

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

held on

Wednesday 12th November 2025

Thea Pharmaceuticals, Keele

MEMBER	CATEGORY	14 th May	25 th June	10 th Sept	12 th Nov
Lucy Dean (LD) Chair	IPA	✓	✓	✓	✓
Raj Morjaria (RM) Vice Chair	independent	✓	✓	✓	✓
Chris Ward (CW)	CCA	✓	A	A	✓
Jeet Patel (JP)	CCA	✓	✓	1/2 day	✓
Indy Grewal (IG)	Independent	A	✓	A	✓
Lee Ison (LI) – Services Manager	Independent	✓	1/2 day	✓	✓
Eleanor Cogan (EL)	CCA	✓	✓	✓	✓
Alex Zahorodhyj (AZ)	CCA	✓	✓	A	✓
Helen Watton (HW)	IPA	✓	A	A	✓
Hema Morjaria (HM)	Independent	A	✓	A	✓
Ashwin Patel	CCA	A	A	✓	✓
Rahul Sharda	Independent	✓	✓	✓	✓
Gillian Mason (GM) (IT Support Officer)	Officer				
Tania Cork (TC)Chief Operating Officer	Officer	✓	✓	✓	✓
Andrea Hawkins (AH) Treasurer	Officer	✓	✓	A	✓

✓ 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.

Consultation – Enabling Pharmacist Flexibilities in Medicine Dispensing.

Discussion:

The committee held a detailed discussion on the consultation document. It was noted that Community Pharmacy England (CPE) has already submitted a response, and TC had also provided a personal response.

- The committee agreed that a formal response from CPSSOT should be submitted.
- The committee reviewed the consultation questions and provided comments and suggested responses.
- TC to draft and submit CPSSOT's response based on the committee's input.

Peer Coaching Discussion

Discussion:

Members got together to reflect on their individual and collective contributions to the LPC and to explore areas for improvement.

Points raised:

Meeting Scheduling

- LPC Meeting dates frequently clash with Company Business Meetings.
- It was agreed that at each meeting, members should be asked to confirm any issues with the date of the next meeting.
- Members are encouraged to notify the committee well in advance if pre-booked holidays coincide with scheduled LPC meetings.

Student Engagement

- The committee recognised the need to strengthen engagement with pharmacy students at an earlier stage.
- It was suggested that the LPC explore opportunities to attend the Keele University Careers Fair, including the possibility of hosting a stand to promote CPSSOT.

AGM

- The AGM will be held at 13:00 today. Notes will be on page 8 of the minutes.

	Welcome/Apologies/Introductions/Announcements
	<ul style="list-style-type: none"> It was announced that AZ would be stepping down from the committee. This was his last meeting, and he was thanked for his contribution and wished good luck for his future endeavours. There were no apologies.
	Declarations of Interest (DoI)
	<ul style="list-style-type: none"> AZ and RM – Market entry
	Approval of minutes from previous meeting and Competition Law approval
	<ul style="list-style-type: none"> The minutes of the meeting held on Wednesday 10th September 2025 were AGREED as an accurate record of the meeting. 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.
	Matters arising from previous meeting
	<ul style="list-style-type: none"> Breast Screening – All bags have been printed and delivered, and Tunstall Breast Screening mobile unit is up and running. Cyber Crime Work is ongoing. It isn't on the agenda today but is still being worked on by TC and LI. They are putting a handbook together. There will be a condensed policy to follow.
	Review of Logs
	<ul style="list-style-type: none"> Action Log The Action Log was reviewed, and it will be updated on Teams for members to access. Members were reminded to check it regularly and notify AH or GM if they encounter any access issues. “Walk in my shoes” Initiative– PCN in Tamworth approached LI to try and work more closely with Pharmacies. It was suggested that Pharmacy staff spend time in GP surgeries “shadowing”, and vice versa, to gain insight into each other’s working environments. GP will propose two practices to pilot the idea, with potential for wider rollout across other PCNs. CW to put ideas down to help LI. Succession planning – TC presented new items for consideration as part of the committee’s succession planning discussions.
	Reports
	<ul style="list-style-type: none"> CHAIRS REPORT <ul style="list-style-type: none"> Attended a meeting about Mounjaro as the rebate scheme was causing confusion for contractors. However, the rules have changed since the meeting. Meeting re Cyber Crime – only one other person from LPC attended. Very disappointing. It’s very important to recognise that Cyber crime poses a serious threat to everyone. Concerns raised about a recent payroll disruption due to comprised websites. Need for contingency and disaster recovery planning to protect staff and operations. <ul style="list-style-type: none"> Risks highlighted: <ul style="list-style-type: none"> Thieves entering pharmacies to locate written passwords. Use of fake company IDs to access pharmacies and ultimately their systems Multi- Factor Authentication (MFA) recommended. Agreed to develop CPSSOT policy and produce “Top Tips for Contractors” for newsletter once policy is agreed.

	<ul style="list-style-type: none"> • CHIEF OFFICERS REPORT <ul style="list-style-type: none"> • Lindsey Edwards (LE): contract of employment requires extension for another year, in line with other Coaches. <ul style="list-style-type: none"> • Seek legal advice on renewal process. • PNA – Leek Rota: currently no Sunday provision in Leek. <ul style="list-style-type: none"> • TC to meet relevant stakeholder to discuss options. • STARS: Exploring opportunities to strengthen relationship with CP. <ul style="list-style-type: none"> • Prescription workload: concerns raised about all prescriptions starting on Wednesday. • Invite STAR to next LPC meeting to explain impact and discuss solutions. • Visits: TC has visited pharmacies with ICB and Local Authorities over recent months. <ul style="list-style-type: none"> • Reported as beneficial and insightful. • Thanks, recorded to Cornwells and Butt Lane pharmacies for their support. • TREASURERS REPORT <ul style="list-style-type: none"> • Profit and Loss sheets are available on Teams. <ul style="list-style-type: none"> • Further refinement needed to ensure they accurately reflect the financial picture we want to present. • Xero Subscription has increased again. • Annual Accounts are now finalised, and the final invoice has been paid. • CPE Levy for the next 6 months received: a further 1% increase on top of the 1% in April 2025. • SERVICES REPORT AND CPSC REPORT <ul style="list-style-type: none"> • LI presented the Services report. • All the data ranking is included with Coaches comments included in the spreadsheet. • Calendars have been updated for the Coaches
	<p>Commissioners and Stakeholders update</p>
	<p>Sam Travis joined the meeting virtually.</p> <ul style="list-style-type: none"> • Pharmacy First Update <ul style="list-style-type: none"> • Significant ongoing work across the programme • Current Facebook campaign, with a short pause planned during the residential doctor’s strike. • Engagement with schools during Freshers’ Week; awaiting figures. • Promotion of Pharmacy First to GPs and at Flu/Covid vaccination clinics • Increased referrals noted from GP surgeries • Funding secured for PCN leads from Primary Care, continuing until May/June. • ICB has announced a major change programme, including a voluntary redundancy scheme to reduce the workforce by 50%. • Independent Prescriber Pathfinder (IPP): NHSE funding will cease on 31 December 2025; ST is seeking alternative funding to maintain some sites. • Medium Term Planning Guide to be discussed later in the meeting (TC) CP reference frequently: a three-year funding cycle will support CP service expansion alongside Pharmacy First. • Minor Ailments: prescribing-based services being introduced; pharmacies delivering vaccinations and supporting frailty services. Greater integration of CP is needed, and recognition of its value has been noted. • Smoking Cessation: awaiting Medical Director’s sign-off of the PGD.

	<ul style="list-style-type: none"> There was a discussion following ST exit: <ul style="list-style-type: none"> Concerns were raised about suspending Pharmacy First advertising during the doctors' strike, as this may be a missed opportunity to direct patients towards community pharmacy.
	Subgroup Reports
	<ul style="list-style-type: none"> Finance <ul style="list-style-type: none"> Work is ongoing to compare the actual budget spreadsheet with the projected budget. Contact will be made with XERO to explore how to format the Profit and Loss sheet to better meet our needs. It was suggested that we tender for accountancy services to manage payroll and annual accounts. RS and RM will share details of their accountants. Governance <ul style="list-style-type: none"> The group is reviewing Limitations of Liability and its implications for CPSSOT. An HR amendment affecting temporary staff will take effect from 1st April 2026. A new complaints procedure policy from CPE is under review. Communication <ul style="list-style-type: none"> The group is developing a categorisation system for pharmacies, based on the level of support required: <ul style="list-style-type: none"> Small – minimal support needed. Medium – monthly support required. Large – frequent support required. X – not currently engaging with CPSSOT Coaches will not assign categories themselves; pharmacies will be scored and then allocated accordingly. A survey will be sent out, and Coaches will follow up by phone with any pharmacies that do not respond. The Newsletter Prize is planned for Easter, with questions included in the January, February and March newsletters.
	Vent, Validate, vision – current affairs
	<ul style="list-style-type: none"> A number of conversations took place to give committee members the opportunity to discuss current affairs.
	Presentation by Tuli Health' Dr Jiawei Li -Co founder and CEO of Tuli Health
	<p>JL gave a presentation explaining who Tuli Health was, what they do and how they can help Community Pharmacy.</p> <p>This was followed by a discussion with members about the financial viability, potential demand and how it could be integrated within CP, taking workload and demand into consideration.</p>
	LOCAL BUSINESS – DISCUSSION ITEMS
	Update on ICB Changes and Council Areas
	<ul style="list-style-type: none"> Awaiting Local Authority decision on how Staffordshire could be divided up into “North” and “South”. ICB currently working as a cluster with Shropshire. New CEO, Simon Whitehouse, based in Shropshire; many meetings being held there.
	CPE annual report and consultancy costs
	<ul style="list-style-type: none"> Media interest noted regarding consultancy spend. Concern expressed that while LPCs are saving money, CPE expenditure is increasing (including the creation of two new posts).

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	<ul style="list-style-type: none"> • Levy uncertainty: increased by 2% this year; may raise again next year. • CPSSOT to email LF (regional representative), copying in CPE senior team. • LF to attend January meeting to justify accounts and staffing changes. • Contractors encouraged to review the report thoroughly and raise issues directly with CPE. • Members encouraged to raise concerns at other LPC meetings.
	Dealing with complaints/conduct of LPC Members
	<ul style="list-style-type: none"> • New Complaints Procedure approved. • It will now be uploaded to Teams.
	Sexual Health services – Stoke Depo service
	<ul style="list-style-type: none"> • PGD and SLAs being adapted. • Potential sites: Trentham, Tunstall, Meir and Hanley • Patients often travel between pharmacies depending on what services are offered. • EHC services with SOT and Staffordshire to continue until New Year • Transition to new platform underway; coaches will contact CP to offer support
	NHS Health Checks
	<ul style="list-style-type: none"> • NHS seeking more pharmacies to deliver health checks (currently Cornwells involved) • Each check takes around 20 minutes: patients can then be referred to GP. • Financial return: approximately £9 profit per check. • NHS looking for 12 sites in Cannock, Tamworth, Burton and Stoke • Members voiced concerns about workload vs. low profit. • LPC will inform CP that they do not support the current proposal. • Item to be added to January’s agenda for further discussion
	Pharmacy leadership group
	<ul style="list-style-type: none"> • Discussed as part of Chief Officers meeting report. • Need identified for a GP pharmacist to join the group.
	Medicines Optimisation – Good Practice Document
	<ul style="list-style-type: none"> • Builds on existing blueprint
	Regional Rep Power point
	<ul style="list-style-type: none"> • TC to raise as it’s the same as usual.
	Policy and Advisory - Information
	<ul style="list-style-type: none"> • Key points for members’ attention <ul style="list-style-type: none"> • Improving Health Literacy in the NHS documents. • Hub and Spoke model. • Sexual Health Services: decrease in DEPO, increase in implants. • Pharmacy Workforce Strategy: concerns about lack of connection; TC to raise at the next Leadership Group.
	CCA and IPA questions
	<ul style="list-style-type: none"> • CCA -New questions – AP to complete and submit to CCA. • IPA questions- HW to submit.
	Actions from the Meeting
	<ul style="list-style-type: none"> • Action Sheet will be updated and is found on Teams. Members are encouraged to check regularly.

	Market Entry
	<ul style="list-style-type: none"> • All market entry applications were discussed. • TC will respond on behalf of the LPC. • Review the composition of CPSSOT to ensure it is correct.
	AOB
	<ul style="list-style-type: none"> • EC: Many surgeries using Rapid Health (Total Triage via EMIS). GPs triaging instead of receptionists – scheme. Seems to work well for patients and is something contractors should be aware of. <ul style="list-style-type: none"> • Ensure Coaches are working with Mayfield surgery, Longton; ask coaches if they are aware of this system. • AZ: expressed thanks to the committee • CW: safeguarding alert circulated in East Midlands. Pharmacies are not required to act. <ul style="list-style-type: none"> • Members to inform TC if they receive similar communications; remain vigilant. • LD: Increase noted in the number of nitrofurantoin liquid prescriptions issued (300ml issued then remainder discarded). Issues with costs for contractors and broken bulk.

If you are unable to attend, please send your apologies to

Tania Cork taniacork@cpstaffsstoke.org.uk or Andrea Hawkins andreaawkins@cpstaffsstoke.org.uk

Date	time	Venue	chair
Wednesday 14 th January 2026	9:30	Dean & Smedley	LD
Wednesday 11 th March 2026	9:30	Thea Pharma, Keele	LD
Wednesday 12 th May 2026	9:30	Dean & Smedley	LD
Wednesday 8 th July 2026	9:30	Thea Pharma	LD
Wednesday 9 th September 2026	9:30	Dean & Smedley	LD

CPSSOT Annual Meeting – 12th November 2025

Welcome:

- Members were welcomed to the AGM

Apologies for absence:

- No apologies were received.

Video message from Janet Morrison CEO at CPE

- Due to technical issues, it wasn't possible to play the video message.
- It will, however, be made available to members and contractors to view.

Presentation on the annual report 2024/5

- No comments

Presentation of financial statements for 2024/5

- Financial statements presented and accepted.
- Comments: A query was raised regarding the difference in figures compared to last years' accounts. It was clarified that last years' accounts did not cover a full financial year, hence the variance.

CPE Comments

- Not presented on the correct template
- Agreed this will be addressed and corrected for next year.

Ballot of Contractors

- 58 postal votes received.
- 37 votes cast during the meeting.
- Total: 95 votes out of 213 contractors.
- Only CCA companies responded to the ballot (Boots and Well) – this is the first time this has occurred. This feedback will be shared with CCA.
- All motions carried.

Closing:

- No further questions
- AGM formally closed.