

# A Guide to Engaging with your local MP

This briefing note provides guidance for LPCs and pharmacy owners on engaging with local politicians following the announcement of the Government's 'NHS Ten Year Plan' and the announcement of the Community Pharmacy Contractual Framework for 2024/25 and 2025/26. This work at constituency level is critical to building our caucus of supporters across Parliament and to support national ongoing work making the case for the sector.

## Contents

Introduction and background .....	2
Finding and contacting MPs.....	4
Template letter to invite MPs to a visit.....	4
Guidance for hosting an MP visit .....	6
Logistics .....	6
Outline of the day .....	7
Top Tips: Key Points when talking to MPs.....	8
Top Tips: Answering MP Questions .....	12
After the visit .....	13
Template press releases .....	14

## Introduction and background

Following the election of a new Government in July 2024, in a parliament of 650 MPs, there were 335 new MPs from across the political spectrum, with varied understanding of the community pharmacy sector. There are 543 English MPs.

In the context of the recent announcement from the Government on its Ten Year Plan for the NHS, and with the pressures on community pharmacy ongoing despite the recent funding uplift, it is vital that the sector continues to develop relationships with MPs across all political parties to help build on our existing network of supportive politicians.

Local MPs can help us hold the Government to account on its negotiation commitment to provide a “sustainable funding and operational model” for the sector, and persuade ministers of the expanded role community pharmacy could play at the heart of new neighbourhood health teams, and of the need to invest further in the sector.

### NHS 10 Year Plan

The NHS 10 Year Plan sets out an ambitious vision for transforming the NHS – shifting care from hospitals to communities, from sickness to prevention, and from analogue to digital. Community pharmacies are ideally placed to help deliver all three of these priorities.

With their accessibility, trusted presence in every neighbourhood and growing role in preventative healthcare, pharmacies are already helping to reduce pressure on GPs and hospitals. But to fully realise this potential, they need to be backed with the right investment and commissioning.

Following the release of the plan, this is an important time to engage with MPs. We are asking them to support predictable and adequate investment in community pharmacies, ensuring fair reimbursement for medicines and payments for services and dispensing, and closing the funding gap identified by the Independent Economic Analysis. This is essential to secure the sector’s future.

Once this foundation is in place, we want ministers to build on what’s already working, so pharmacies can be a significant part of the solution to NHS transformation.

You can read our full briefing on the ‘NHS Ten Year Plan’ here: [\*\*Briefing O15/25: Fit for the future: 10 Year Health Plan for England\*\*](#)

## CPCF announcement

Following the funding announcement in March this year, we produced a specific [CPCF Settlement Announcement Briefing](#) which sets out the implications for community pharmacies, as well as a [summary of the independent Economic Analysis](#) of the costs of delivering pharmaceutical services.

We need to ensure MPs understand the critical situation for pharmacies. Despite the welcome investment in the sector as part of the new CPCF, we can expect to see pharmacies continuing to struggle financially and operationally, leading to medicines shortages and further temporary or permanent closures.

## What is in this briefing?

Included in the document are a range of resources to help you to contact your local MPs, develop and maintain relationships with them, explain the situation in community pharmacy, and publicise this engagement to focus further public and media attention on the sector. Specific resources include:

- Template invitations for MPs to visit a pharmacy in your local area;
- Advice on how to structure the visit and communicate key messages to the MPs; and
- A template press release to send to local media.

For those MPs that have not yet visited a local pharmacy, we would recommend inviting them again (every 3–4 months), to let them know that the offer still stands.

A pharmacy visit can provide a great opportunity to both show MPs the value of community pharmacy, but also to set out the very critical challenges that the sector is facing and seek their support with these. Pharmacy owners may like to offer to host such visits – we recommend contacting your LPC about this – and could also write directly to their local MP to set out the challenges they face.

Other topic-specific briefings are available on our website, and these will be further updated and added to over the coming weeks. All of our recent MP briefings, can be found on our website: [Information for politicians](#)

## Finding and contacting MPs

You can find out who your MPs are and their contact details using the postcode search function on the [UK Parliament website](#) or you can get in contact with our [Communications and Public Affairs team](#) if you have a query about this or about how best to contact them.

We issue template letters for LPCs and pharmacy owners to use to contact their MPs to help with various campaigns.

We have separate guidance on writing to your MP – please see our website for more information on this: [Engaging with politicians](#). If you have existing relationships with MPs you may not need to use any of these templates. The best way of getting in touch with your MP to invite them to a pharmacy within their constituency is via email, but you could also follow up with a phone call to their Parliamentary or constituency office.

## Template letter to invite MPs to a visit

Dear [name of MP],

[Thank you for your support for community pharmacies in [constituency]].

I am writing on behalf of [Local Pharmaceutical Committee], which represents all [X] community pharmacies across [area], including those in [constituency].

**OR** I am a pharmacy owner in your constituency.

Following the recent announcement of the Government's 'NHS 10 Year Plan' and the new Community Pharmacy Contractual Framework for the years 2024/25 and 2025/26, I wanted to reach out personally and invite you to visit [name of pharmacy] to find out more about the work the team do to support patients and the public.

Community pharmacists are trusted healthcare professionals: millions of people rely on them every day for access to lifesaving medicines, healthcare advice and other clinical services, such as the Pharmacy First service. The Government has committed to providing a sustainable funding and operational model for the sector, and I urge you, with our support, to hold the Government to this promise, without which, we can expect to see pharmacies continuing to close, putting unbearable pressures on the remaining network and wider primary care team.

We would be delighted to talk to you about how you can support pharmacies in the constituency, and also to show you how we are already supporting the Government's three shifts for healthcare, and what more we could do with the right investment in the sector.

I hope that a visit such as this is of interest, and I hope to hear from you soon.

Kind regards,

[xxx]

## Guidance for hosting an MP visit

Congratulations if you have managed to secure a visit from your Member of Parliament.

### Logistics

There are some key points to note about logistics:

- **When Parliament is sitting, MPs will usually only be available in their constituency on a Friday.** You'll need to do your best to accommodate this, ideally choosing a time when you will have a good flow of patients coming into the pharmacy in case the MP wants to talk to patients as well. MPs may have more flexibility over Parliamentary recess periods.
- **MPs do face security risks.** It is now extremely important that the details of any politician visits, including time, date and location, remain confidential in advance of the visit. This is to ensure that politicians can be confident that the visit can go ahead safely. Only tell people who need to be aware and/or can be trusted and do not put this information on social media platforms or other channels without express permission from the politician or candidates' teams. Please contact your LPC or Community Pharmacy England if you would like further advice ahead of a visit.
- **MPs will often bring their teams with them.** If team members or researchers do come along, introduce yourself to them as well and give them copies of any briefings you want them to take away with them.
- **Try to plan a focus for the visit.** The main objective of the visit is to help the MP understand community pharmacy and go away wanting to help support the sector. You can ask in advance if there is anything in particular they want to get out of the visit – they may have heard from constituents about medicines supply issues, for example, and knowing this in advance can help you to plan a more successful visit.
- **Plan and print take-home briefings in advance.** MPs and their teams often value having printed materials to take away with them and review in their own time. You can provide them with key briefing documents to support this.
- All of our recent MP briefings, can be found on our website: [Information for politicians](#)
- **If your MP has asked for a longer visit sometimes termed “work experience”** think about how you might be able to show them more of what you do in your workday and anything practical you can show them.

For example, you might want to let them to watch deliveries, help clean customer facing areas of the pharmacy or join team meetings. Do be mindful of any practical implications of having them in the store for longer periods of time – patient privacy and health and safety, for example.

## Outline of the day

We have set out below some guidance on how to structure a visit once you get to that point.

1. **Welcome the Member of Parliament.** Introduce yourself and, if you are comfortable, shake their hand.
2. **Introduce yourself to anyone else who is joining them on the visit and do the same for any of your colleagues in the store at the time.** An MP will often come along with parliamentary assistants and researchers for photo opportunities. They will likely have responsibility for briefing the MP beforehand and will have been in charge of email correspondence to coordinate the visit, so it is important to have a good relationship with them for future engagement.

3. **Provide an overview of the visit. Tell them what you want to achieve.**

You might want to say something like:

“I am conscious we only have an hour of your time today so I thought we could have a brief walk around the pharmacy and I’ll tell you a bit about the services we provide. I’d love to understand your priorities but I’d also like to show you the immense challenges we are facing and talk about how you can help.”

4. **Introduce your business.**

- You might want to discuss your opening hours, number of pharmacies in the company and employee numbers.
- You could include details of how long you and/or your family have worked in pharmacy, any ambitions, and fears, for the future.
- You should talk about your patients – do you serve a particular demographic or community, is this an affluent or deprived area and what does that mean for health challenges?

- Outline the challenges that you are facing – what changes have you had to make in order to cope, and what has the impact on patients been? What else are you considering? What are your worries for the future?
- If you have financial or other evidence you can share with them, this can be very helpful. Or you could talk through one of our briefings on funding.

## 5. Take them around the pharmacy and deliver the sector's key asks

This is the key part of the visit when you will walk them around the pharmacy showing them all that you do. Some things that you may like to include are:

- **Your consultation room:** explaining the benefits of this and some of the clinical services that you offer and how this benefits patients.
- **Your PMR system:** what this does and how it works.
- **Dispensing:** how does the process work, who on the staff has a role in it, how many items do you dispense.
- **Efficiencies:** anything you have done to make your pharmacy more efficient. Highlight the ongoing pressures on your business.
- **Medicines supply:** outlining the ongoing issues with medicines supply and pricing and how this is impacting your pharmacy and patients.
- **Pharmacy First:** how this is going and how many GP referrals you are getting.
- **Patient demand:** is this growing? Are you struggling with this? Have you had to change anything to cope with demand?
- **Pressures:** you can highlight the impact on you and your team of the pressures – how hard you are having to work, the impact on your health and wellbeing, your concerns for the future of the business.

## Top Tips: Key Points when talking to MPs

- **Be sure to make it a dialogue.** Deliver your key messages but also answer their questions and listen to any information or insights they might share.
- **MPs are often short of time and can be late and leave earlier than expected.** Don't worry about this – but do be succinct and clear in your messages.



- **Try to bring what you are saying to life.** You could do this by using examples from your pharmacy where you have made a significant positive difference to patients, for example, or by using a few key statistics, though you may prefer not to try to remember these and refer to the briefings. You can also share with them some of your accounts information to make the point about rising costs and unsustainable pharmacy funding.

You can find Community Pharmacy England's key messages in our recent MP Briefings, including on the [funding settlement](#) and [summarising the independent Economic Analysis](#) with some further messages summarised below. We also have recently updated resources available on the potential for future pharmacy services, should these be properly funded:

[Unlocking the future of community pharmacy services](#)

[Unlocking Community Pharmacy's Potential Infographic](#)

It is important to try to maintain a local angle on the issues discussed during conversations with MPs. For example, pharmacy owners should consider how has your pharmacy, in your experience, been affected by a lack of funding and what does this mean for local patients / service users? It may be useful, if possible, to have some case studies or anecdotes of Pharmacy First patient interactions and outcomes, and also how many pharmacies in the area are participating.

Key Messages	
We look forward to working with Government to deliver on its ten year plan	<p>The Government's plan aligns well with the value that pharmacies can bring and should begin to further harness the sector's potential for the benefit of patients, communities and the wider NHS.</p> <p>Research shows that the public already supports community pharmacies playing a bigger role in healthcare services, and the sector has a unique ability to break down barriers to care, coupled with an astonishingly strong record on efficiency.</p> <p>But before this plan can become a reality, first the Government must deliver on its commitment to build the sustainable funding model that community pharmacy so desperately needs. The millions of people</p>

	<p>relying on them every day don't want to lose their local pharmacies to financial collapse, which is something the Government should carefully consider as it seeks to implement its plan.</p> <p><b>The plan taps into pharmacy's exciting potential – but stable funding must come first.</b></p>
We need a sustainable funding and operational model for community pharmacies	<p>The recent funding settlement for community pharmacies is the <b>first significant investment in community pharmacy's core funding for 10 years, and a positive first step towards a brighter future for the sector. But it still leaves a large funding gap – of over £2 billion</b> – as compared with the findings of the independent Economic Analysis of the costs of delivering pharmaceutical services.</p> <p><b>Community pharmacies will remain under pressure, and it is critical that Government's very welcome commitment to work towards a sustainable funding and operational model for community pharmacy is met.</b></p>
A full review of the medicines supply market, and short-term relief measures	<p>While the funding settlement includes some measures which may help to ease medicines supply, these are small steps in the right direction that will not resolve all supply issues. We want to see:</p> <ul style="list-style-type: none"> <li>• Continued progress to investigate and improve medicine supply chain resilience, from manufacturing through to community pharmacy supply to patients.</li> <li>• Implementation of measures to give pharmacists more flexibility in making strength, quantity and formulation changes where there are supply issues, for the benefit of patients.</li> </ul>

	<ul style="list-style-type: none"> <li>Progress on work to look at ensuring fair access to margin, for instance looking at branded generics.</li> </ul>
Investment in community pharmacy's clinical future	<p>Building on the Pharmacy First service, community pharmacies have much more to offer to support the nation's health and wellbeing, if they have the right support and investment with which to do so.</p> <p>We would particularly like to see them empowered to offer more vaccinations, and wider support for women's health and people with long-term conditions. See our <a href="#">Unlocking Community Pharmacy's Potential Infographic</a>.</p>
A plan to safeguard the pharmacy workforce:	<p>Like other health and care settings, community pharmacy is in the midst of significant workforce issues.</p> <p>To ensure the public can continue to rely on critical community pharmacy services, Government should work with the NHS on a pharmacy-specific workforce recruitment, retention and return plan. Continued backlogs and long waiting lists healthcare continue have meant impacted our nation's wellbeing, and we need to protect our vital community pharmacies.</p>

## 6. Ask what they want to achieve as an MP/what are their priorities?

You might want to say something like:

"Thank you again for your time today and for listening to our key asks. I'd be keen to understand your priorities and how we might be able to work together going forward".

Allow time for the Member of Parliament to provide their thoughts – they will almost certainly have questions.

## Top Tips: Answering MP Questions

- **Show them!** If you can better answer a question by showing them something in the pharmacy, or something on your computer screen, feel free to do this. This can be quite powerful, e.g. for illustrating medicines out of stocks or pricing issues, or for sharing accounts information.
- **Don't be afraid to say you don't know the answer.** If you are being asked about national or policy issues, you can always say that you will check and follow up by email. It is very likely that you will know the answers to almost all the questions that your MP has, though.

For more general tips on answering questions, you may also find out Media Interview Top Tips guide useful: [Communications, PR and media guidance](#)

### 7. Closing the visit

**Once the meeting and tour of the pharmacy is concluded, there are a number of ways to end the meeting while leaving the line of communication open.**

- a. If you would like, offer to take a photo together.
- b. Ask if they would like any further information on the discussion from today.
- c. Offer to draft social media posts (with supporting photos) or offer to collaborate on a press release with their team – the CPE Communications and Public Affairs team can help with this
- d. Share your printed briefing notes with them.
- e. Thank them for their time and say goodbye.

## After the visit

After the pharmacy visit, it is worth emailing the MP again to say thank you for the visit. You could also use this as another opportunity to share briefing documents with them, and to collaborate on a press release if they have agreed to that.

You can also ask MPs to help community pharmacy in any number of ways including:

### **Raise the profile of community pharmacy and the challenges facing the sector**

This can include media and publicity as well as sharing what they have seen and understood in conversations with MP colleagues and by writing to Ministers. We need support from as many political voices as possible. Sharing our messages and helping politicians to do the same is vital.

### **Parliamentary support**

MPs can:

#### **1. Submit Parliamentary Questions**

MPs may offer to ask parliamentary questions to show their support for pharmacy. MPs can ask oral parliamentary questions in the House of Commons chamber. These will usually be at departmental questions or Prime Minister's Questions. Written parliamentary questions can also be submitted by MPs to Government departments. These always receive an answer from the Minister and are a useful way to elicit information. MPs may also be happy to apply for a parliamentary debate specific to pharmacy.

#### **2. Write letters and questions to Ministers and other senior politicians**

If MPs show an interest in the challenges facing the sector, ask if they are prepared to write letters or put questions to Ministers calling for additional support. They might also be keen to raise the issue in Parliament: they could call for a select committee inquiry or a debate in Parliament, for example. This could be on general funding issues or perhaps specific issues they take an interest in.

You can offer to draft a letter for the MP in the first instance (we can help with this too), however some prefer to draft their own.

### 3. Join the pharmacy group in Parliament

MPs can also support the work of the All-Party Pharmacy Group (APPG) in Parliament, so please do encourage them to join. The Secretariat for the group is sponsored and supported by us jointly with the other national pharmacy bodies. The group hosts events and coordinates parliamentary activities to promote pharmacy. If an MP would like to join as a member, or simply find out more about upcoming events, they can email: [contact@pharmacyappg.co.uk](mailto:contact@pharmacyappg.co.uk)

### Template press releases

Following a pharmacy visit, politicians may offer to collaborate on a local press release. Those who are briefed virtually may also offer to publish a supportive statement or release for their websites or local media. Please refer to our [website](#) for the most up-to-date draft press releases.

### Contact

If you have any questions about anything in this briefing, please contact: [comms.team@cpe.org.uk](mailto:comms.team@cpe.org.uk)