

Summary of our year

The challenges of 2024-25 continued into 2025-26 as **funding and workforce pressures** put additional strain on our pharmacy contractors and their teams. Despite these challenges **contractors continued to deliver the highest standards** of patient care, going above and beyond to support patients with medicines shortages and the delivery of new services. A big thankyou to you all for your efforts.

To help you be the very best you can **we've been helping resolve queries**, producing **briefings and toolkits**, supporting you to **deliver services** and **maximise your income via CPGM Connect**. We also continue to play active role in the work of the wider Primary Care team and have been working hard to ensure **Community Pharmacy has a voice and influence as the NHS Reforms start to impact**.

Our highlights

Nominations – Supported pharmacy teams affected, produced guidance and worked closely with NHS GM and CPE to escalate issues, **resulting in changes to regulations and the GP contract**

Neighbourhoods and GM Live Well – Secured engagement with and inclusion of our **Community Pharmacy representatives** in these initiatives

Resources, Campaigns and Tools – Produced a plan to **help meet CPCF and PQS requirements**, launched **HLP campaign**, introduced **patient safety** newsletter and **reviewed local services** to help pharmacies make informed business decisions

Service Development and Delivery – Utilised **locality-level service and referral data** to inform **targeted support** to improve uptake, helped resolve contractor payment issues proactively to minimise service disruption, and aided development of **NHSE IP pathfinder**, **MMR vaccination pilots** and a **standardised Minor Ailments Service**

Workforce Development – Ensured **all of our trainees were successfully allocated a DPP placement** and supported development of an **award-winning Wellbeing programme**

External Engagement – Showcased the achievements of Community Pharmacy at key national events including **HSJ Medicines Forum**, **The Pharmacy Show**, **CPC North** and the **NHS Confederation: Care Closer to Home Conference**

CPGM Connect

Our purpose is to deliver value for you, **improve visibility of opportunities to connect with us** and **build meaningful connections** with our Community Pharmacy contractors and their teams. We've done this **by launching CPGM Connect, a programme of events, engagement touchpoints.**



We maintained strong engagement with pharmacy teams through:

- **CPGM Connect Training Events** – [September Conference](#) and [Maximising Your NHS Income](#) which included interactive workshops and a chance to network
- **CPGM Connect Forums** – Our first [forum](#) gathering 10 local Community Pharmacy representatives to discuss relevant topics and utilise their on the ground knowledge to help shape our support offer
- **Monthly pharmacy visits** – Our team [visited over 200 pharmacies](#)
- **Weekly drop-in sessions** – [Hosted over 50 sessions](#), providing you an opportunity to raise your general or topic specific questions
- **WhatsApp polls** – To gather information and inform our support
- **1:1 tailored contractor support** – Based on service data and direct feedback
- **Ask the committee** – [MS Form](#) created so you can ask your questions directly

Coming in 2026/27



IP and DPP
support

NHS 10-Year Plan
Live Well and
Neighbourhoods

CPGM
Connect
Visits

Stakeholder
Mapping and
Engagement

Pharmacy
Contraception
Service

Face-to-
Face and
Virtual
Events

It's been a privilege to lead the committee and the CPGM team over the last 12 months and I'd like to thank them all for their ongoing support and commitment to making things happen.

If you'd like more detail or have any questions, feedback or suggestions please do get in touch: janice@cpgm.org.uk

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Get in touch

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