



Community Pharmacy

Staffordshire & Stoke-on-Trent

Annual Report

1st July 2023 – 31st March 2024

INTRODUCTION

Community Pharmacy Staffordshire & Stoke-on-Trent Local Pharmaceutical Committee (LPC) is the statutory body representing community pharmacy contractors within the geographical area of the Staffordshire & Stoke-on-Trent ICB (Integrated Care Board) and both Staffordshire and Stoke-on-Trent Health and Wellbeing Boards. It is our vision at the LPC for community pharmacies to become an integral and equal partner in the health and care landscape for the benefit of patients and the public. It is our mission to provide leadership to community pharmacies across Staffordshire and Stoke-on-Trent, promoting and developing local pharmaceutical services in partnership with commissioners while representing the best interests of local pharmacy contractors and patients. The LPC negotiates and discusses pharmacy services with commissioners and is available to give advice to community pharmacy contractors and others wanting to know more about community pharmacy. To find out more about your LPC or to discuss how, as a pharmacist or as a pharmacy team member, you may be able to assist or join the LPC, please contact Tania on taniacork@cpstaffsstoke.org.uk

ACKNOWLEDGEMENTS

We cannot thank community pharmacy staff and their teams enough for all the hard work and dedication you put towards the profession at this time. This has been particularly difficult when pharmacies have been working under huge challenges due to financial pressures, stock shortages, NHS bureaucracy and workforce issues. Pharmacy has dedicated staff working across the system who have supported their patients and local communities so well during these unprecedented demands.

The LPC remains truly representative of all our contractors in the local system, and we would like to thank all of the Committee for their hard work during this year. In the last year, your LPC has been led by Tania Cork as Chief Operating Officer supported by Lucy Dean as Chair, Simon Hay as

Services Engagement Manager, Andrea Hawkins as Admin Support and Treasurer and Gillian Mason as IT and Comms support.

We would also like to thank Thea Pharmaceuticals and Dean & Smedley pharmacy for the kind use of their board rooms for the LPC meetings throughout the year.

REPORT FROM THE CHAIR – LUCY DEAN

It was my privilege to be nominated and voted for by my fellow committee members to be the Chair of the newly formed Community Pharmacy Staffordshire and Stoke-on-Trent. Prior to this I was Chair of South Staffordshire LPC and had worked closely with Tania on implementing the Review Steering Group recommendations which involved the merger of North Staffordshire and Stoke-on-Trent LPC and South Staffordshire LPC.

There was a huge amount of work involved in the merger of the two LPCs and some of this work had to continue once the new committee was formed. We are very fortunate to have a very hard-working and dedicated committee who all have the best interest of the local contractors at heart. I would like to thank them all for their support over the last 9 months.

The LPC would not be where it is without the incredible work done by Tania, Simon, Andrea and Gillian. Tania communicates with all her team (and the committee) to ensure the best possible representation for the local contractors. Without this work we wouldn't be where we are with the services that we offer. Tania and Simon do a huge amount of networking to ensure community pharmacy isn't forgotten about with our local stakeholders. Thank you to Tania, Simon, Andrea and Gillian for everything they have done and continue to do for our LPC.

I am looking forward to continuing the work the new committee has started in the last 9 months and reporting our further progress to you this time next year.

REPORT FROM THE CHIEF OPERATING OFFICER – TANIA CORK

This is the first 9 months of the newly named Community Pharmacy Staffordshire & Stoke-on-Trent (CPSSOT) following the Review Steering Group recommendations. We are happy to report that we are compliant with the RSG recommendations. This report details work from the newly formed committee starting 1st July 2023 to the end of 31st March 2024. During this time CPSSOT have continued to work closely with Staffordshire & Stoke-on-Trent ICB (Integrated Care Board) and have developed a good working relationship with both the Chief Pharmaceutical Officer and the Community Pharmacy Clinical Leads (CPCL). These relations are extremely important as you will be aware that the responsibility for community pharmacy has now been transferred from NHS Midlands to the ICB. We focus on many areas during our meetings with the ICB such as IT, CPCS, medicines optimisation, medicines shortages, communications and workforce. The roll out of Pharmacy First has seen those relationships increase to ensure smooth uplift of the service to our contractors so we can see the clinical and financial benefit. We also continue to work with the ICB and NHSE to ensure other services are successful, such as contraception service, hypertension case finding service, New Medicines Service, Discharge Services, Smoking cessation and independent prescribing pathfinder pilot.

We have ongoing engagement with pharmacy contractors and their pharmacy staff. The LPC website is continuously being updated with news stories and services information. We also have two WhatsApp groups, one used to send important messages to contractors and the other for services information.

CPSSOT LPC currently have a very committed and engaged Committee membership. Meeting attendance is excellent; all members actively engage in discussions and individuals continue to put themselves forward to lead on attending specific meetings/pieces of work. I want to take the opportunity to personally thank you all for your commitment, on top of your challenging day jobs.

My final words are to say thank you to all contractors for making the pharmacy profession so proud.

REPORT FROM THE SERVICES & ENGAGEMENT LEAD – SIMON HAY

Services have continued relatively unchanged for the first 9 months of the new LPC. During this time we took the decision to withdraw from supporting GP practices with training, this function being the responsibility of the ICB. Our focus this year was to concentrate on community pharmacies. The Community Pharmacist Consultation Service referrals remained steady at an average of about 1800 referrals a month which was one of the 3 best performing ICBs in NHS Midlands. Referrals not acted on were consistently the lowest in the region.

Pharmacy First launched at the end of January and initially referral activity was brisk. In the first 8 weeks of the service contractors in the ICB received over 6700 referrals from GP practices. Anecdotal information from other areas suggests there will have been an equal number of patient walk-in requests for consultations for these conditions. Of more concern is the fact that 16% of GP referrals were rejected. The LPC will work to share best practice with contractors to reduce this figure.

The oral contraception management service continued to grow steadily over the year with our ICB being one of the best in the country. Currently about 50% of contractors are providing the Advanced Service.

Discharge Medicines Service referrals have also grown over the period too, though we only see actual numbers from the ex-South Staffs LPC area. There are still issues with referrals not being completed promptly and claimed properly on MYS.

Substance misuse services have been recommissioned in Stoke-on-Trent and Staffordshire with an uplift in fees. We have been instrumental in supporting the ICB with the launch of Palliative Care services. We are also working with the two Councils to update the PGDs for their Sexual Health Services.

Finally, we have reviewed our communication process and now send a short, focused services bulletin mid-month, in addition to the main monthly bulletin on 1st each month. We would like to encourage as many locums and employed pharmacists and their teams to sign up for these

newsletters, along with the two WhatsApp groups as detailed in Tania's Report above. If you wish to discuss any services, please contact Simon on simonhay@cpstaffsstoke.org.uk

COMMITTEE MEETING AND ATTENDANCE

As mentioned, this annual report runs from the start of the new LPC in July 2023 up to the end of the financial year and so nine months are reported. The committee met face-to-face on six occasions during the nine months. The morning sessions are used for committee members to work on their subgroup tasks with the main LPC business taking place in the afternoon. The committee does not meet during August and December. All contractors are welcome to attend any LPC meetings as an observer and if they wish to do so, please contact Tania Cork.

The Committee Membership remained relatively stable since the start of the new committee. The Committee consists of eleven committee members, 4 Independent Contractors, 2 AIMp (now called IPA) members and 5 Company Chemist Contractors (CCA). Members are elected or appointed by contractors in accordance with the LPC Constitution. All existing and new LPC members and Officers have signed a copy of our Code of Conduct and Accountability agreement with Declarations of Interests. Members adhere to the corporate governance principles adopted by the committee. Declarations of interests are always checked at the beginning of each LPC meeting.

Your LPC has continued to be active in attending regional and national CPE events, some virtually and some face-to-face. Finally, LPC members and officers have attended and reported on national events such as LPC Chief Officers' and Chairs' meetings and LPC Conference.

Several guests and contractor observers were invited to parts of meetings of the Committee. Attendance is indicated on the minutes published after each meeting, on the LPC website <https://cpstaffsstoke.org.uk/>

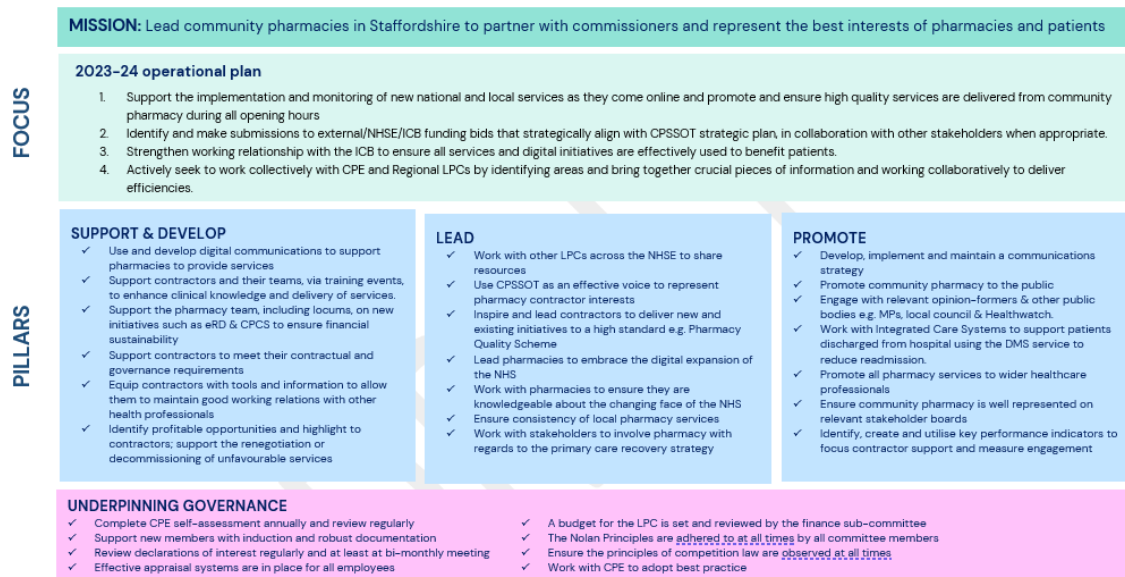
In line with previous years, we have published individual member's attendance to the committee meetings. Please see the treasurer's statement within this annual report.

LPC BUSINESS PLAN

The Accounts of the LPC for year ending 31st March 2024 are attached, please note that this is the figures for 9 months as the new LPC started on 1st July 2023. This shows the LPC has managed spending well, within the budget set at the beginning of July 2023. Our surplus carried over is our reserves and is the amount recommend by the CPE. This year again, the LPC has continued to implement the ambitious work plan within our given budget. We are pleased to report that this work plan is on target. The business strategy is our tool used to evaluate the committee's development and to focus on our commitment to our contractors. The expenditure and budget has had careful monitoring by our treasurer and finance sub-committee.



STRATEGY



WEBSITES AND SOCIAL MEDIA

We have a variety of ways of keeping in contact with contractors. Firstly, we email out any important correspondence directly to the pharmacy email address that we have on our data-base. If you aren't receiving these emails please sign up via the LPC website.

The LPC maintains the website and it is regularly updated, by Gillian Mason, to provide access to the most up to date versions of SLAs, PGDs and other relevant information for all pharmacy teams. Please continue to use this website as your main source of information and contact Gillian if you feel anything is missing gillianmason@cpstaffsstoke.org.uk

The LPC has two WhatsApp groups. One is a closed site that is used to send important messages to subscribers. The second WhatsApp group is for services information. Any contractor and their pharmacy teams who wish to join these groups please contact Tania.

COMMISSIONERS

Community Pharmacy Staffordshire & Stoke-on-Trent LPC aligns with the ICB (Integrated Care Board) area and has continued to work to develop relationships with this organisation.

The Community Pharmacy Staffordshire & Stoke-on-Trent LPC also represented Community Pharmacies on the following committees and groups:

- Joint Medicines Management optimisation committee
- Midlands Regional Pharmacy First Oversight Group
- LPN (Local Professional Network for Pharmacy) committee
- ICB and NHSE Communications board
- Pharmacy Workforce
- Patient forums

- Patient congress
- Health watch
- Medicines safety group
- Controlled Drugs Local Intelligence Network (CD LIN)
- Reducing harm from Opioid Prescribing
- CLOT (CPE and LPC Operations Team)
- Pharmacy Leadership group
- Staffordshire & Stoke-on-Trent ICB Flu and Covid Group
- Staffordshire County Council pharmacy services group
- Stoke-on-Trent Pharmacy services group
- PNA (Pharmaceutical Needs Assessment) committee
- GPhC
- West Midlands Clinical Senate Council
- Community Pharmacy Midlands

FINANCE REPORT

Community Pharmacy Staffordshire & Stoke-on-Trent LPC is funded by a statutory levy which NHS England (managed through the NHS Business Services Authority) is empowered by regulation to deduct from the remuneration paid to community pharmacy contractors. The levy is currently set at a fixed amount of £22,000 per month, the majority of other LPCs in the country also have a fixed levy income.

LPC Reserves – CPE recommend that LPCs maintain a reserve equivalent to what they feel is necessary to run the committee in the case of emergencies. The balance sheet for the business account for 2023–2024 closed with a surplus which the LPC committee are happy provides a sufficient reserve which is within the CPE recommendations.

The committee reviewed the revised LPC Expense Policy presented by the Finance subgroup. It was agreed unanimously that there would be no increase in the levy in order to maintain the best value for contractors.

The accounts cover Staffordshire & Stoke-on-Trent during the period 1st July 2023 to 31st March 2024. The prepared accounts have been examined by Coalesco Accountants Limited 156 Russell Drive, Wollaton, Nottingham, NG8 2BE chartered accountants and are attached at the end of the report.

All expense claim forms, invoices and supporting documents are available for examination at LPC meetings. These documents can be viewed by contractors and if you wish to do so, please feel free to contact Andrea at andrea.hawkins@cpstaffsstoke.org.uk

APPENDIX ONE

Finance Report

Community Pharmacy Staffordshire and Stoke on Trent Detailed profit and loss account - Total for the period from 1 July 2023 to 31 March 2024			
	2024 £	Levy - 2024 £	Other - 2024 £
Income			305,638
Allocated Funds	305,638	204,204	77,484
NHSBSA Monthly Levy	204,204		
Other Operating Income	77,484		
	<u>587,326</u>	<u>204,204</u>	<u>383,122</u>
Administrative expenses			
Staff costs		83,541	
Wages and salaries	83,541	3,077	
Employers national insurance	3,077	1,548	
Pensions	1,548		
	<u>88,166</u>	<u>88,166</u>	
General administrative expenses:		872	
Telephone and internet costs	872	263	
Travel Costs	263		
Officers Expenses	1,476	1,476	1,268
CP Services Coach Expenses	1,268		1,902
Staff Training and Welfare	1,902		
Insurance	333	333	
Subscriptions	31	31	
Software	208	208	
Sundry expenses	210	210	
	<u>6,563</u>	<u>3,393</u>	<u>3,170</u>
Legal and professional costs:		868	
Accountancy fees	868		165
Advertising and PR	165		
Other legal and professional	210	210	
	<u>1,243</u>	<u>1,078</u>	<u>165</u>
Meeting costs		139	
Meeting Costs	139		
Members Meeting	8,444	8,444	
	<u>8,583</u>	<u>8,583</u>	
Levies & licences		88,485	
CPE Levy	88,485		17,056
CPCS Costings	17,056		77,484
PharmaOutcomes Licence Payments	77,484		
	<u>183,025</u>	<u>88,485</u>	<u>94,540</u>
	<u>287,580</u>	<u>189,705</u>	<u>97,875</u>

APPENDIX TWO

Committee Member Attendance

	JULY- 23	AUG- 23	OCT- 23	NOV- 23	JAN- 24	MAR- 24
Lucy Dean	✓	✓	✓	✓	✓	✓
Raj Morjaria	✓	✓	✓	✓	A	✓
Andrea Hawkins	✓	A	✓	✓	A	✓
Chris Ward	✓	✓	✓	✓	A	✓
Jonathan Bridgett	✓	A	A	R	R	-
Jeet Patel	✓	✓	✓	✓	✓	✓
Indy Grewal	✓	A	A	✓	✓	A
Lee Ison	✓	✓	✓	✓	✓	A
Eleanor Lawton	✓	✓	✓	✓	✓	✓
Alex Zahorodhly	✓	✓	A	✓	✓	A
Hema Morjaria		✓	A	✓	✓	A
Simon Hay	✓	✓	A	✓	✓	P
Tania Cork	✓	✓	✓	✓	✓	✓
Gillian Mason		✓	N/A	N/A	N/A	N/A
Helen Watton	✓	✓	✓	✓	✓	✓
Ashwin Patel		-	-	-	✓	✓

R= resigned A= apologies