

Minutes of the Meeting of Community Pharmacy Norfolk & Suffolk

Wednesday 22nd July, Diss Business Hub, Hopper Way, Diss IP22 4GT

The meeting was sponsored by Christie & Co. They had no involvement in the development of the agenda and were only present for their session.

Committee Members			
Nick Smith (NS) Ind	P	Katie Steel (CCA)	P
Chris Ball (CB) Ind	P	Mel Peet (MP) Ind	P
Anil Sharma (AS) Ind	A	Greg McCarthy (GM) CCA	P
Guppy Kular (GK) Ind	P	Ashley Parker (AP) CCA	A
Junchao Jiang (JJ) IPA	P	Jainaba Njie-Bright (JNB) CCA	P
Simon Ingham (SI) Ind	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 Whom
Welcome, Introductions & Apologies for Absence Ashley Parker sent apologies, and Katie Steel had a morning appointment to attend, so arrived a little later. 7 colleagues from the NHS Norfolk & Suffolk ICB Community Pharmacy Commissioning Team joined us at lunchtime, gave updates and held an engaging afternoon workshop.	
Declarations of Interest Members were reminded that the file was available if any updates were needed to current DOIs. No updates were needed.	
Presentation from our sponsor Mark Page Director of Pharmacy for Christie & Co. MP gave an overview of the works at Christie & Co, and then answered some questions from the Committee.	

Review of Action Log, Strategic Plan, and Budget CFB reviewed and discussed the action plan; no outstanding actions from last meeting. No changes to strategic plan for discussion; this will be reviewed on a quarterly basis. ACTION review and update strategic plan and add to agenda for review at September meeting. ACTION launch Broadcast Contractor WhatsApp group. LS Annual report has been shared around all. ACTION: all Members to read Annual Report and provide feedback by 7th August. CB talked through the budget and accounts; project monies have now been transferred across to main accounts to cover staff time and expenses incurred. All project budgets have separate forms to track expenditure and costings, e.g., staff time. Reinvestment needed of savings. Committee happy to reinvest into Barclays for a further six months and then review at next Committee cycle in April. ACTION make arrangements to reinvest monies as discussed with Committee. CB HMRC mileage rate change to 55p; expenses forms have been changed to account for this. Committee reminded to use new form as mistakes will not be rectified once expenses are submitted. ACTION resend new expenses form to all and update policies. LS Renewal of management insurance is due; does the committee want to continue this. Committee decided to continue with this level of cover. ACTION renew management insurance.	CPNS team CFB Committee members CB CFB CB/LS
Member Vote to Call a Special General Meeting (SGM) to amend the constitution of the Norfolk & Suffolk LPC TD CPE constitution changes need to be voted on, which will need an SGM. Tony gave an overview of the changes and the process needed to adopt the changes. The Committee was asked for approval to hold an SGM along with the AGM in September. Unanimous vote from all present in favor of the SGM being held at the September meeting, immediately after the AGM. AGM will be held on 23rd September at Diss Business Hub at 3 pm, followed by the SGM to adopt constitution changes at 3.30 pm. Contractors welcome to attend. Returning Officers, Tony Dean, and Lauren Seamons to make arrangements for the process to be completed. ACTION send formal notification to all of the AGM and SGM and arrange communications to all. TD Election process: New committee will take seats from 1st April 2027. A snapshot of contractors will be conducted in October to finalise Committee	TD/ CFB

make up. Decision of intended number of Members for new Committee will take place at the September meeting, and the rounding rule confirmed ACTION add Contractor breakdown update to September agenda.	TD/LS
Feedback on Members' Visits Day & Expo MB gave a presentation and overview of recent Contractor engagement. Committee members were asked for feedback on their experiences. JNB Expo was a great event, engaging with healthcare professionals and sharing the messages on Pharmacy First. It was great to collaborate with the ICB. Member visit days: 43 visits completed on the day; mapping shows contact over the last two months with regards to visits and calls IP project work. Key learnings were discussed with the committee as a group; main findings were. • Look at visiting areas that are not covered by Committee members. • Great service engagement. • Lack of referrals for Pharmacy First. • Communications being received via news and emails. • Workforce pressures and financial stresses a key concern. • Mapping will help support this for the next round. Committee agreed this was a very productive exercise and should be repeated twice a year to engage with more Contractors. Next visit days for members will be either 4th or 18th November (diary dependent for individuals). MB requested a budget for materials to support visit days and promotion at upcoming events. ACTION email proposed spend to end of this financial year to cover all event supplies to Treasurer. ACTION plan visit days for Committee visits in November, list of pharmacies and resources.	LS CPNS team
Vaccinations: Feedback on Men B Service Preparations/Launch General comments around the Committee were. • Issues with supply. • Lots of preparation for small delivery amounts so far. • Hoping that service settles over the next few weeks. • Concerns around meeting thresholds for payments due to large sign-ups. ACTION details needed to hand to patients for complaints about matters outside pharmacy control. ACTION collate feedback from Committee around issues in two weeks, then email concerns.	LS LS
CPCF Announcement and Committee views LS any reflections, concerns or things to consider with our planning since the CPCF announcement. Also any feedback from those who attended the Newmarket event. NS gave feedback from the Newmarket event.	

JNB contract announcement is positive for pharmacies with IP being enabled and utilising pharmacist skills. MB some Contractors are not aware of payments for IP services. LS GP and pressures survey results are now available and PCN link shows great results in satisfaction rates for pharmacy services. ACTION remind contractors of DOS contact numbers for GP practices (combined action with ICB section). ACTION promote pressures survey results and remind contractors how to contact their MP.	SG/ CPNS team CPNS team
ICB Update Welcomed all the ICB team. Open invitation extended to attend and collaborate at all meetings. ICB team members that were in attendance at the meeting: Caroline Procter, Associate Director of Commissioning, General Practice, Community Pharmacy and Vaccination, Norfolk and Suffolk Sharon Gardner, Head of Community Pharmacy Gregg Syder, Community Pharmacy Commissioning Manager Sarah Collingwood, Community Pharmacy Commissioning Manager Christie Lincoln, Community Pharmacy Senior Officer Arslan Janjua, Community Pharmacy Commissioning Officer Emma Mills, Head of Infection Protection & Control Introductions were made from all. SG thanked the Committee for having the team for discussion on how Community Pharmacy sits within the ICB strategic plan. Vaccination update Spring Covid Vaccine Uptake • Highest performing ICB in Region for vaccine uptake % (58.1% N&S, 52.5% Region Av)– 39% delivered by pharmacies. • Top 10 performing ICB Nationally (8th) for vaccine uptake % (58.1% N&S, 49.7% National Av) Vaccine Wastage • Highest performing ICB in Region for vaccine wastage levels • 2nd lowest wastage levels Nationally (11.8% N&S, 17.8% National Av) Care Homes • 100% Care Homes visited across N&S ICB • Highest performing ICB in Region for Care Home uptake % (71.73% N&S, 65.67% Region Av) • Top 10 performing ICB Nationally (2nd) for Care Home uptake % (71.73% N&S, 62.2% National Av) Men B Vaccine second booking only available the day after initial vaccination takes place. NS RAVS issues, slow and causing issues during vaccination consultations, especially as usage increases in peak vaccination season.	

Infection prevention and control update – Emma Mills, Head of Infection Protection & Control EM gave an excellent presentation on infection control. ACTION share IPC team contact details, top tips and slides in newsletters and to Committee. ACTION produce a website page to support consultation room and Infection prevention and control and host resources and documents.	MB/ CFB MB/ CFB
Primary Care Plan Workshop Sharon/Gregg and team facilitated a very engaging and informative breakout session. Feedback was gathered after each session, and Committee thoughts and suggestions were taken away. The ICB will use this to feed into the strategic plan they will produce. The Committee valued the discussions and continued collaboration with the ICB team.	
CCA & Contractor Questions Gregg completed, and the Committee discussed to ensure all questions were answered; the Committee also sent some questions back for CCA comment.	
A.O.B - Sharps Waste in Suffolk LS gave an update and ongoing conversations with councils around contract and costings for the service. Committee agreed that a new funded model needs to be submitted before any further discussions. ACTION: contact Suffolk Council to explain LPC cannot support further pharmacies to be signed up until the contract is reviewed. - Upcoming events and representation - Dates & Venue of future meetings to May 2027 The Committee discussed future dates; preferred dates are: - January 20th 2027 - March 10th 2027 - May 19th 2027 ACTION contact Diss Business Hub to check availability, then confirm and send invites. ACTION check for sponsors once dates are confirmed. Rivaroxaban Issues TD gave overview and background information. Price concessions still in place, so agreement stands that no switches will be made. Thanks to all for information supplied to support these discussions. Committee discussed and agreed a principle that if an item is on concession, no switches should be made. LS meeting on Friday morning. Any further information or changes, please feed in to support discussions.	LS/ MB CFB MB



CLOSE

Date & Venue of Next Meetings:

Wednesday 23rd Sept 2026 Diss Business Hub

Wed 11th Nov 2026 Diss Business Hub

