities.

TD the Teach and Treat program is ongoing across a small number of pharmacies.

ACTION put **Jai** in touch with **UEA** for **DPP training support**.

HP what could Community Pharmacy bring to prescribing services to add value.

Pharmacy First extensions, UTI, Upper respiratory support, and prevention of bounce-back to GP or 111 in many cases. Long-term conditions management, HRT services. All service commissioning needs to include governance and SOP support.

SG pharmacies to add ODS code of practice to walk-in patients that meet gateway for pharmacy first consultations and then ICB can work with those practices to get formal referrals working better.

ACTION communicate adding the ODS code for practice-to-walk-in Pharmacy First if the patient meets the gateway, rather than just signposting.

SG there is no dedicated community pharmacy workforce team within the ICB, and the training hub contract is up for procurement.

The Committee would like to go on record and thank Helen Palmer for her time and commitment to supporting community pharmacy with workforce.

MB gave an update and led a discussion on the training and funding opportunities available to all Contractors. This included identifying what support and help can we offer to support with apprenticeships.

The Committee have agreed that this information would be useful.

ACTION link with ICB for support to produce a document and share with Contractors on apprenticeships.

- **CPD Funding**

MB gave a presentation on the proposal and support plans.

Feedback from the Committee included:

- Range of delivery options required due to different learning requirements.
- Breakout rooms to focus on smaller learning groups.
- Video support for other team members aligned with the contract.
- Leadership development for all Technicians.
- How to develop and evolve through different roles within a pharmacy team.
- Clinical note-taking webinar to repeat.
- Communication and engagement skills for front of house staff/ healthcare assistants.
- RCP Inspector webinar on supervision etc.
- Conflict resolution.

TD

Committee and CPNS team

MB

<p>AS spring conference event in C&P went well. Feedback from event was encouraging and supportive.</p> <p>ACTION produce an action plan on focused areas relevant to the contract and services.</p> <ul style="list-style-type: none"> • Cancer Project Update <p>CFB still no updates on potential Suffolk funding for expansion. Webinar held in March for the relaunch. Service due to end in September, but possible expansion to December, ICB to confirm funding. Webinar arranged for 30th June, joint collaboration between pharmacy and dental on oral signs and symptoms to look out for, open to all Norfolk and Suffolk pharmacies. Activity has started on the service again, hoping for this to increase over the coming months.</p>	<p>CPNS team</p>
<p><u>Community Pharmacy & General Practice Conference</u></p> <p>SG is attending and will provide feedback.</p> <p>Anil to confirm if he can attend. Any other members to confirm if they wish to attend on behalf of CPNS.</p>	
<p>CCA & Contractor Questions</p> <p><u>CCA Questions April – June 2026</u></p> <p>KS is completing and these were discussed to ensure all covered.</p>	
<p>A.O.B</p> <p>None</p>	
<p>CLOSE</p> <p>Date & Venue of Next Meetings:</p> <p>Wednesday 22nd July 2026</p> <p>Wednesday 23rd September 2026</p> <p>Wednesday 11th November 2026</p> <p>All at Diss Business Hub</p>	