

BY EMAIL

06 February 2026

Good Morning

We are contacting you as AGEM, the provider of the Norfolk Medicine Support Service has notified us that you make use of the MAR chart service.

We are writing to you to inform you MAR charts will be no longer available via the Norfolk Medicine Support Service from **31 March 2026**, and no further new referrals will be accepted for the Norfolk Medicine Support Service.

This is part of a large change in service provision, with the Norfolk Medicine Support Service ceasing in 2026, and we were keen to make you aware as soon as possible so that you can plan for an alternative stock of MAR charts.

You may be able to arrange to order a stock of MAR charts directly with the administering pharmacy (where they may be a charge), or as an alternative order stock via an online distributor. In addition, e-MAR recording is encouraged. Further guidelines on the requirements around medicines can be found here: [Medicines administration records in adult social care - Care Quality Commission](#).

You can also access medicine management resources on the Skills for Care website (www.skillsforcare.org.uk):

[Medicines management resources](#)

[Care topics](#)

For non-MAR chart related items, those clients already using the service will continue to have these resources at least until 31 March, and we will be working with the Norfolk and Waveney ICB and the provider AGEM to manage a transition with those individuals, linking to local GP, pharmacy, or other community services in the coming months.

For anyone that is not a current client of the service that needs help with medication, they are a number of options that can be explored to help, and I attach an information sheet compiled by the Development Worker Team that shares the resources we would be discussing with individuals that wanted support with medicine management.

You may also have your own resources and experience of using other non-MAR related aids and would welcome any suggestions that we could share across providers. If you'd like to share anything, please contact us using integratedcommissioners@norfolk.gov.uk.

Kind Regards

Tricia Guin, Senior Commissioning Manager (Integrated)

On behalf of the Norfolk and Waveney Integrated Care Board and Norfolk County Council

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