

**MINUTES OF THE COMMUNITY PHARMACY STAFFORDSHIRE AND STOKE-ON-TRENT(CPSSOT)**

**held on**

**Wednesday 14<sup>th</sup> May 2025**

**Dean & Smedley, Burton upon Trent**

MEMBER	CATEGORY	8 <sup>th</sup> May	10 <sup>th</sup> July	11 <sup>th</sup> Sept	13 <sup>th</sup> Nov	8 <sup>th</sup> Jan	12 <sup>th</sup> Mar	14 <sup>th</sup> May
Lucy Dean (LD) Chair	IPA	✓		✓	✓	✓	✓	✓
Raj Morjaria (RM) Vice Chair	independent	✓		✓	A	✓	✓	✓
Chris Ward (CW)	CCA	✓		A	✓	✓	✓	✓
Jeet Patel (JP)	CCA	✓		✓	✓	A	✓	✓
Indy Grewal (IG)	Independent	✓		X	✓	✓	A	A
Lee Ison (LI) – Services Manager	Independent	✓		✓	✓	✓	✓	✓
Eleanor Cogan (EL)	CCA	✓		✓	A	✓	✓	✓
Alex Zahorodhyj (AZ)	CCA	✓		✓	✓	✓	✓	✓
Helen Watton (HW)	IPA	✓		✓	✓	✓	✓	✓
Hema Morjaria (HM)	Independent	✓		✓	✓	✓	✓	A
Ashwin Patel	CCA	A		A	✓	✓	✓	A
Rahul Sharda	Independent	✓		✓	✓	✓	✓	✓
Gillian Mason (GM) (IT Support Officer)	Officer					✓		
Tania Cork (TC)Chief Operating Officer	Officer	✓		✓	✓	✓	✓	✓
Andrea Hawkins (AH) Treasurer	Officer	✓		✓	✓	✓	✓	✓

✓ Present / A Apologies for absence / Absent X / R Resigned/ S sick/ N/A Not applicable \* Member unable to attend all or part of meeting due to attendance at a meeting elsewhere on behalf of the CP on the same day.

## Morning Group Work

### SWOT Analysis on the Community Pharmacy Contractual Framework.

The committee split into two groups:

Group 1: CCA members

Group 2: IPA and Independent Members

The Members reconvened to go through their thoughts.

Discussion points after going through both sheets:

- Strengths and weaknesses
- What hints and tips we could suggest to contractors.
- How to summarise the weaknesses so we can present them to Lindsey Fairbrother (LF)

Lindsey Fairbrother – Regional Representative for North and East Midlands

LF went through the presentation and then the Committee shared their thoughts on the strengths and weaknesses of the Community Pharmacy Contractual Framework, that had been discussed beforehand.

### **Presentation:**

LF went through the presentation following the CPE meeting two weeks ago.

- There is a tri party working group to make things happen, to see what happens and also what changes occur and any issues.
- Pharmacy First Caps – there will be comms coming out which will try to explain to contractors what it is. It appears that a number of Pharmacies don't understand how they get paid, they also don't understand the margin and claw back and why it happens.
- LD requested that Members read the Margin explainer and feedback to LF via TC what need to be in it. There needs to be a more simplified explanation for people to understand what it is. TC to put an explanation about the margin explainer in the Newsletter.
- We need to keep the pressure on – keep pressuring MPs to raise questions in Parliament.
- The problem is that MPs use standard letters, so you get the same reply from all MPs.
- Vicki Roberts is now working with James at CPE.
- TC asked if CPE provided any training for potential Chief Officers.
- LF asked for suggestions/feedback on Roadshows: what works and what doesn't. There is a meeting on July 9<sup>th</sup>, ideas are needed for venues in Staffordshire, Stoke, Shrewsbury Leics, Notts and Derby. The venue needs to be central and lots of available parking.
- Economic Review – we need an explainer of what it's for.

## Community Pharmacy Contractual Framework Feedback.

### Weaknesses

- Claiming – some things are going wrong. Once submitted you can't edit it, this could result in money that's not been spent as it should be.
- There hasn't been a tidying up of the referral system. Members think it is still too "clunky."
- There is nothing in the contract about guaranteeing of use of the IP qualification in any of the services.
- It does not match the economic review or NI increase.
- There is no commitment to national advertising to help Community Pharmacy.
- We need clarity as to whether there is still a loophole for DSP in providing face to face advances services by deregistering one part of the service and setting up the service in an adjacent area.
- There are inconsistencies with the Pharmacy First Gateway criteria – LF reported that it is being reviewed clinically and that it will be changed. LF to check when that review will take place.
- There is no separation of GP and Pharmacy Services and it's a concern that dentists and Optometrists can now test blood pressure as well.
- Pharmacy First Caps -if CP don't claim for one month it affects their cap.
- NMS Subcontracting – it's not a level playing field. Some people are abusing it and there has also been poor quality by sub-contractors reported.
- Weight loss management for Pharmacy – it has been publicised but it was released too soon, CPE haven't finalised the details.

Positive feedback : Communications put out by CPE after was really clear and helpful. It was also put out in a timely manner.

	<b>Welcome/Apologies/Introductions/Announcements</b>
	<ul style="list-style-type: none"> <li>• Apologies received from HM, AP, and IG. RM joined the meeting for the afternoon.</li> </ul>
	<b>Declarations of Interest (DoI)</b>
	<ul style="list-style-type: none"> <li>• TC is now Chair of the Health and Literacy committee. It is now a CIC company. TC is on the board of directors.</li> </ul>
	<b>Approval of minutes from previous meeting and Competition Law approval</b>
	<ul style="list-style-type: none"> <li>• The minutes of the meeting held on Wednesday 14<sup>th</sup> May 2025 were AGREED as an accurate record of the meeting.</li> <li>• During this meeting, along with these minutes, there was a constant check to ensure no discussions could constitute to breaking competition law. The competition lead for this meeting was Ellie Cogan. The minutes of the CPSSOT meeting are therefore APPROVED.</li> </ul>
	<b>Matters arising from previous meeting</b>
	<ul style="list-style-type: none"> <li>• No matters arising</li> </ul>
	<b>Action Log</b>
	<ul style="list-style-type: none"> <li>• The Action log was reviewed, and it will be updated on Teams for members to access.</li> <li>• Action Log – members were advised to check regularly and inform AH or GM if there is a problem with access.</li> </ul>

	<b>Reports</b>
	<ul style="list-style-type: none"> <li>• <b>CHAIRS REPORT</b> <ul style="list-style-type: none"> <li>• There was nothing to report. Next meeting is at the Houses of Parliament.</li> </ul> </li> <li>• <b>CHIEF OFFICERS REPORT</b> <ul style="list-style-type: none"> <li>• Shower and Bath products on prescription – there is a meeting in June to decide what emollients to keep on prescription. If they stop prescribing, they need to inform CP so they can check the stock levels.</li> <li>• CPSSOT should be under West and not East CPE to align with the NHSE.</li> </ul> </li> <li>• <b>TREASURERS REPORT</b> <ul style="list-style-type: none"> <li>• There were no comments.</li> </ul> </li> <li>• <b>SERVICES REPORT AND CPSC REPORT</b> <ul style="list-style-type: none"> <li>• LI went through the services presentation.</li> <li>• For all services we are roughly halfway in most tables. Pharmacy First (particularly UTIs and Sinusitis, in April we are one of the top performing ICBs in the country.</li> <li>• Minor Illnesses – we are still experiencing a high volume of rejections (non-contactable or CP not accredited), but we aim for more consistent referrals from GPs.</li> <li>• Oral Contraception – 1 in 5 pharmacies had not made any claims last month. Funding is available but currently remains unused. There is an event for Contractors on 22<sup>nd</sup> May. This is a training update to try to get more people on board.</li> <li>• Could we design a poster for surgeries a patient facing and staff facing message promoting pharmacy services.</li> <li>• BP Checks – very low delivery of ABPM measurements across the region. Part of the problem is the cost of Ambulatory equipment and a fear that if Pharmacies give them out, they may not get them back. We discussed adding them as named items to insurance policies.</li> <li>• Every month the Coaches have three points that they try to achieve. First one is always Pharmacy First. If the committee can think of different things to be achieved LI can pass that on.</li> <li>• Uptake of Flu vaccination is down not just with Pharmacies but also GP practices. We need to work on increasing the numbers.</li> <li>• LI has produced a spreadsheet showing all pharmacies and when they were visited. This would highlight the pharmacies that the Coaches are missing out.</li> </ul> </li> </ul> <p><b>COMMISSIONING AND STAKEHOLDERS UPDATE</b></p> <ul style="list-style-type: none"> <li>• There was no update from ICB</li> </ul>
	<b>Subgroup Reports</b>
	<ul style="list-style-type: none"> <li>• <b>Finance</b> <ul style="list-style-type: none"> <li>• The 25/26 budget is in Teams and has been updated.</li> <li>• RB Accountants has transferred XERO to CPSSOT. This process involved our registration, and the associated costs have increased due to the higher number of users we now support.</li> <li>• CPSSOT are scheduled to receive £25,000 in LPN funding and will need to determine the most appropriate allocation of these funds. This money is not just for CPSSOT but for all pharmacy sectors within Staffordshire.</li> <li>• Running contractor events are a problem because geographically we cover a very large area. Ideally, we could run two events, North and South. We could also</li> </ul> </li> </ul>

	<p>explore whether we could record it to see if people access it if they couldn't attend in person.</p> <p><b>Governance</b></p> <ul style="list-style-type: none"> <li>The team have reviewed the policies and once finalised, they will be uploaded to the website. A few policies require inclusion of dates produced and review dates.</li> <li>It was agreed to provide GM with a list of members assigned to each subcommittee so that the website can be amended.</li> <li>A new folder titled "CPSSOT Policies" will be created on Teams</li> <li>Whistleblowing policy has already been put on.</li> <li>The Lone Worker policy has been renamed "Dignity and Safety at Work Policy."</li> </ul> <p>• <b>Communication</b></p> <ul style="list-style-type: none"> <li>The team reviewed the planning page and it's been emailed to each member of the group to review.</li> <li>The team is exploring strategies to increase engagement with our Newsletter, which may include offering incentives/prizes. It was agreed that LPC members will be ineligible to participate. EC will consider relevant Competition Law and appropriate Terms and Conditions.</li> <li>Is there a possibility of providing the Newsletter in video format in addition to the printed version?</li> <li>Consideration is being given to producing a more concise Newsletter, such as an A4 page with links to additional information.</li> <li>It was agreed to investigate whether other LPCs are achieving higher levels of engagement and what they are doing differently.</li> </ul>
	<b>LOCAL BUSINESS – DISCUSSION ITEMS</b>
	<b>ICB cost reduction &amp; potential restructure</b>
	<ul style="list-style-type: none"> <li>In the Restructure our ICB has had its budget cut by 39%. We are hearing that the ICB are going to cluster across 2 or 3 ICBs. Our 2<sup>nd</sup> ICB would probably be Shropshire, but we don't know who the 3<sup>rd</sup> would be. Please note, this is hearsay only. TC will keep the Committee updated</li> </ul>
	<b>PNA Update</b>
	<ul style="list-style-type: none"> <li>TC asked for help in the Pharmacy section. LD and EC volunteered. We currently have about 40% of pharmacies filling in the questionnaire. Local Authority will contact those pharmacies who haven't completed yet. If they don't complete it could leave gaps in the provision of the service in some areas. We will put in the Newsletter to remind Pharmacies to complete it and to stress how important it is.</li> </ul>
	<b>Mental Health awareness Training</b>
	<ul style="list-style-type: none"> <li>It was disappointing to note that only three people signed up for the training, it was therefore cancelled. Our next decision is where we now go with it. It was decided not to pursue any further training.</li> </ul>
	<b>Prescribing large quantities</b>
	<ul style="list-style-type: none"> <li>This has been put in the Newsletter. Diffiam is the worst one. It isn't for LPC to police; it's the GP that signs the script, we can, however, help where we can.</li> </ul>
	<b>RPS Greener Pharmacy Guide for community pharmacies</b>
	<ul style="list-style-type: none"> <li>Members questioned whether this was achievable for Community Pharmacy. It's something else that CP has to do with no benefit for them at all.</li> <li>TC has also written a full guide on Carbon Reduction and Synchronised Prescriptions. This will be uploaded to the website.</li> </ul>

	<b>Employment Rights Bill and Amendments</b>
	<ul style="list-style-type: none"> <li>Employees will have full employment rights from day 1 of their employment. This will start in the Autumn.</li> </ul>
	<b>Proposed constitutional changes</b>
	<ul style="list-style-type: none"> <li>There was a discussion about the content of the questionnaire: concerns, thoughts, and answers to put forward. TC and LD will fill in the Questionnaire.</li> </ul>
	<b>Increasing Vaccination Uptake through Community Pharmacy</b>
	<ul style="list-style-type: none"> <li>Very interesting document. Easy read. No actions, only to make CP aware.</li> </ul>
	<b>AGM planning</b>
	<ul style="list-style-type: none"> <li>It was noted that historically this was not a well-attended event. Following discussions, it was agreed that the AGM would be scheduled during the Committee meeting in either September or November, depending on the readiness of the Accounts.</li> </ul>
	<b>POLICY AND ADVISORY (Information only)</b>
	<p>CPE – our meetings – Community Pharmacy England (cpe.org.uk)</p> <ul style="list-style-type: none"> <li>MHRA Safety Roundup</li> <li>Midlands Greener NHS Newsletter</li> <li>Patient Safety Update</li> </ul>
	<b>MARKET ENTRY</b>
	<ul style="list-style-type: none"> <li>All the paperwork for pharmacy applications can be found on Teams – GM updates them regularly.</li> <li>Application for ElizabethPharma Ltd, Castlecroft, Wolverhampton (bordering Staffordshire) was refused.</li> <li>DSP in Newcastle under Lyme is ongoing. The consultation ended on 7<sup>th</sup> May 2025. We should hear soon.</li> </ul>
	<b>CCA questions</b>
	<ul style="list-style-type: none"> <li>The CCA questions were completed by EC. There is a checklist for Finance – this will be shared in the June Committee Meeting. There is also a skills audit to be shared at Junes meeting.</li> <li>IPA questions submitted by HW</li> </ul>
	<b>Actions from the Meeting</b>
	<ul style="list-style-type: none"> <li>Action Sheet will be updated and is found on Teams.</li> </ul>

	<b>AOB</b>
	<ul style="list-style-type: none"> <li>There is a Group at CPE lead by Vicki Roberts, who are repurposing contraception money for the Local Authority, TC will be representing CPE Region (North and East) and is talking to Stoke on Trent Commissioners for Sexual health and will meet with Staffordshire.</li> <li>There is an ICB training event for Contraception. That has gone out on a WhatsApp.</li> <li>Health Literacy Training with ICB – Do we want to be the first to do it or let someone else to do first and we do it later? It was agreed that more information is needed, and we don't want to be the guinea pig, so we'll wait.</li> <li>Staffs Healthwatch – 2 of our pharmacies have had emails informing them that Staffs Healthwatch will visit the Pharmacy (not the Dispensary). They have the right to do that – they</li> </ul>

*CP-SSOT Committee Meeting 14<sup>th</sup> May 2025*

	<p>will also interview patients. It's to see if CP are treating their patients correctly. They do give 3 months' notice prior to going.</p> <ul style="list-style-type: none"> <li>• Drug Tariff – we need a solid, easy to understand guide explaining what it is.</li> <li>• TC completed GM's appraisal. TC and GM agreed to review the old CPE GDPR workbook to ensure compliance. They plan to commence this review in July.</li> <li>• It was agreed that AI notetaking will not be allowed at meetings. The only recording is for minuting purposes, and they are deleted following completion of the minutes.</li> <li>• AMPB – After October Nottinghamshire and Derbyshire will be sending out a survey asking contractors whether they are aware of their targets from October. RM will send a copy to TC.</li> <li>• TC has a regular slot on the radio and requested ideas from members for July, August, September.</li> </ul>
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**If you are unable to attend, please send your apologies to**

**Tania Cork [taniacork@cpstaffsstoke.org.uk](mailto:taniacork@cpstaffsstoke.org.uk) or Andrea Hawkins [andreaahawkins@cpstaffsstoke.org.uk](mailto:andreaahawkins@cpstaffsstoke.org.uk)**

<b>Date</b>	<b>time</b>	<b>Venue</b>	<b>chair</b>
Wednesday 25 <sup>th</sup> June 2025	9:30	Dean & Smedley	LD
Wednesday 10 <sup>th</sup> September 2025	9:30	Dean & Smedley	LD
Wednesday 12 <sup>th</sup> November 2025	9:30	Thea Pharma, Keele	LD
Wednesday 14 <sup>th</sup> January 2026	9:30	Dean & Smedley	LD