

Minutes of the meeting of Community Pharmacy Durham and Sunderland (CPD&S) held on 20 November 2025 at Ramside Hall Hotel and Spa, Durham

In attendance:

Emma Morris
Andrea Dickinson
Mukarrom Hussain
Paul Arnett
Joy Cooper
Jamie Rotherham
Lee Middleton
Derek Roberts
Ian Mensforth
Rob Pitt
Geraint Morris
Ann Gunning
Greg Burke

Lupin Healthcare sponsored the subsistence and room hire associated with this meeting.

LPC/067/2025	Apologies for absence: Raminder Sihota, Sami Hanna, Jovan Wong
LPC/068/2025	Introduction: Emma introduced the meeting and reminded members of the Nolan Principles and if appropriate, to declare any interests.
LPC/069/2025	Sarah Gordon delivered an Otigo promotional presentation on behalf of Lupin Healthcare. Jamie referenced incidents of adverse reactions to Otigo, Sarah had not received similar feedback previously and agreed to raise with Lupin colleagues and feedback to the LPC via Greg. Action: Sarah to discuss in-house with colleagues and feedback findings to Greg for circulation to LPC members/officers. Action: Greg to share Sarah's contact details with members.
LPC/070/2025	Minutes of the CPDandS meeting held on 18 September 2025 The content of the minutes was agreed as a true and accurate record of the meeting. Action: Greg to include on the CPDandS website.
LPC/071/2025	Action Log The content of the action log, much of which had been actioned between meetings, was reviewed and updated accordingly. Members asked that the mapping exercise of work done by LPC members/officers on behalf of the region be included on the next agenda of the Regional LPC (RLPC). Action: Greg. Paul suggested that CPDandS members should be made aware of when RLPC meetings are taking place so that they can contribute to the agenda as appropriate. Action: Greg There was a discussion about the role and effectiveness of the RLPC.

	<p>There was a discussion about the Foundation Pharmacist programme 2025; members provided feedback of their experiences, positive and negative. Action: Greg to liaise further with neighbouring LPCs to determine whether they want to cosign the email drafted by CPDandS which outlines concerns about the programme. Greg presented the draft on screen for members to view.</p> <p>There was a detailed discussion about the antiviral and supply of specialist medicines services i.e. which pharmacies are on the list, do they know they are on the list and how many have claimed the annual retainer fees. Paul queried how NECS can compile a list for 25/26 when the service contracts have not been issued for signature. Intrahealth has received an email confirming inclusion even though it has not received the 25/26 contracts for signature. Action: Greg to follow up with Lisa Yorke at NECS.</p> <p>Greg reported that he has not received a reply from Rachel Smith at CDDFT about meeting up to discuss the discharge medicine service (DMS). Action: Greg to source details of Rachel’s deputy(s) and follow up.</p>
LPC/072/2025	<p>Governance</p> <p>Andrea led on this section.</p> <p>It was noted that rebranded and version control policies and procedures are now included in the Governance section of the website.</p> <p>In relation to the skills matrix, it was agreed to include Ann as a contracts/procurement specialist. It was agreed that three members/officers with skills/experience in contracts/procurement is a sufficient number.</p> <p>Emma and Greg informed the meeting that they had met with Becky Butterworth (CPE) on 18 November and had asked that CPE hosts more media training. Action: Greg to ask that the training has a session on social media. Completed on 25 November at the LPC Conference in London.</p> <p>With regards to social media, it was noted that CPDandS has an established WhatsApp group for its pharmacies. Also, Greg and Rob are to meet to discuss the CPDandS LinkedIn account. Action: Greg and Rob.</p> <p>Action: To review LPC boundaries at the January meeting.</p> <p>Action: Greg to include LPC boundary review on the agenda for the next Regional LPC (RLPC) meeting.</p> <p>With regards to staffing and succession planning, Rob agreed to be vice-treasurer.</p> <p>Emma left the meeting at this point; Paul took over chairing responsibilities.</p> <p>The meeting reviewed the LPC Self-Assessment which the Governance subgroup had worked through at a recent meeting. Action: Communications subgroup to complete the stakeholder mapping task.</p> <p>With regards to services, it was agreed to send a message to CPDandS pharmacies suggesting that they contact CPDandS for any support needed in increasing service activity. Action: Greg to include in December newsletter.</p>

	<p>Andrea queried whether we could compare service activity between LPCs and share best practice. Action: Item for a RLPC agenda.</p> <p>Action: Subgroups to RAG rate their workplans and submit them to Andrea.</p> <p>The strategy document currently on the CPD&S website was reviewed. Action: Greg will update the document by removing quarterly action references and the watermark. The revised version is to be uploaded to the website.</p> <p>Action: Andrea to update the skills matrix and LPC self-assessment.</p> <p>The meeting thanked the subgroup for this extensive piece of work.</p>
LPC/073/2025	<p>CPDandS member vacancy. Jovan Wong (IPA member) will leave Avicenna on November 30th and must resign from CPDandS. Using CPE's calculator, the Executive Team determined the vacant IPA seat automatically converts to an Independent Member position if the committee remains at 12 members. The team agreed to seek the full committee's view on either advertising the vacancy or reducing the committee to eleven members (Greg confirmed with CPE this temporary reduction does not require an Special General Meeting). Members agreed to fill the position. Action: Greg to email CPDandS independent pharmacies about the vacancy and ask them to speak with an officer/member at the 15 January 2026 contractor event.</p>
LPC/074/2025	<p>Reports Jamie Jamie fed back about his attendance at Durham University's Freshers week, HealthWatch representatives were also in attendance. It had been a very worthwhile session. Jamie had received details of useful Drug and Alcohol Recovery service and Talking Therapies posters. Action: Greg to include details in then forthcoming Newsletter.</p> <p>A lot of students were aware of the Pharmacy First and sexual health services; there is more work to do though about promoting/marketing CP services to that patient cohort.</p> <p>Action: Greg to source escalation process for Mental Health patients. Andrea made the point that, with the recent changes to the New Medicines Service (NMS), pharmacists will be engaging more with patients who have mental health issues.</p> <p>Jamie had visited the new owners of Leadgate pharmacy and talked them through how to sign up to services.</p> <p>A detailed discussion focused on the new referral button on SystemOne. While community pharmacies are aware of it, GP practices are not. This presents a significant risk because, once PharmOutcomes is decommissioned (date unknown), this button will become the primary referral method.</p>

	<p>In Durham and Sunderland, where a template incorporating Pharmrefer is still in use, Geraint clarified that surgeries must contact their system suppliers to rectify the issue.</p> <p>There was a discussion about a lack of consistency amongst pharmacies in relation to the delivery of the ABPM service. Action: Article to be included in the CPDandS newsletter emphasising the importance of pharmacies adhering to the content of all service specifications/PGDs.</p> <p>Action: Develop a further article explaining to pharmacies how to ensure GPs continue to receive a complete transcript of community pharmacy interventions. (This addresses the issue raised by Andrea, who noted transcripts stopped being received by surgeries post-GP Connect, and incorporates the rectification steps outlined by Paul.)</p> <p>Ann Ann’s report had been circulated with the meeting papers. Ann provided a brief update in relation to the discussion with Claire Jones about the possibility of the Council staff flu vaccination service being moved to PSNE Ltd. Post meeting note: the council has now decided against that option. Ann fed back following the meeting Ann and Paul had with Laura Jones at CGL regarding the proposed pharmacy audits. Laura had provided reassurance that the audits will be very “light touch.”</p> <p>Geraint Geraint’s report had been circulated with the meeting papers. Geraint reported that there is a new piece of software that effects patient nominations, without consent. Paul and Jamie elaborated on how the software operates. Action: Geraint is following up with Gordon Hockey at CPE</p> <p>The meeting discussed re-energising the Healthy Living Champion (HLC) role. It was agreed that because the role is unfunded and pharmacies must prioritise income-generating work, CPDandS should not invest further time in the HLC initiative.</p> <p>Greg Greg’s report had been circulated with the meeting papers. Ann and Greg fed back briefly on the discussions/meetings with Sunderland City Council regarding PSNE Ltd.’s bid to manage some public health services.</p>
LPC/075/2025	<p>CPDandS meeting and engagement event – 15 January 2026 Greg clarified the proposed format and progress to date regarding registrations for the event. Regular reminders will be sent to pharmacies.</p>
LPC/076/2025	<p>Administration Meeting updates PSNE Ltd The paramount importance of PSNE Ltd’s financial integrity was the subject of a full and frank discussion regarding LPC management fees. There was a unanimous and critical consensus that management fees must be retained within PSNE Ltd. Payments should only be disbursed when the company</p>

	<p>has absolute certainty of possessing sufficient funds to guarantee timely monthly payments to pharmacies. Furthermore, a compelling argument was made that management fees should not be paid at all, but rather invested directly into PSNE Ltd's own infrastructure to eliminate any reliance on LPC capacity.</p> <p>The meeting discussed reallocating funding currently used for PCN Lead roles (e.g., investing in coaches instead). A proposal was made to rebadge all PCN Lead and Coach funding as "Community Pharmacy Engagement" and allow LPCs autonomy on how it is spent.</p> <p>Action: Members to email Geraint with suggestions about how 26/27 funding should be spent.</p> <p>Emma returned to the meeting. Paul retained the chair with Emma's agreement.</p> <p>September engagement event – evaluation Members had been sent a copy of the evaluation with the meeting papers.</p> <p>Action: Members were asked to send to Greg their suggestions for a quarter one engagement event.</p> <p>2026 meeting dates and venue The meeting dates were agreed. Ramside Hall will continue to be the venue. Action: Greg to discuss catering options with the Ramside.</p>
LPC/077/2025	<p>Services A number of the agenda items have been covered earlier in the meeting. Action: in relation to the ABPM service, the services subgroup will review the monthly returns received from pharmacies which have a CPDandS provided ABPM and follow up with those which have not submitted replies. The group will feedback to the January meeting.</p>
LPC/078/2025	<p>Subgroup reports The groups provided brief feedback.</p>
LPC/079/2025	<p>Any other business Jamie provided feedback on the meeting he and Ann had attended regarding the possibility of a commissioned ear service. NENC ICB has not expressed an interest in commissioning a service. Ian requested an update with regards to mylocalsurgery. Geraint reported that it is with CPE. Geraint informed the meeting about the presentation CPNoT had received from Futuremeds with relation to clinical trials. Action: Geraint to provide Greg with Futuremeds contact details.</p>
	<p>Date of next meeting: Thursday 15th January 2026 @ Ramside Hall Hotel. Start time: 12.30</p>