

# Community Pharmacy Lancashire

## Community Pharmacy Lancashire (CPL)

Minutes of the Annual General Meeting (AGM) 18.09.2023 09.30 – 10.03

Preston Biz Space, Preston Technology Centre, Marsh Lane, PR1 8UQ

### Present:

Tahir Hussain (TH), Abid Malluk (AM), Graz Amado (GA), Roger Balshaw (RB) Anothai Chareunsi (AC),  
Richard Wood (RW)

### Present Virtually (via Microsoft Teams):

Georgina Barber (GB), Ali Dalal (AD)

### In attendance:

|                     |   |                                 |
|---------------------|---|---------------------------------|
| Mubasher Ali (MA)   | - | Chief Executive                 |
| Michael Ball (MB)   | - | Vice Chair                      |
| Benjamin Fell (BF)  | - | Treasurer                       |
| Naomi Parker (NP)   | - | Senior Business Support Officer |
| Hannah Caulton (HC) | - | Business Support Officer        |

### Chaired by:

|                  |   |                 |
|------------------|---|-----------------|
| Kath Gulson (KG) | - | Executive Chair |
|------------------|---|-----------------|

### Apologies:

Asif Adam, Khalid Khan, Sarah Vaukins, Aisling O'Brien, Wesley Jones, Alec Meakins

### 1. Welcome from the Community Pharmacy Lancashire (CPL) Chairman

KG opened the meeting by thanking everyone present– committee members and executive team.

KG confirmed meeting will be recorded for the purpose of minutes.

### 2. Minutes of AGM 2022

KG took the group through the minutes of the AGM from 2022. These were proposed by TH and seconded by RB, and accepted by those present at the meeting as a true and accurate record.

### 3. Matters arising.

There were no matters arising in the room or online.

MA confirmed questions can be placed in Teams chat function for those present virtually.

### 4. Annual report

KG discussed the Executive Chair Foreword in the annual report and confirmed that this is in the annual report, confirming the focus is on the activity during 2022/23. KG briefly spoke about some key points over

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Chief Executive Mubasher Ali MPharm MRPharmS FRSPH Executive Chair Kath Gulson MRPharmS Vice Chair Michael Ball MRPharmS

the last year including the ongoing pandemic, KG confirmed it's been humbling to witness the ability of our pharmacy teams to work under pressure. KG stated that when the 5-year contract was agreed, we could have never foreseen events such as the pandemic, inflation, drug shortages and the incredible strain this has placed on all areas of the healthcare system. KG confirmed that this has sadly we have not received any recognition or additional funding from the Government, which has been disappointing considering the efforts pharmacy teams have put in towards patient care. This lack of recognition has caused pharmacy teams to take some drastic action, including reduction in opening hours and unfortunately several closures. KG confirmed the funding struggles and work force pressures has had an impact on the mental wellbeing of our pharmacy teams, with this being said CPL have supported where possible by making tools and resources available on our website. KG confirmed that as a board we have tried to maximise the services that exist for Community Pharmacies and in terms of support we hosted several workshops with Lynette Roberts to support contractors in increasing their capacity. KG summarised by expressing her thanks and gratitude to the pharmacy teams that are continuing to provide patient care through ongoing funding and workforce issues then passed to MA to go through the Annual Report.

MA echoed KG's sentiment and thanked the pharmacy teams for their ongoing hard work. MA confirmed that these messages have been emphasised throughout the report.

MA tabled some key highlights throughout the Annual Report and confirmed that this is an opportunity to showcase the hard work put in by our contractors and board members.

MA tabled the year in review with highlights and achievements throughout the year.

MA confirmed that we were supported with a statement from a new independent board member AD, to seek their views on activities from an independent's perspective. It was great to receive positive views around contractor support and joint alignment.

MA discussed the operational overview and some further highlights such as flu and New Medicine Service NMS and the comparison between other LPC's as well as areas in which improvements can be made such as DMS.

MA confirmed we have emphasised Community Pharmacist Consultation Service (CPCS) which highlights the stretch pharmacy is under however the delivery is still there.

MA confirmed continued progression for GPCPCS/CPCS and the utilisation of our Clinical Leads via assigned ring-fenced funding. MA covered statistics that conveyed the continued progression on outstanding referrals and completion rates, confirming the impact on contractor cash flow and also showcasing the quality markers across the LSC level.

MA highlighted the hypertension service, SCS, Covid vaccination and Locally Commissioned services. MA took everyone through the intense work and positioning for a proposed LSC wide Minor Ailment Service. This was worked on extremely hard by CPLSC and ICB / ICS team members, however this was rejected by the ICB and finance team at the final stages. MA confirmed we will continue to work on this into the next year.

MA tabled the Office and Contractor Support section of the annual report, confirming the various contact options now being made available to contractors to align a simpler and more open way of communication.

MA tabled website and newsletter peaks, plus website highlights including top 10 visited pages on the website and most popular overall newsletters. This showcases a closer connection and appropriate adaptations to fit contractor needs at the local level.

MA tabled the social media outreach and how we use this to share and celebrate the vast effort by our pharmacy teams. This has been used to educate the public, commissioners and charity groups on the

### **“Putting Community Pharmacy on the local healthcare map!”**

fantastic work demonstrated by our pharmacy teams whilst also using the platform to portray the realistic funding crisis our contractors are facing.

MA tabled stats around contractor visits and gave examples of the main reasons for visits. MA discussed contractor events hosted by CPL including feedback from attendees. MA confirmed the events were intended to improve capacity and cash flow in such tough times.

MA tabled the Annual Report section around stakeholder engagement and MP lobbying.

MA tabled PCN Lead efforts and stats and thanked all PCN Leads for their ongoing hard work and support within the community, on behalf of their fellow contractors for CPLSC. It included key focus areas of work and types of local healthcare liaisons.

MA gave thanks to KG and the NPA team for their efforts in supporting with specific marketing tools used to educate wider stakeholders on the fantastic work our Community Pharmacy teams provide.

MA hands over to KG.

KG highlighted the great contribution that the office team had put into the preparation of the Annual Report before passing over to BF.

## **5. Treasurer's report**

BF confirmed that there has been an increase in income due to increased level of activity and support which is expected to continue for the next few years as we return to pre pandemic norms. BF confirmed that the joining of South Cumbria has impacted the finances, which is to be expected.

The accounts for CPL had been published on the CPL website and notified to contractors. In addition, the Treasurer had written a detailed finance section in the annual report.

There were no questions on the accounts from the floor.

NP announced the result of postal votes. One hundred and twenty-nine (129) postal votes all accepting the accounts.

There were three (3) votes from the floor to accept. There were no (0) votes against the motion. There were no (0) abstentions.

A simple majority was required for the accounts to be adopted.

Total votes for (including postal votes) was 132, votes against 0, no abstentions. The vote to accept the accounts was therefore carried unanimously and the accounts adopted.

## **6. General questions from the floor**

There were no questions.

## **7. Any other business**

There was no other business.

## **8. Close of AGM meeting**

The meeting was closed at 10.03

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Chief Executive Mubasher Ali MPharm MRPharmS FRSPH Executive Chair Kath Gulson MRPharmS Vice Chair Michael Ball MRPharmS