



**Community Pharmacy
Cheshire and Wirral**



ANNUAL REPORT 2016 – 2017

Chairman's Report

Twelve months on and we are still here – just!! The year started with our public petition and due to everyone's tremendous effort, we received over 2.2 million signatures nationally and we played our part to the full. This was presented to the government at 10 Downing Street, the largest ever petition on health matters. Well done to all.

With funding negotiations stalled and the government insistent that the funding cuts needed to be implemented, it has been an extremely difficult year for PSNC. The planned £170 million cuts were 'reduced' to £113 million due to the delay in implementation. However, it was imposed on 1 December 2016, and collected over 4 months so the impact was doubled, which resulted in a dreadful position for all contractors. It has been difficult to be cheerful about the £57 million pounds retained.

The pharmacy minister, David Mowat, attended the PSNC Conference in October and received a polite but hostile welcome. Later that same day saw a House of Commons debate on the cuts. It became clear that the government would change its position, and PSNC voted unanimously to reject the Department's offer and the 'settlement' was subsequently imposed. The consequence was that PSNC deemed it necessary to apply for a Judicial Review; and at the same time the NPA sought a review on very different grounds out of their own funds. We, in keeping with every other LPC in the country, were required to raise a special levy to meet the £1million anticipated costs; CPCW covered this for contractors from existing funds. The Judgement in the case was 'handed down by Mr. Justice Collins' on 18 May 2017, and we have been given leave to appeal his decision.

Against this national backdrop, your committee members and employees have continued to work hard locally on your behalf. We continue to negotiate with all the commissioners - CCGs and LAs - to preserve

the locally commissioned services we have. With all budgets being scaled back, the ability to renegotiate fees is extremely difficult. In fact many commissioners are using SLA and contract renewals to either cut fees paid or introduce the more for less (or at best same) fee. With six CCGs and four LAs to deal with, and 28 services commissioned across the footprint this is no easy process and a tremendous amount of employee's time is spent on these discussions.

We continue to work as closely as we can with NHS England North (Cheshire & Merseyside). CPCW are starting to work more collaboratively with our neighboring LPC's on certain work streams to ease workload and avoid duplication of effort. The LPC Chief Officers meet regularly and will continue to explore more joint working opportunities going forward. One major area of development has been the introduction of a PharmOutcomes Super License across the Cheshire and Mersey region; this allows the LPCs to promote the use of the platform to all our commissioners for the recording and subsequent payment for all enhanced services and has provided a strong basis to provide consistency and joint training initiatives. This has involved an element of speculative expense that we anticipate we will be able to recharge as the contracts are renewed on a rolling basis.

To reinforce all this work we have welcomed a wide range of guests to our meetings including:

Pam Soo, NHS England North (Cheshire & Merseyside) – General Update

Mark Dickinson, Head of Prescribing and Medicines Optimisation – 3 CCGs – General update including patient led ordering

Jo-Anne Hardman – East Cheshire Substance Misuse Team – Update members on the service

Barbara Perry, Laura Marsh, Jonathan Taylor – West Cheshire CCG – Update members on a PH consultation

Jonathan Horgan and Paula McNamara – Midlands and Lancashire CSU – Update on CSU and patient led ordering

Shelley Brough – Cheshire East Council – Substance Misuse Service

Veronica Kitton – Healthwatch Cheshire East – Update on independent report commissioned by Healthwatch into Community Pharmacy in CE

Janet Kenyon, 3 CCG's

Jane Branson and Carl Griffin – Cheshire East Council – One You in Cheshire East

Mike Coates – Aqua Older People's Project, Warrington – Integrated Care

Jimmy Cheung – Senior Clinical Pharmacist, Warrington Health Plus – Pharmacist in GP practice pilot in Warrington/Repeat Ordering Changes

William Greenwood, Chief Executive, LMC

Jill Chiwara – Rowlands Pharmacy – Scottish Pharmacy Contract

In September, a number of committee members had the opportunity to meet with Bruce Warner, Deputy Chief Pharmaceutical Officer at NHS England. This was an opportunity both to hear his take on the future of community pharmacy as well as to put over some of our concerns and views. We offered to work closely with him on any future initiatives.

Having successfully negotiated Enhanced Services the one area of contention from all the commissioners is the level of activity (or lack of it in some areas) and the standard of quality of service provision. This is an aspect that the LPC has no control over-it is down to all of us as contractors, both independents and multiples, to provide a good quality service on a regular basis - a minimum 80% of our opening times is the standard we should aim to achieve. If we cannot offer the service, for whatever reason, then we are obliged to accurately signpost the patient to another contractor. If we do not fulfil this clinical/professional responsibility, we risk the services being decommissioned or contracts not being renewed. It is self-evident that the future is in our own hands.

Part of the imposed settlement introduced the Quality Payments and Pharmacy Access Schemes (PhAS). The un-thought through introduction of these schemes led to high levels of frustration and concern for a number of contractors. After weeks and months of moving goal posts, completion of the Gateway Criteria and subsequent Quality Criteria was a much harder task for all. PSNC have recently announced that despite this, over 11,000 contractors in England claimed Quality Payments at the April review point, which demonstrates the commitment from contractors to improve the quality of services they provide to patients. We are awaiting a more detailed breakdown for the CPCW area and will tailor our support to individual in time for the November review point, based on this information.

As part of this Annual Report Helen Murphy, CEO, will again summarise activity around the service provision and LPC's work plan to date, which forms the basis of the day-to-day work of our employees. To keep you as well informed as possible we have continued with our weekly newsletter CPCW Matters. I hope you all receive this and find it helpful.

Our website is also full of useful resources from contact details including those of all commissioners, all enhanced services SLA's and contracts, reports of all LPC meetings and much more. Alison Williams, our Business Support Officer, keeps these important sources up to date – please use them.

We had a number of committee changes during the year and I would like to thank those who left us for their contributions; and to welcome our new members into the fold. Our job is to be here for you, the contractors, and work on your behalf. If there is anything we can do to help or indeed do differently for your benefit please contact us. In these unsettling times, we all work for the best for community pharmacy.

A handwritten signature in cursive script that reads "Gordon Couper".

Gordon Couper

Chairman

Chief Executive Officer's Report

This year has been difficult and challenging for everyone working in community pharmacy; with the cuts in funding for the community pharmacy contract, the increase in reporting and additional work required to understand and achieve the Quality Payments criteria.

As an LPC we have worked hard to provide you with the best possible service, continuing with our local commissioning work but also focusing on the promotion of community pharmacy to key stakeholders, engaging with MPs and increasing our support to maximise Quality Payments, service income and delivery of contractual obligations.

The LPC lobbied local MPs, with employees and members' supporting a number of MP visits to community pharmacies. This included a visit by David Mowat to a community pharmacy in his constituency. During the visit, we were able to highlight the difference community pharmacies make to their local population, the expanding role of community pharmacy in service delivery and some of the challenges to commissioning at a local level.

During the year, we successfully re-negotiated all of the 28 existing local services. Changes to GP prescribing for medications linked to self-care saw a change in all of the Minor ailments services to PGD lead services. The Minor ailments services in East Cheshire and Wirral saw an increase in the consultation fee and in addition we were able to negotiate improvements in the fees for the Cheshire West smoking service, Warrington smoking service and Warrington supervised administration service. We also secured the introduction of a new Quick start contraception service in Warrington and a similar service is now planned in East Cheshire for autumn 2017.

We are now liaising with a wider range of stakeholders due to the increased range of organisations that are commissioning services from community pharmacies. This is due to an increase in our local authority commissioners using a lead provider model, whereby the lead provider organisation will take responsibility for an entire service such as a drug and alcohol service.

We are seeing an increasing shift in Government policy to locally commissioned services to meet the needs of specific populations, with greater pressure on commissioners to ensure that those services offer value to patients and the health economy. As a result, any failure by community pharmacy contractors to deliver

on these services risks future commissioning. The LPC team is here to support you with queries relating to commissioned services and service delivery; so please get in touch if you have any issues.

One area where we saw a fantastic increase in the provision of a service was the NHS flu vaccination service. The number of vaccinations provided doubled across the footprint with over 22,000 vaccinations being provided by our contractors. This is a brilliant response and provides real evidence of what community pharmacy can do. It supports future recommissioning, opens the door to the commissioning of other services such as the provision of contraceptive injections and for the provision of an increased range of private services.

In response to the introduction of the Quality Payments scheme, the employee team made over 60 visits to local contractors providing information and support to enable you to maximise your Quality Payments and to help navigate through the complexity of some of the criterion. In addition, we provided regular updates via the newsletter to ensure you did not miss key deadlines for Gateway and Quality Payments criteria.

Linked to the Quality payments work we supported contractors with SCR record training ensuring that 100% of contractors earmarked for local training attended the local training events and were therefore in a position to go live with SCR, one of the Quality Payment criterion.

The LPC has worked with NHSE to implement the locally funded Healthy Living Pharmacy (HLP) project. 142 contractors signed up to the programme with 77 achieving level 1 accreditation prior to the Quality Payments deadline in April. The remaining are well on their way to accreditation. Contractors not signed up to the local programme have been signposted to alternative training providers. We have also engaged with CPPE to secure Quality Payment related training locally.

In March, I along with three other representatives, provided evidence to Ministers from the All Party Pharmacy Group (APPG) on the local commissioning of services and in particular Minor Ailments services as part of their investigations into the Governments reforms of community pharmacy. Following the session, the APPG recognised that the current commissioning of the service was chaotic and inconsistent, and recommended that NHS England either commissions a National Minor Ailments scheme as part of the Community Pharmacy Contractual Framework, or, that it positively requires CCGs to commission a service.

Our local NHS England team has increased the amount of work carried out across the Cheshire and Merseyside footprint. This has led to greater working with colleagues from the Merseyside LPCs in areas such as Quality Payments, PharmOutcomes, the local Blood Pressure strategy, HLP and Public Health campaigns. The introduction of PharmOutcomes to report compliance with campaigns has made reporting easier and has provided valuable evidence of the contribution community pharmacies are making to the Public Health agenda.

The LPC noticed an increase in the amount of reporting contractors are required to complete to meet their contractual obligations and appreciate that it can be particularly difficult for you to keep track of what is required and when; consequently we have changed our newsletter so that it provides an easily accessible reminder of key deadlines so that you can report on time, with local updates and training opportunities to support you and your teams.

The LPC employee team consists of myself, Melanie Carrol and Suzanne Austin and Alison Williams our business support officer, and I would like to take this opportunity to thank them for all of their hard work over the last year.

A handwritten signature in black ink, appearing to read 'H. Murphy', with a long, sweeping horizontal line extending to the right.

Helen Murphy
Chief Executive Officer

LPC MEMBER AND LPC MEETING ATTENDANCE– 1 APRIL 2016 TO 31 MARCH 2017

Member	Address	Representing	Attendance
Gordon Couper <i>Chairman</i>	Handbridge Pharmacy 7-9 Handbridge Chester CH4 7JE	Independent Contractor	8 of 9 meetings
Nick Thayer <i>Vice Chairman</i>	Well 21 Castle Street Manchester M3 4LZ	Company Chemists Association	8 of 9 meetings
Ian Cubbin <i>Treasurer</i>	17 High Street Neston, Wirral L64 9TZ	Independent Contractor	6 of 9 meetings
Richard Bates	Rydale Pharmacy 18 North Street Crewe CW1 4NL	Independent Contractor	9 of 9 meetings
Stuart Dudley	Treetops Pharmacy 49 Bridle Road Eastham CH62 6EE	Independent Contractor	9 of 9 meetings
David Eaves	Boots the Chemist c/o 47-55 Foregate Street Chester CH1 1NA	Company Chemists Association	3 of 4 meetings
Andrew Hodgson	Andrew's Pharmacy 8 Westmorland Close Macclesfield SK10 3ET	Independent contractor	8 of 9 meetings
Imran Iqbal*	Superdrug Pharmacy	Company Chemists Association	1 of 4 meetings
Kathy McCarthy	Boots the Chemist c/o 27 Old Market Place Warrington WA1 1QB	Company Chemists Association	8 of 9 meetings
Lisa McCreesh	Well 21 Castle Street Manchester M3 4LZ	Company Chemists Association	8 of 9 meetings
Philip Ng*	Rowland Pharmacy	Company Chemists Association	5 of 9 meetings
Heather Roberts	Lloyds Pharmacy 35 Grange Road West Kirby CH48 4DZ	Company Chemists Association	3 of 3 meetings
Dane Stratton- Powell	Lloyds Pharmacy c/o Woburn Road Warrington WA2 8UH	Company Chemists Association	7 of 9 meetings
Stephen Thomas	Rowland Pharmacy Rivington Road Whitehouse Industrial Estate Runcorn WA7 3DJ	Company Chemists Association	8 of 9 meetings
Lee Williams	The Prescription Service 4 Minshull Street Knutsford WA16 6HG	Independent Contractor	9 of 9 meetings

* No longer a member of CPCW

COMMUNITY PHARMACY CHESHIRE AND WIRRAL LOCAL PHARMACEUTICAL COMMITTEE

DRAFT RECEIPTS AND PAYMENTS ACCOUNT

FOR THE YEAR ENDED 31ST MARCH 2017

	2017		2016	
	£	£	£	£
RECEIPTS				
Contractor Levies	338,952		260,117	
PharmOutcomes Stakeholder Sub-Licence	17,722			
Bank Interest	<u>1,883</u>		<u>2,113</u>	
		358,557		262,230
PAYMENTS				
Wages	137,198		134,615	
Employees' Expenses	6,165		7,392	
Telephone, Stationery & Postage	4,157		3,596	
Meeting Expenses	5,252		16,408	
Members' Expenses	22,955		22,720	
Chairman Expenses	6,033		5,025	
P S N C Levy & Conferences	82,311		81,456	
P S N C Special Levy	28,536			
PharmOutcomes Licence	24,154		-	
Regional Activities	150			
Insurance			284	
Accountancy and Payroll Services	1,102		1,054	
Bank Charges	99		99	
Corporation Tax	<u>423</u>		<u>419</u>	
		<u>318,535</u>		<u>273,068</u>
NET RECEIPTS/(PAYMENTS) FOR THE YEAR		40,022		(10,838)
Bank balances at 31st March 2016		146,901		157,739
Bank balances at 31st March 2017		<u>186,923</u>		<u>146,901</u>
STATEMENT OF ASSETS AT 31ST MARCH 2017				
Lloyds TSB Current Account		131,743		92,888
Lloyds Business Account		28,588		28,466
Close Brothers Treasury		53,844		52,799
Less Creditors:				
Estates	11,677		11,677	
PCT Inhaler Training Funds	5,835		5,835	
Warrington Alcohol Pilot	4,500		4,500	
EPS Training Funds	240		240	
CWC PH Funds	<u>5,000</u>		<u>5,000</u>	
		<u>(27,252)</u>		<u>(27,252)</u>
		<u>186,923</u>		<u>146,901</u>

Dr Ian Cubbin
Treasurer

COMMUNITY PHARMACY CHESHIRE AND WIRRAL LOCAL PHARMACEUTICAL COMMITTEE

ACCOUNTANTS' REPORT

FOR THE YEAR ENDED 31ST MARCH 2017

In accordance with your instructions, we have compiled these unaudited financial statements in order to assist you to fulfil your statutory responsibilities, from the accounting records and information and explanations supplied to us.

1 Abbots Quay
Monks Ferry
Birkenhead
Wirral
CH41 5LH

The Priory Partnership
Chartered Accountants

29th June 2017