



**Community Pharmacy
Cheshire and Wirral**



ANNUAL REPORT 2019 – 2020

Chairman's Report

The year 2019 – 2020 has been another testing time for contractors, and unfortunately there seems to be little sign of the landscape improving as we work through the fixed five-year deal that we have with the Government! As our year draws to a close we have just witnessed the world wide rise of the pandemic – COVID-19! Writing this report after the year-end has provided the challenge of knowing that pharmacy teams across Cheshire and Wirral are battling with the enormous pressures of keeping open and serving patients whilst a great uncertainty affects every aspect of business and family life.

What I can say is that, as always, I am sure our pharmacy teams will continue to step up to the mark and ensure that our patients and local communities are looked after and receive the service delivery they are used to as a consequence of your efforts.

Throughout the year your committee and its employees have continued to work tirelessly on your behalf. We have endeavoured to maintain good working relationships with all our stakeholders. Negotiations with local commissioners – the Clinical Commissioning Groups (CCGs) and Local Authorities (LAs) – continue as contracts for service provision come up for renewal and in many instances we have engaged with new third party commissioning companies.

We continue to work with our colleagues in the NHS (Cheshire & Mersey) and with our Local Pharmacy Network (LPN). The PharmOutcomes platform continues to evolve and the use of the one-claim system going forward should ease some of the pressure on remuneration for services carried out. We have also seen the ongoing development of Primary Care Networks (PCN) within the health system and to this end

we have worked closely with NHSE&I to get a PCN lead Pharmacist for each network and to provide communication links with all contractors within each network.

Throughout the year we have welcomed a number of guests to our LPC meetings to provide dialogue across our patch. We are fortunate that Suzanne Austin, one of our employees is also the Chair of the LPN and that two of our committee members, Steve Thomas and Ian Cubbin, sit on PSNC providing us with regular updates. Our guests included:

- Anoop Seera, North West Ambulance Service, DOS Lead North West came to us twice and provided an update on the Community Pharmacy Consultation Service (CPCS) and demonstrated the NHS Service Finder.
- Saurabh Shah, from Vcare Systems who demonstrated a Medicines Management Platform for Care Homes as part of a Wirral CCG initiative.
- Helen Bromley, Consultant in Public Health, Cheshire West & Chester Council who talked about the Cheshire West 5-Year Place Plan.

We continue to support our contractors in a variety of ways and to aid this several of our committee members and employees attended a range of PSNC events from the LPC conference through to Regulations training. We also took part in a region wide meeting with PSNC Chief Executive Simon Dukes on our own patch. At the turn of the year several of us were also involved in the initial stages of the PSNC/LPC review led by Prof. David Wright.

During the year there were a number of changes to the committee, which included:

- Heather Johnson (CCA) left in September 2019 – Replaced by Mujahid Al-Amin (CCA)
- Ben Cole ((AIMp) left in September 2019 – Replaced by Mark Mosey (AIMp) November 2019
- Mark Mosey (AIMp) left in January 2020 – Replaced by Dan Byatt (AIMp) in February 2020
- Jaspal Mann (CCA) left in February 2020 – Replaced by Katrina Worthington (CCA)
- Kathy McCarthy (CCA) retired and David Eaves (CCA) left in February 2020 and were replaced by Wesley Jones (CCA) and Nadia Ali (CCA) respectively in March 2020

The Committee is supported by a strong employee team who work day in-day out with all contractors. They liaise and negotiate with commissioners to ensure we get as good a deal as possible for service provision and take all opportunities to promote the value of community pharmacy. In March we welcomed

Rachael Fairbrother to the team as Engagement Officer; her experience in both public and private sector will provide further benefits to contractors as she fulfils her role.

Our Business Support Officer, Alison Williams, continues to be a mainstay of our committee and is responsible for keeping us on track month by month fulfilling a range of duties including, maintenance and development of website, annual governance, and has had an influential role in the continuing development of the PharmOutcomes platform.

We continue to be here to support you, that is the primary focus of the committee. We send out a weekly newsletter designed to inform and remind you of what needs to be done and by when. In addition, we have introduced a number of podcasts on relevant topics which hopefully you have found informative. A lot of you have commented on how useful these channels are but if we can improve our contact with you please let us know.

In these unprecedented times my final thanks go to the members of the committee for their commitment over the last twelve months; and they join with me in thanking you for all your efforts to date, and asking you to continue with your good work, and stay safe.

A handwritten signature in cursive script, reading "Gordon Couper".

Gordon Couper

Chairman

Employee Report

New CPCF

In September 2019 the new Community Pharmacy Contractual Framework (CPCF) was announced with large changes to the core contract and a journey of service development and change management ahead of us. We invested in resources and briefings for our contractors and arranged for roadshows and materials to ensure our contractors were all engaged with the process and understood the changes ahead. Contractor engagement events focused both on the future opportunities as well as the short-term demands, and we had a hugely encouraging volume of contractors committed to delivering the new services within the contract.

We also ensured the relevant parts of the system knew about the changes and we presented a consistent message across our commissioners and stakeholders, including the LMCs and other representative committees covering Cheshire, Wirral and Mid Mersey.

LPC Systems

We have spent time this year with the aim of increasing our engagement with contractors. For the first time as an LPC we have produced Podcasts, Blogs, Webinars, ran drop in contractor conference calls and field manager zooms as well as significantly increasing our presence on social media. We have received excellent feedback from our audio podcast on the Blood Pressure service as it launched, and we hope to do more of these remote learning and engagement activities next year.

We took the opportunity to upgrade the office IT setup with our custom office 365 setup. This has allowed us to easily (and at zero additional cost) setup networks for our Primary Care Network (PCN) communications as well as a network for the PCN leads to keep in touch.

Given the situation towards the end of the year with COVID, some of this work turned out prescient and we will continue to upgrade the IT equipment for our team to allow them to work efficiently and effectively in the new ways of operation and meeting as well as allowing them to produce the appropriate resources on behalf of the contractors.

We have continued the good work with newsletters, locum guides and monthly trackers which our contractors tell us are well used as we engage with them.

We have seen our already strong regional joint working between LPCs enhanced further. The Cheshire & Merseyside LPCs (MALPS) have long worked together on key topics and this year we have broadened the engagement with the other Local Pharmaceutical Committees in Lancashire, Cumbria, Bolton and Greater Manchester collaborating together which can only bring positive political strength and operational efficiencies. This has been particularly prominent in the response to the COVID-19 crisis later in the year where the North West LPC Chief Officers and teams met weekly to escalate issues nationally via the PSNC Rapid Action Team and cascade solutions back to the constituent LPCs via our Chief Executive Officer Adam and Luvjit his equivalent in the Greater Manchester.

Our PCN approach has been adopted and the leadership of the programme regionally aligned which will bring a consistent approach across the contractor base so that pharmacies on the border of LPC geographies may expect a very similar setup from neighbouring PCN leads.

We spent time this year investigating the possibility of a provider company and a paper was formed and proposed to the Cheshire & Merseyside regional LPCs whom we met as well as the other NW companies. This work has paused due to the Wright independent review of community pharmacy contractor representation and support drawn together towards the end of the year.

Contractor Support

Our contractors responded well to the Community Pharmacy Assurance Framework with a 99% completion rate, only 3 contractors not able to respond in the timeframe.

We have started the key preparations to enable the local authorities to conduct their Pharmaceutical Needs Assessments by working with all the councils as well as a regional group. This has been delayed a year, however the groundwork will all be still in place and ready to go.

For the new Pharmacy Quality Scheme we worked hard to provide information and support to contractors via our regional workshops and as a result 91.25% successfully met the gateway criteria to be able to make aspiration claims early in the year and further declarations at the single point in February 2020.

For the PCN setup we ensured that the pharmacies were aligned geographically, and we asked them to examine the practices they had been paired with to make sure the script flow made sense. We then enabled the nomination and election of the leads, arranged and delivered the training alongside NHS England & Improvement and offered coaching and support around the initial contact with the clinical director of their PCN. We believe this is a great network of existing and future leaders in pharmacy.

We arranged a regional event where LPC members from Cheshire & Merseyside could come together to share views and plans followed immediately by an audience with the PSNC Chief Executive, Simon Dukes and a contractor evening event. We were pleased to give our contractors the opportunity to put questions and points of view directly to the PSNC CEO and regional representative on the evening.

The LPC delivered a bespoke dashboard to pharmacies. This is a store level report developed out of our PharmOutcomes data and gives a great overview of individual contractor service delivery and where the performance fits within the geography. It also identified several gaps and opportunities for contractors where they were not aware of the service availability and it has prompted several to get in contact for further support on implementing the local services. We received great feedback around this and it also enabled us to identify a number of contractor underpayments due to pharmacy input errors which we were able to help correct and gain correct payments from commissioners on behalf of the contractors involved. We also have experimented with Field Manager dashboards as part of this work. Work is underway towards the end of the year to automate this further and allow it to continue for 2020/21.

The work that led towards the Wright independent review of community pharmacy contractor representation and support review of LPCs happened in January 2020 and we fed via both our Chair and Chief Executive Officer at the focus groups to ensure the contractor survey was thorough in its questioning, clear in its distillation and easy to execute for contractors.

Throughout the year, we worked with other local representative committees and commissioners to manage a few instances of conflict to ensure better working relationships across the patch. These were all successful in improving the core relationships and universally all parties had patient's best interests at heart.

Commissioner Relationships

This year has seen a continuation of the challenges to budgets from our commissioners. Cost and savings are consistently the top priority for many. The team have worked very hard to ensure continuity of commissioned services for community pharmacy contractors.

Clinical Commissioning Groups

Cheshire CCG

In Cheshire we have been working with the 4 CCGs to align our Minor Ailment Service up in anticipation of the formal merger of the CCGs to form a single Cheshire CCG from 1 April 2020.

We also have good relationships in place with the key team members across the existing and new CCGs and have setup executive contact early in the formation period of the new CCG.

Warrington CCG

With Warrington CCG we are in talks with to commission a community pharmacy palliative care service that is due to be commissioned early in 2020/21.

We have also been working with the CCG and CSU teams to look at the frailty work stream and pharmacy's potential contribution as well as contributing to work on an ear nose and throat tier 2 minor ailment proposal.

Wirral CCG

On the Wirral we have worked across the Healthy Wirral system to bring to life an innovative pilot for the LD population. This is connected to the Medicines Optimisation in Care Homes (MOCH) national work and involves medication reviews carried out by community pharmacists working closely with teams from Cheshire & Wirral Partnership NHS Foundation Trust whose pharmacy team and psychiatry team are heavily involved. This has so far been a great proof of concept on how these parts of the system can work seamlessly together if connected by the correct IT, communications framework and service designs.

Significant work has gone into supporting the care navigator training, ensuring a better understanding of community pharmacy; highlighting and promoting our Tier 2 Minor Ailments Service to this team.

A bid for a not-dispensed scheme to help with problematic polypharmacy on the Wirral was not accepted at the first try. We were hoping this scheme would develop into one where community pharmacy could really leverage the great relationships we have with our patients and help patients and the health system make more informed decisions together. We have expressed our extreme disappointment about this and will be making the case for this activity again when the opportunity arises.

The North West Directory of Service lead has been working with us and our local NHS England & Improvement team to make sure referrals can be made in the future directly into our services with an initial focus on our Urinary Tract Infections PGD service where there are a large number of patients that could easily access services in the patch.

Local Authorities

Cheshire East

We have seen the introduction of the One You Cheshire East service encompassing many of our public health services and we were able to attend the launch events and influence the commissioning and sub-commissioning styles to ensure pharmacy provision of connected services was easy and possible. The Sexual Health services in the area have been awarded to the Royal Liverpool and Broadgreen University Hospitals NHS Foundation Trust and we have arranged the mechanisms necessary with the Trust for onward provision of services.

Cheshire West and Chester (CWAC)

A number of services in CWAC changed their prime provider and we worked extensively with the incoming providers to work through the contractual elements of change and ensure the pharmacies were able to continue to provide the services to patients.

Warrington

In Warrington we renewed our contract for substance misuse services with both needle exchange and supervised consumption renewing.

The PGD covering Emergency Hormonal Contraception supply and quick start contraception support was renewed. Chlamydia testing kits continue to be available for pharmacies to supply. All the sexual health services have been awarded to a new prime provider in Warrington and we have been working with them to ensure continuation of provision in the community pharmacy setting.

Wirral

Alcohol screening continues to widely screen the population and we look to develop the full array of public health services further working with the Local Authority and their prime providers. All commissioned services continue and we are pushing for contractual elements and extensions necessary to be put in place in a timely manner.

NHS England & Improvement Cheshire & Merseyside

As a regional group of LPCs, we continued to work alongside NHS England & Improvement and their partners across Cheshire and Merseyside to develop cardiovascular services. We have two services, firstly the British Heart Foundation scheme in which a second cohort of pharmacies was commissioned to participate after expressing interest. This participation also then gives access to migrate onto the new NHS England and NHS Improvement commissioned blood pressure service for that pharmacy. We got excellent feedback from our audio podcast on the service as it launched.

We had strong support from the regional team in developing and funding our PCN events, supporting both the wider contractor and team events as well as the specific PCN lead training events held across the region which all received very positive feedback.

It has to be mentioned that the strong cross-system relationships forged within the Local Professional Network were immensely useful in allowing the rapid response to the COVID crisis locally.

Cheshire & Merseyside Health & Care Partnership (HCP)

We took the opportunity to contribute to the Long-Term Plan response to ensure that community pharmacy remains as an integral part of primary care as these plans develop.

Across the HCP, we represented community pharmacy at a variety of events aimed at Clinical Directors, GPs, Practice Managers and commissioners to ensure that the new changes to the pharmacy contract were understood and embedded in programs effectively and seamlessly.

Other Regional Activity

We have worked very strongly as a regional group of LPCs at both Cheshire and Merseyside level and the wider North West footprint. This work has started through our Health Education England (HEE) work where we arrange the funded support of our pre-registration tutors and trainees remotely, contributing to the North West Pre-Registration Advisory Group and were planning for a joint HEE North West strategic meeting which will now be rearranged at a future date.

National Services

This year, our contractors have been able to gain a higher income from national services. Despite the reductions to the Medicine Usage Review service, the contractors as a whole have been able to increase their 2019 income by over 5% compared to 2020.

We saw the latest Trust go live with the Transfer of Care Around Medicines project with Arrowe Park now making notifications of admissions, prompts for NMS and providing notices of medicines changes upon discharge to our pharmacies. The acceptance rate from pharmacies remains high and the feedback from contractors values the information appropriately. We eagerly await Mid Cheshire Hospitals going live who report towards the end of the year as within the testing phase. East Cheshire Hospitals in Macclesfield are aligned to the Greater Manchester Academic Health & Science Network and we will update on progress.

The Community Pharmacist Consultation Service (CPCS) launched as part of the new contractual framework and we were delighted that we were able to encourage over 90% of our contractors to sign up at the very first opportunity achieving the highest tier of the transition payment for the scheme.

In the 2019/20 Flu season we produced a bespoke update each week to share best practice and current performance in an encouraging manner for contractors and teams.

NHS England and Improvement directed six public health campaigns through the year and our contractor participation has increased from 90% to 92% - just 23 contractors did not report their participation via PharmOutcomes.

The digital agenda moved on with even higher percentages of prescriptions delivered via EPS, Phase 4 launching in our area and the rapid expansion of electronic Repeat Dispensing (eRD), particularly during the COVID-19 crisis. Support was given to the implementation teams to make sure that the systems worked as expected within community pharmacy, and this was largely a smooth implementation as a result, apart from a few teething problems particularly around duration of treatment omissions causing prescriptions to arrive too early.

People

For the majority of the year in 2019/20 our team remained stable and developed closely after the previous year brought several changes and additions to the team. Towards the end of the year, at the start of March 2020, we warmly welcomed Rachael Fairbrother to the team as our Contractor Engagement Officer.

COVID

In the early part of 2020, the Wuhan novel coronavirus emerged, causing COVID-19 and changing our society rapidly. As an LPC team, we reorganised our workplans quickly to react and respond to contractors needs and attempted to make sense of the numerous sources of information and advice that changed on an often daily basis. We provided frequent updates, often daily for large periods, ran contractor open calls to drop into find out more information or ask questions and resolved local difficulties quickly by liaising with the appropriate bodies. Proposals to services were able to be changed rapidly

It has to be said that the response from our pharmacies to COVID was breathtaking. The resilience, innovation and professionalism shone through throughout the period and all of the pharmacy teams should be immensely proud for how they continued to help their patients in the most trying of times. All of this occurred against the context of increased pressure, greater obligations and higher cost of operation with the overall system taking time to adequately make allowances and support.

The following year will commence under this context and so the situation remains fluid. I do not doubt being immensely proud of the contractors and their teams and we will remain responsive to represent and support them accordingly.



Adam Irvine

Chief Executive Officer



Suzanne Austin & Nick Thayer

Pharmacy Services Managers



Alison Williams

Business Support Officer



Rachael Fairbrother

Contractor Engagement Officer

LPC MEMBER AND LPC MEETING ATTENDANCE – 1 APRIL 2019 TO 31 MARCH 2020

Member	Address	Representing	Attendance
Gordon Couper <i>Chairman</i>	Handbridge Pharmacy 7-9 Handbridge Chester CH4 7JE	Independent Contractor	6 of 7 meetings
Dane Stratton- Powell <i>Vice Chairman</i>	Lloyds Pharmacy c/o Woburn Road Warrington WA2 8UH	Company Chemists Association	7 of 7 meetings
Ian Cubbin <i>Treasurer</i>	Galen Pharmacy 10-12 Liverpool Road Neston L64 9TZ	Independent Contractor	4 of 7 meetings
Mujahid Al-Amin*	Well	Company Chemists Association	2 of 3 meetings
Ben Cole*	The Hub Pharmacy	The Association of Independent Multiple Pharmacies (AIMp)	6 of 8 meetings
David Crosbie	Morrisons Pharmacy Station Road Nantwich CW5 5SP	Company Chemists Association	7 of 7 meetings
Stuart Dudley	Treetops Pharmacy 49 Bridle Road Eastham CH62 6EE	Independent Contractor	7 of 7 meetings
David Eaves*	Boots the Chemist	Company Chemists Association	1 of 2 meetings
Andrew Hodgson	Andrew's Pharmacy 71 Kennedy Avenue Macclesfield SK10 3DE	Independent Contractor	6 of 7 meetings
Heather Johnson*	Lloyds Pharmacy	Company Chemists Association	1 of 2 meetings
Sally Lloyd	L Rowland & Co (Retail) Ltd Rivington Road Runcorn WA7 3DJ	Company Chemists Association	5 of 7 meetings
Jaspal Mann*	Well	Company Chemists Association	4 of 6 meetings
Kathy McCarthy*	Boots the Chemist	Company Chemists Association	4 of 6 meetings
Mark Mosey*	Birkenhead Pharmacy	The Association of Independent Multiple Pharmacies (AIMp)	4 of 5 meetings
Amanda Reeve	Boots the Chemist 47-55 Foregate Street Chester CH1 1NA	Company Chemists Association	4 of 7 meetings
Stephen Thomas	L Rowland & Co (Retail) Ltd Rivington Road Runcorn WA7 3DJ	Company Chemists Association	2 of 7 meetings
Lee Williams	The Prescription Service 16 Princess Street Knutsford WA16 6BU	Independent Contractor	6 of 7 meetings

* No longer a member of CPCW

**COMMUNITY PHARMACY CHESHIRE AND WIRRAL LOCAL PHARMACEUTICAL COMMITTEE
RECEIPTS AND PAYMENTS ACCOUNT
FOR THE YEAR ENDED 31ST MARCH 2020**

	2020		2019	
	£	£	£	£
RECEIPTS				
Contractor Levies	318,798		149,505	
PharmOutcomes Stakeholder Sub-Licence	-		20,947	
Sponsorship LPC Contractor Event	642		-	
Bank Interest	<u>1,334</u>		<u>2,157</u>	
		320,774		172,609
PAYMENTS				
Wages	204,724		138,520	
Employees' Expenses	8,415		6,756	
Office Expenses	6,691		8,069	
Meeting Expenses	3,706		4,811	
Members' Expenses	11,379		23,664	
Member's Training/Seminar	285		-	
Chairman Expenses	4,290		4,678	
Recruitment and Consultancy Fees	720		2,039	
P S N C Levy	81,456		81,456	
Regional Activities	1,656		1,324	
Contractor Engagement Events	2,539		-	
Accountancy and Payroll Services	1,334		1,350	
Bank Charges	-		92	
Sundry	1,017		1,163	
Corporation Tax	<u>664</u>		<u>334</u>	
		<u>328,876</u>		<u>274,256</u>
NET RECEIPTS/(PAYMENTS) FOR THE YEAR		(8,102)		(101,647)
Bank balances at 31st March 2019		155,482		257,129
Bank balances at 31st March 2020		<u><u>147,381</u></u>		<u><u>155,482</u></u>
STATEMENT OF ASSETS AT 31ST MARCH 2020				
Lloyds TSB Current Account		90,227		99,409
Close Brothers Treasury		84,660		83,326
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>	
		(27,252)		(27,252)
Corporation Tax 2020 Liability	253	(253)		-
		<u><u>147,381</u></u>		<u><u>155,482</u></u>

Dr Ian Cubbin
Treasurer

I. J. Cubbin

**REGIONAL ACCOUNT
RECEIPTS AND PAYMENTS ACCOUNT
FOR THE YEAR ENDED 31ST MARCH 2020**

	2020	2019
	£	£
RECEIPTS		
Multi Service Licence	-	30,086
HEE Quality Champion	4,388	-
PharmOutcomes Stakeholder Sub-Licence	76,259	24,806
British Heart Foundation	3,600	4,425
Regional Account and MALPS LPC Contribution	3,181	-
Regional Contractor Training LPC Contribution	1,497	-
NHSE Cheshire & Merseyside (Training)	(16,984)	-
Bank Interest	-	178
	<hr/>	<hr/>
	71,941	59,495
PAYMENTS		
Meeting Expenses	1,798	592
PharmOutcomes Licence	51,947	47,853
Contractor Engagement/Training Events	2,525	225
HHE North West Meeting	300	-
HHE Quality Champion	4,388	-
NHSE BP Training	834	-
BHF Delivery	3,600	-
Regional Office Equipment	111	-
Regional Administration	419	-
Accountancy and Payroll Services	360	240
Bank Charges	-	71
Corporation Tax	34	-
Sundry	-	4,425
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	66,316	53,406
NET RECEIPTS/(PAYMENTS) FOR THE YEAR	5,625	6,089
Bank balances at 31st March 2019	25,837	19,748
Bank balances at 31st March 2020	<u>31,462</u>	<u>25,837</u>
STATEMENT OF ASSETS AT 31ST MARCH 2020		
Lloyds Mersey Pharmaceutical Region Account	70,833	25,837
Less Creditors:		
NHSE Cheshire & Merseyside (Training)	16,984	-
Health Education England	3,812	-
British Heart Foundation	18,575	-
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	(39,371)	0
	<hr/>	
	<u>31,462</u>	<u>25,837</u>

I. J. Cubbin

Dr Ian Cubbin
Treasurer

COMMUNITY PHARMACY CHESHIRE AND WIRRAL LOCAL PHARMACEUTICAL COMMITTEE

ACCOUNTANTS' REPORT

FOR THE YEAR ENDED 31ST MARCH 2020

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

Haines Watts Wirral Limited
Chartered Accountants