

Community Pharmacy Lancashire & South Cumbria

Community Pharmacy Lancashire & South Cumbria (CPLSC)

Minutes of the Annual General Meeting (AGM) 30.09.2025 9:30-10:00

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

Present:

Roger Balshaw (RB), Georgina Barber (GB), Tahir Hussain (TH), Abid Malluk (AM), Richard Wood (RW), Asif Adam (AA)

Present Virtually (via Microsoft Teams):

Khalid Khan (KK)

Chaired by:

Ali Dalal (AD)

In attendance:

Mubasher Ali (MA)	-	Chief Executive
Michael Ball (MB)	-	Vice Chair
Benjamin Fell (BF)	-	Independent Treasurer
Emily Kilgariff (EK)	-	Business Support Officer (minutes)
Linsey Wilson (LW)	-	Healthcare Development Manager

Apologies:

Sarah Vaukins(SV), Simon Abbot(SA)

1. Welcome CPLSC Chair

AD welcomed everyone to CPLSC AGM

MA gave apologies as noted for SV and SA

2. Minutes of AGM 2023-2024

AD requested approval of CPLSC minutes 23-24

RB Proposed and TH Seconded and also accepted by those present at the meeting as a true and accurate record.

3. Matters arising

No matters arising noted in the room or online

4. CPE Janet Morrison Update (Remote Video)

MA played the CPE video in which Janet gave an update on the in-year efforts and future CPE proposals and plans

“Community Pharmacy – Core Pillars of Primary Care”

Chief Executive Mubasher Ali MPharm MRPharmS FRSPH
Chair Ali Dalal MRPharmS PGDip Vice Chair Michael Ball MRPharmS

5. Annual Report 2024-2025

MA and MB expressed a huge thank you to our contractors and their teams as well as the Exec, Board members and office team, with particular thanks to the outgoing Executive Chair Kath Gulson and SBSO Naomi Parker for their unrivalled support across the year. We would also like to express our thanks to all our sponsors who supported our contractors and enabled the Power Up Event.

MA highlighted that the 2024–2025 year marked a transformative period for Community Pharmacy Lancashire & South Cumbria (CPLSC), with community pharmacies continuing to demonstrate resilience, innovation, and outstanding patient care across the region. Despite facing rising operational costs, workforce pressures, and funding challenges, CPLSC contractors delivered exceptional numbers of NHS services, reinforcing their role as core pillars of primary care.

A major highlight was the CPLSC Power Up Event in January 2025, which brought together contractors for targeted workshops on contraception, hypertension, skill mix, and service revenue strategies. This event showcased CPLSC's commitment to equipping pharmacy teams with the tools and confidence to meet evolving NHS requirements.

CPLSC also led strategic efforts in embedding the Pharmacy First Service, supporting contractors through training, troubleshooting, and advocacy. The organisation strengthened ties with GP practices, NHS111, and urgent care teams, enhancing referral pathways and easing pressures on primary and secondary care.

Workforce development remained a priority, with CPLSC partnering with Buttercups, Skills4Pharmacy, and LSCICB to promote apprenticeships and technician training. The launch of the Community Pharmacy Technician Apprenticeship Programme and recruitment campaigns helped build sustainable teams across the footprint.

Digital engagement surged, with CPLSC's redesigned website and newsletters reaching thousands of contractors, while social media outreach generated vast impressions to showcase the brilliant NHS care on offer as well as the reality of day-to-day practice and our efforts have really been a catalyst for others. CPLSC also amplified the sector's voice and showcasing contractor excellence. Media appearances on BBC Radio, ITV Border, and national platforms further highlighted the sector's contributions and funding challenges.

Operationally, CPLSC supported our contractors with multiple means of communications and thousands of phone calls alongside direct face to face site visits as well as twice a week newsletter publications, to ensure timely guidance and advocacy. This was further supported by our PCN leads who continued supporting their local contractors with primary care collaboration and other external bodies. Governance remained robust, with the Exec and board overseeing multiple projects, work streams and Public Relations.

Looking ahead, CPLSC remains focused on strengthening representation, driving service delivery, and advocating for fair funding. The organisation's updated Vision Document outlines a bold roadmap

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for integration, innovation, and growth, positioning community pharmacy as a vital, strategic partner in the future of healthcare across Primary Care.

6. Treasurers Report

BF during 2024/25, CPLSC operated with a strong focus on financial prudence and contractor support and it's been a good year on a financial perspective in line with budget.

Despite rising costs and reduced national funding, CPLSC successfully managed its budget, below forecast, thanks to cost-saving measures and strategic spending and sponsorships, whilst also being mindful of recruitment options still ongoing. This enabled the Board to grant a two-month levy holiday to contractors, returning unused funds to the frontline. Of every £1 received, 64p was spent directly on front line contractor support, 33p contributed to CPE levies for national representation and the rest covered governance and admin. Additional income from sponsorships contributions was ringfenced to support ongoing initiatives and showcased CPLSC efforts in achieving a Power Up event with great connections to sponsors in support of financial stability. Looking ahead, CPLSC remains committed to zero-based budgeting and financial sustainability, aligning with anticipated NHS service expansion and evolving funding models.

There were no questions on the accounts from the room or online
AD then requested the online voting numbers ahead of the ballot being closed as well as the votes in the room.

EK announced the result of online votes. thirty-two (32) all accepting the accounts.

MA announced that there were an additional ninety-eight (98) 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 online votes) was one hundred and thirty (130), votes against 0, no abstentions.

The vote to accept the accounts was therefore carried unanimously and the accounts adopted.

7. Any Other Business

None noted

8. Close of AGM

Closed 10:00