



To: All Members of the Health Liaison Panel

Dear Councillor,

HEALTH LIAISON PANEL - TUESDAY, 1ST JULY, 2025 , Council Chamber - Epsom Town Hall

Please find attached the following document(s) for the meeting of the Health Liaison Panel to be held on Tuesday, 1st July, 2025.

3. **NHS PHARMACY PRESENTATION - PHARMACY FIRST SERVICE
PRESENTATION SLIDES** (Pages 3 - 12)

The presentation slides presented to the Panel for item 3 of the agenda.

4. **LOVE ME LOVE MY MIND PRESENTATION
PRESENTATION SLIDES** (Pages 13 - 26)

The presentation slides presented to the Panel for item 4 of the agenda.

For further information, please contact democraticservices@epsom-ewell.gov.uk or tel: 01372 732000

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sing', written over a horizontal line.

Chief Executive

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Pharmacy First and the Extended Offer

Sharn Dev
Horton Pharmacy





Pharmacy First – service details

- ▶ The service will consist of three elements:

Referrals for minor illness consultations with a pharmacist

Previously part of CPCS, GP practices can refer to this element

Urgent supply of repeat meds and appliances

Previously part of CPCS but GP practices cannot refer for this element

Clinical pathway consultations

New element, GP practices can refer to this element

Pharmacy First

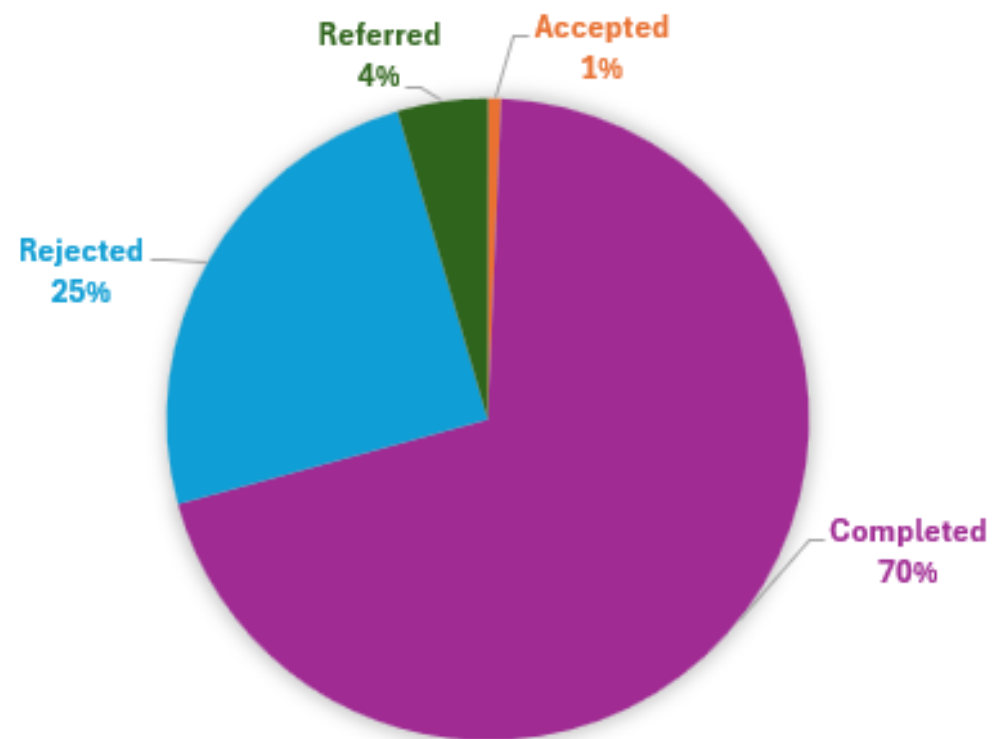
Surrey GP referral data:

31/01/24 – 17/03/25:

24 127 referrals

- Accepted : 161
- Completed : 16 909
- Rejected : 5964
- Referred : 1093

PHARMACY FIRST REFERRALS:JAN24-MAR25



Rejection Reasons

Top reasons for rejecting referrals

- Patient uncontactable
- Patients do not fit the Pharmacy First criteria
- Duplicate referrals/entered as self-referrals
- Failed to attend pharmacy post phone conversation

There has been a reduction in the number of inappropriate referrals with most rejections attributed to patients being uncountable

Pharmacy First - Surrey

NHSBSA Data

Surrey ICB	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
Acute Otitis Media	252	314	271	296	223	288	321	296	307	443	637	485
Acute Sore Throat	520	759	746	730	592	746	549	695	756	1004	1400	1347
Impetigo	82	104	91	95	93	115	102	138	126	166	147	154
Infected Insect Bites	37	50	58	278	412	547	778	405	183	143	75	50
Shingles	64	45	62	63	74	86	66	75	73	90	83	84
Sinusitis	315	289	275	265	210	229	152	247	320	437	657	633
Uncomplicated UTIs	436	488	524	560	525	662	719	756	780	890	934	828
Urgent Medicine Supply	1074	1383	1463	1676	1425	2023	1967	2062	1572	1895	2265	1671
Minor Illness Referrals	1606	1606	1440	1362	1185	1205	983	1046	1032	1403	1604	1365

Company Chemists' Association (CCA) AMR report

- ▶ PHARMACY FIRST: SUPPORTING ANTIMICROBIAL STEWARDSHIP
- ▶ Full report can be found [here](#)

Key points to take away

- ▶ Between January and September 2024 over 1.4 million patient appointments have been transferred from general practice to pharmacy through clinical pathway consultations. The service has dramatically increased access to urgent care, particularly in deprived communities.
- ▶ On average, 66% of patients who attend a pharmacy through the Pharmacy First service receive antibiotic treatment.
- ▶ Pharmacists provide treatment in line with guidelines. The vast majority (88%) antibiotics supplied are first line treatments.



Pharmacy First in Epsom

- ▶ There are now 8 pharmacies in Epsom delivering Pharmacy First
- ▶ This is down from 10 previously – but delivery remains strong
- ▶ Collectively, we provide hundreds of appointments every day
- ▶ Integrated with local GP practices and NHS 111

Promoting Pharmacy First Locally

- ▶ CPE toolkit includes press releases, posters, social media tiles, and animations
- ▶ Materials support in-pharmacy, digital, and local media outreach
- ▶ Templates available for community messaging
- ▶ Designed for easy implementation by teams at all sites

Service Impact & Media Briefings

- ▶ 5+ million Pharmacy First consultations since launch
- ▶ 2.4 million via clinical pathways (e.g., 835k sore throat, 665k UTI)
- ▶ Aims to free up 10 million GP appointments per year
- ▶ £645m Primary Care Recovery Plan investment, £215m for Pharmacy First expansion
- ▶ Quote: 'Pharmacy First is a stepping stone to a more clinical future' - CPE

Love Me Love My Mind

2025 - 2029 STRATEGY

Welcome by Allen Price

A brief introduction

Mission

To improve the quality of life for people in our
community affected by mental illness

Vision

A mentally healthier community in Epsom and Ewell with access to the right mental health support and an improved quality of life.

Purpose

Building a community for mental health and wellbeing support whilst promoting awareness

Services we currently provide

- ▶ Our main activities have predominantly been our weekly drop-in and our annual Epsom Mental Health Week, and recently we have added further activities as below.
- ▶ 1. Monday Drop-in attended by 35 + people every week.
- ▶ 2. Warm Welcome Space from October 2025 to March 2026, hot drinks, soup and a roll, advice and support
- ▶ 3. Volunteer Gardening group at Appleby House Care Home
- ▶ 4. Thursday evening Peer Support Group - weekly discussion topic. Playing board games, social interaction
- ▶ 5. Kids art club Saturday mornings
- ▶ 6. Kids Craft club Sunday afternoon
- ▶ 7. Epsom Mental Health Week every October around World Mental Health Day
- ▶ 8. St Barnabas Church Friday Advice Café
- ▶ 9. Community Engagement stands across the borough throughout the year

Strengths

- Track record of 19 years delivery
- Strong and consistent membership and engagement
 - Volunteers Commitment
 - Providing a safe space
 - LMLMM is a family
 - Challenging stigma
 - No-one is forgotten
 - Social impact
 - Commitment to mission
 - Authentic

Objectives/Goals

We Identified the charity's most pressing needs and goals for the next 3 - 5 years.

- Increase membership and engagement
- Maximise awareness of LMLMM and mental health / wellbeing
 - Increase number of volunteers
- More funding secured / more identified
 - Revise and update relevant policies

Key Performance Indicators

Define measurable outcomes to track the progress of strategic initiatives.

- Monitor attendance at all events
- Embed WEMWBS 7 or 14 question wellbeing survey into activities to increase members' wellbeing
- Focus on both short-term (e.g., fundraising targets, programme delivery) and long-term (e.g. growth, sustainability)

Funding

To ensure National Lottery Awards 4 All funding secures delivery of LMLMM core services for the next two years

To ensure LMLMM reserves fund all core costs related to service delivery

To produce a funding/delivery statistics plan to move LMLMM forward and support the charity to achieve its 2025 - 2029 strategy

To identify and research new funding opportunities

Example of the delivery plan

Year	Volunteers	Funding / 000	Members	Attendees	Wider Community
2024	10	20	50	50	20
2025	15	30	55	60	25
2026	23	65	64	96	35
2027	30	85	100	120	40
2028	33	100	110	132	45
2029	37	128	121	145	50

How you can help LMLMM

- ▶ Raise awareness through social media, word of mouth, or by distributing materials like flyers or posters to inform the public about mental health issues and the charity's work.
- ▶ Volunteers can help organize fundraising events such as charity runs, auctions, cake sales, or virtual events to raise money for the charity.
- ▶ Volunteers can write blog posts, newsletters, or social media content to keep the community informed and engaged.
- ▶ Volunteers with lived experience or expertise in mental health can share their stories or expertise through public speaking engagements or media interviews.
- ▶ Volunteers can provide non-clinical emotional support by actively listening to individuals going through tough times, providing comfort, or helping them connect to professional services.
- ▶ Volunteers can help the charity apply for funding and grants from foundations, government programs, or corporate sponsorships.

Thank you for all that you do to support
LMLMM and its members

THANKYOU!

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