

## Community Pharmacy Thames Valley Committee Meeting

Wednesday, 12<sup>th</sup> November 2025  
Hampton by Hilton, High Wycombe

### Draft Minutes

Item	Agenda Item
1	<p><b>Welcome Apologies and Introductions</b></p> <p><b>Present:</b> Ian Dunphy (Chair), James Famakin (Vice Chair), Danielle Brennan, Helen Egan, Vikash Patel, Taofik Shodunke (Treasurer), Khal Khaliq, Shelton Magunje , David Dean (Chief Officer), Kevin Barnes (CSO), Lorna Girling (Minutes).</p> <p>Corrin McParland joined the meeting at 10.25am</p> <p>Vikash Patel attended the meeting from 10-1pm</p> <p><b>Apologies:</b> Olivier Picard</p>
2	<p><b>Declarations of Interests</b></p> <p>DD has become Director of SECPA Ltd (provider company for CPTV LPC)</p>
3	<p><b>Approval of Minutes of Previous Meeting</b></p> <p>Approved.</p>
4	<p><b>Subcommittee Update</b></p> <p><b>HR</b> – no further updates</p> <p><b>Finance</b> – no further updates</p> <p><b>Governance</b> – LPC self-assessment action log to be sent to committee members</p>
5	<p><b>Action Log</b></p> <p>Reviewed and updated:</p> <ul style="list-style-type: none"> <li>• ID visits will commence in Q1 from January 2026</li> <li>• DD/ID/KB commenced contractor visits in Slough – committee were asked for suggestions for next visit.</li> <li>• Clawback information – DD will reach out in CLOT group meeting</li> </ul> <p><b>BMA conference update</b> - Oxfordshire LMC submitted a motion opposing Pharmacy First at the BMA conference. DD wrote to Matt at LMC to clarify viewpoint, which he responded was not entirely factual, however, concerns remain over the negative messaging. DD requested that a joint statement supporting Pharmacy First to be released, however, this idea was not taken up by the LMC. Continued engagement with cooperative LMC members essential.</p>

	<p><b>Pharmacy Performance Dashboard</b> - NHSBSA data being used to benchmark pharmacy performance. Dashboard shows red (below average) and green (above average) performance indicators. This tool will support contractor engagement and targeted support.</p> <p><b>Provider Company Development</b></p> <ul style="list-style-type: none"> <li>• The provider company has been formally registered, with DD appointed as one of the Directors.</li> <li>• Representation includes multiple LPCs, with Hampshire and Isle of Wight expected to join</li> <li>• A bank account has been established; annual expenditure is expected to remain minimal (approximately £200).</li> <li>• Nominations for the subcommittee will be postponed until the company becomes fully operational.</li> </ul>
	<p><b>Engagement Session</b></p> <p>ID asked each committee member to share the challenges they are currently facing:</p> <p><b>Workforce and Recruitment Challenges</b></p> <ul style="list-style-type: none"> <li>• Multiple pharmacists are undertaking or applying for Independent Prescriber (IP) training, causing staffing issues due to overlapping study days and cover required during these periods.</li> <li>• Recruitment difficulties with increasing staff requests for flexible working patterns, fewer days, and limited travel between branches - many applicants with limited availability and unrealistic expectations.</li> <li>• A number of pharmacy technicians and ACTs are moving to private sector or non-patient-facing roles due to higher pay rates and are being actively sought by external agencies.</li> <li>• Discussion around locums delivering more services and suggestions of creating a trained locum pool to cover all services.</li> </ul> <p><b>Winter pressures and Workload</b></p> <ul style="list-style-type: none"> <li>• High workload leading into Christmas, especially with flu and COVID vaccinations.</li> <li>• Need for improved stock management to avoid shortages similar to last year.</li> <li>• PMR Challenges – staff training, operational disruption, and resistance to new IT.</li> </ul>

	<ul style="list-style-type: none"> <li>• Discussion on separating service and dispensing teams to balance the workload and shifting the business model from dispensing towards a more service-focused approach.</li> </ul> <p><b>“My Local Surgery” Platform</b></p> <ul style="list-style-type: none"> <li>• JF reported a complaint from a patient that they had to wait for up to 48 hours before receiving their medication, this was due to referral platform automatically referring away from community pharmacies (via the MLS platform).</li> <li>• The GP surgery involved was informed and an investigation revealed the issue was linked to the platform which is designed to steer patients to MLS rather than local community pharmacies. The surgery spoke with their partners and have been proactive in their approach to this issue.</li> <li>• Concerns were raised with My Local Surgery platform being endorsed as a NPA trusted partner. OP is working internally with the NPA to resolve the issue.</li> </ul> <p><b>Pharmacy First and PGD (Patient Group Directions)</b></p> <ul style="list-style-type: none"> <li>• Discussion around new gateway criteria and confusion among teams about updates. A simplified guide will be circulated to all branches.</li> </ul> <p><b>Nominations</b></p> <ul style="list-style-type: none"> <li>• Reports of auto-nomination or re-nomination by certain PMR systems (e.g. RxWeb), potentially without patient consent. CPE and NHS England are aware. Members to report any auto-nomination irregularities to CPE and NHS England with evidence (screenshots, timestamps).</li> </ul>
	<p><b>CPTV Academy Update</b></p> <p><b>Upcoming Training &amp; Events</b></p> <ul style="list-style-type: none"> <li>• <b>Next Webinar:</b> NMS – Antidepressants (November).</li> <li>• <b>Potential December session:</b> PCS and EHC (to be confirmed). Webinars will be recorded for those unable to attend live sessions.</li> </ul> <p><b>Proposed for 2025</b></p> <ul style="list-style-type: none"> <li>• <b>Pharmacy First and Respiratory Conditions Workshop (April–May):</b> Topics can include: hay fever, smoking cessation, upper respiratory tract infections, allergic rashes. Consider private service add-ons (eg. Travel vacs and minor ailments). Potentially split into morning/afternoon sessions for different focus areas. Confirm event location, topic and date by January committee meeting.</li> <li>• Add networking section before, during or after sessions for contractors (less formal, more interactive).</li> </ul>

	<ul style="list-style-type: none"> <li>• A certificate of attendance for all attendees of LPC events was proposed – committee agreed and amendments and suggestions will be made.</li> <li>• Sponsorship was discussed as this was well received and existing sponsors were keen to attend future events. Factor in for future LPC events.</li> </ul> <p><b>Virtual Outcomes Subscription</b></p> <ul style="list-style-type: none"> <li>• The LPC subscription for Virtual Outcomes was discussed around training and development for pharmacy contractors and at a cost of £5,000 pa it was agreed by the committee that the money would be better invested in direct training. DD will cancel the subscription after the current term ends.</li> </ul>
	<p><b>Contractor Services Officer Update</b></p> <p>See slides</p> <ul style="list-style-type: none"> <li>• KB gave an overview of services and LPC data</li> </ul> <p><b>Minor Ailments Scheme (Low-Income Families)</b> - Discussion minor ailments scheme for low-income families, a service which has been in decline, eligibility confusion clarification – must be parent/guardian on income support and the need for promotion with pharmacies with posters and conversation.</p>
	<p><b>Chief Officer Update</b></p> <p>See presentation slides for full information.</p> <ul style="list-style-type: none"> <li>• DD provided latest Market Entry updates and current applications</li> <li>• One closure – Abingdon Pharmacy</li> <li>• Two new pharmacies opened</li> <li>• Transition from PCNs to Neighbourhoods update????</li> </ul> <p><b>CPTV Events</b></p> <ul style="list-style-type: none"> <li>• Venue to be arranged for evening event Slough contractors- LG to look at suitable venue (Cophthorne or similar) for January 2026</li> <li>• If successful the event is successful this will be replicated in High Wycombe, Reading and Oxford.</li> </ul> <p><b>New Pharmacy Liaison Role – Oxfordshire</b></p> <ul style="list-style-type: none"> <li>• Oxfordshire County Council offering £50,000 to fund a 3-day-per-week role for 18 months. Aim of Role: <ul style="list-style-type: none"> <li>○ Direct support to pharmacies</li> <li>○ Liaison with Solutions4Health and Turning Point</li> <li>○ Improve claiming rates</li> <li>○ On-site troubleshooting &amp; training</li> </ul> </li> <li>• LPC to employ the individual on a fixed-term contract.</li> <li>• KB to manage the post.</li> </ul> <p><b>MECC Grant</b></p> <ul style="list-style-type: none"> <li>• LPC applied for £5,000 Make Every Contact Count grant (Oxfordshire).</li> </ul>

	<ul style="list-style-type: none"> <li>The grant will fund training, webinars, and possible face-to-face session.</li> </ul> <p><b>LPC Self-Assessment</b></p> <ul style="list-style-type: none"> <li>Comms Strategy drafted and being finalised by office team</li> <li>Action plan to be sent out to committee for review at next LPC meeting.</li> </ul>
	<p><b>CCA/IPA/NPA and CPE Updates</b></p> <p><b>IPA</b> – IPA/NPA Meeting with Wes Streeting re: contractor reform – no feedback as yet.</p> <p><b>CCA</b> – CCA conference to be held next week – feedback at next LPC meeting</p> <p><b>NPA</b> – New NPA Board member, Layla Moran, has been elected</p>
	<p><b>Frimley ICS Update</b></p> <p>See slides.</p> <p>Yinka joined the meeting and gave an overview of:</p> <p><b>Independent Prescribing (IP) Pathfinder</b></p> <ul style="list-style-type: none"> <li>Four sites completed – supportive and positive national feedback</li> <li>Funding discussions required before April when national support ends.</li> <li>Concern noted regarding BMA/GP influence on final funding decisions.</li> <li>Working group to be scheduled to agree local financial model.</li> </ul> <p><b>Minor Illness Service</b></p> <ul style="list-style-type: none"> <li>SLA to mirror BOB model.</li> <li>Draft SLA to LPC for comment/approval.</li> <li>Anticipated to increase funding across the patch.</li> </ul> <p><b>Contraception Service</b></p> <ul style="list-style-type: none"> <li>90–95% of pharmacies signed up regionally</li> <li>Frimley mid-range for initiations and ongoing supply.</li> <li>Further contractor engagement planned.</li> </ul> <p><b>Hypertension &amp; Case-Finding</b></p> <ul style="list-style-type: none"> <li>High sign-up at 90%.</li> <li>Frimley leading regionally</li> <li>Analysis planned to address supply patterns</li> </ul> <p><b>111 Referral Uptake</b></p> <ul style="list-style-type: none"> <li>Uptake has been variable, hopefully increase with better pathway</li> <li>Engagement with 111 clinical leads ongoing to identify barriers.</li> </ul>

**AOB**

Chronic Kidney Disease pilot (Aylesbury) update, discussions progressing, but funding unclear. LPC requesting formal proposal before engaging further.

Possibility of a Phlebotomy pilot was also discussed, no viable funding model at present, no further action until clarity from ICS.

**Next Meeting** – 14th January 2026 – 10am-4pm – Hampton by Hilton, High Wycombe

**Forthcoming LPC Meetings 2026**

18 March 2026 – 10am-4pm – Hampton by Hilton, High Wycombe

20 May 2026 – 10am-4pm- Hampton by Hilton, High Wycombe

8 July 2026 – 10am-4pm – Hampton by Hilton, High Wycombe

23 September 2026 – 10am-4pm – Hampton by Hilton, High Wycombe

25 November 2026 – 10am-4pm – Hampton by Hilton, High Wycombe