



# Community Pharmacy West Yorkshire LPC Annual Report 2019-20

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### Starting with a Thank You...

Your response to COVID-19 has been amazing and we know that you have been working tirelessly throughout the pandemic to ensure patients and the public can continue to access medicines and advice. The hard work and dedication that pharmacy contractors and their teams have showed since the end of 2019/20 has demonstrated your continued commitment to your local community in the face of huge challenges.

All at CPWY want to say a massive thank you to you all. You are all amazing! Thank you.

Click on the link to see CPWY's tribute and thank you to community pharmacy teams in West Yorkshire.

## [Thank You](#)

## Foreword by the Chair

2019-20; wow what a year. Not one we will forget in a hurry. It has been a hugely challenging year for community pharmacy and one that has made me immensely proud of pharmacy teams as they have somehow found even more energy and dedication to look after their patients and the public during what is the most challenging period in living memory.

I'll start my foreword with the end, not the beginning, of the year. During the final quarter of the year the COVID-19 pandemic hit. I cannot put into words how proud I am of all pharmacy teams and how they faced up to this unprecedented challenge. Whilst other healthcare providers immediately started to work remotely from behind closed doors, pharmacies literally became the front door to the NHS. For many desperate and vulnerable patients we were the only accessible healthcare provider. There is no doubt in my mind that community pharmacies came to the public's rescue. I have never known a period that was so intense and relentless with so many prescriptions, OTC consultations, telephone consultations, prescription and delivery requests. A huge well done and thank you to all our contractors and pharmacy teams.

CPWY too rapidly changed its way of working as a response to the pandemic. We couldn't meet commissioners face-to-face but they were immediately engaged to ensure support and income for local services was unaffected by the pandemic e.g. setting up DBS checked delivery volunteers, keeping an eye on prescription intervals and ensuring that all contractors continued to receive their average monthly supervision payment even though it was necessary to suspend that service temporarily. The CPWY team sent regular communications to pharmacy teams and updated the website with useful links to the most up to date information.

Earlier in 2019-20 we saw the introduction of the new Community Pharmacy Contractual Framework (CPCF) which would bring perhaps the biggest changes for contractors in a generation. There will be a shift in how community pharmacies work. Gradually we will see the introduction of a more clinical role for community pharmacy teams that will bring us into a more integrated patient care pathway in primary care. The first of these new services, Community Pharmacist Consultation service (CPCS), started at the end of October 2019. Not long after we had the latest version of the Pharmacy Quality Scheme (PQS).

On the downside, the new CPCF also included a five-year funding settlement. After successive years of funding cuts, we heard that community pharmacy will not receive an income rise over the next five years. In real terms that meant further funding cuts for another five years because our cost base over this period will continue to rise. The struggle for survival for many contractors became even harder.

CPWY worked closely with the PSNC to quickly understand the new contractual framework, funding arrangements and the impact these would have on our contractors. Our immediate focus and effort went in to helping you understand the detail of the new framework; and then to set up the support mechanisms that will allow you to make the most out of the new opportunities during financially difficult times. This included weekly communication newsletters, progress checks by telephone with selected contractors and CPWY Connect events for pharmacy teams on topics such as maximising income, MDS, 7-day prescriptions, CPCS and PQS.

Behind the scenes CPWY also worked hard with other stakeholders, such as CCGs, PCNs, local authorities and patient advocacy groups, so that they too understood the value of pharmacy in a more integrated patient care system.

Over the past year we have also seen a rapid development of Primary Care Networks (PCN) within the local health system. CPWY have worked proactively with NHSE&I to insist and ensure a lead community pharmacist was appointed for each PCN. Subsequently to ensure that each lead was offered the necessary support to play an active role in their PCN as well as setting up communication links for contractors within each network. I am so proud of the CPWY team in how they were ahead of the game in this area like many others. They continue to lead and innovate on many fronts that are subsequently adopted nationally. Their work with and on PCNs was yet another example of what has been done in West Yorkshire that has been subsequently used by the PSNC as a national template.

Huge congratulations to Ruth and the office team. I am extremely proud and grateful for all the steadfast dedication, enthusiasm and hard work that the entire team has delivered. My heartfelt thanks to Ruth, Kathryn, Lauren, Melissa, Lisa, Sukhi and Phil for their tireless work on behalf of the committee and contractors.

A big thank you also to all the committee members past and present for their contribution, for the support afforded to me, Ruth and the office. It's an honour and a pleasure to chair such a dedicated, talented and diverse committee. During the year Anne Cawdron and Lyndsey Herrington left the committee. I'd like to thank them for their contribution and wish them all best wishes for the future. We welcomed new members Ashley Cohen and Faisal Ali who bring valuable expertise as well as fresh energy and passion to the committee.

Minutes of all our meetings can be found on the about us pages of the [CPWY website](#).

You can also read committee member blogs [here](#).

Finally, I am excited about the future of community pharmacy and I am looking forward to the next 12 months. There is no doubt that there will continue to be challenges ahead, from the future funding arrangements, to the outcomes of the Wright review, to the impact of a soft or hard Brexit. Clearly, we continue to live in very challenging times but I am optimistic about the opportunities that will come our way and that we can make for ourselves. The pandemic has brought many hardships for contractors but I am sure it has also galvanised us as a sector, our standing with patients has increased further and I feel that our effort and achievements have not gone unnoticed by Government ministers. We must remain positive and keep working hard.

Thank you for all your hard work. Please continue with your outstanding work and stay safe. As always, I can assure you that CPWY will be here to support you along the way.



Mohammed Ikhlq, CPWY Chair

## Chief Executive Officer Report

CPWY is clear on our purpose; to support and represent you, our contractors.

Our ambition is that community pharmacy is at the heart of the communities they serve; an integrated part of a sustainable primary care based NHS, promoting and improving health and wellbeing for patients and the public, now and in the future. It is our role at Community Pharmacy West Yorkshire to work with pharmacy teams, along with local and national stakeholders, to realise this vision for community pharmacy in West Yorkshire.

The current financial situation for community pharmacy has, quite rightly, led us to an increased focus on the support we offer contractors and their pharmacy teams to help them to continue delivering quality services to their patients whilst maximising income to maintain a viable business.

This drives our activity and work which is guided by our [Strategy](#). The CPWY team workplan makes clear links to this strategy and the workplan to cover all aspects of support and representation.

The LPC is focused on providing support to all our contractors. We have maintained our CPWY Academy offer and expanded this to include monthly [CPWY Connect events](#). The CPWY Connect Events are an informal way for pharmacy teams to catch up with the current issues and to ask those questions they have not got around to finding the answers for. The update is informal and offers a platform where community pharmacy teams can hear from others facing the same challenges alongside a brief update from the CPWY team. The CPWY Connect events are also an opportunity for you to share your current issues and the reality on the ground with us.

To support the whole team in the pharmacy, especially helping in the provision of evidence around HLP activity, CPWY have made [VirtualOutcomes](#) available for all our contractors. VirtualOutcomes is a brief, monthly online training module and podcast. Certificates can be downloaded and printed for your training folders and Health Champions will find a vast array of suggestions, and links to resources, for their Health Promotion Zones. All the details for the CPWY Academy, CPWY Connect and VirtualOutcomes can be found on the [CPWY website training pages](#).

To help keep our contractors updated we send out regular [News Digests](#), ensure our website is regularly updated with relevant local information (such as [signposting](#) and [services](#) information) and send message specific reminders when needed, for example for the Pharmacy Quality Scheme criteria. We introduced a monthly [deadline tracker](#) to help contractors be aware of important deadlines such as CPAF and quarterly reporting for NMS and MUR to help contractors keep on top of the increasing demands for their time. To increase the reach and opportunities to link with our contractors, CPWY Connect has been set up on the social media site Telegram with the aim of connecting pharmacy teams across West Yorkshire. You can join by [clicking here](#).

Services remain an important focus for the LPC. Maximising the delivery of national services brings funding into our West Yorkshire pharmacy network. Developing locally commissioned services brings additional funding, over and above the global sum, into community pharmacy.

CPWY received funding to support a successful transition from the West Yorkshire PURM service to the national CPCS service. This enabled us to support a rapid uptake of CPCS with 90% of all contractors providing the CPCS service. The West Yorkshire percentage completed CPCS is higher than national average (75% vs 70%) and there are significant numbers of CPCS referrals (10,318 in 19/20).

The CPWY team have continued to support existing services and the development of new local services. We have seen the implementation of an Inhaler Check service across Leeds, and in a

Community Partnership area in Bradford. Where possible we aim to evaluate and publish the [outcomes of our services](#).

Every contractor needs to embrace the local services available, deliver them to the best of their ability and [claim](#) for them. We provide regular service updates through the [News Digest](#) and the [CPWY website](#). Please continue to advise us of issues and local intelligence so that CPWY can continue to support you in the best way.

We have continued to strengthen our relationships with local commissioners and other key stakeholders. The CPWY team attend meetings across West Yorkshire and at all levels to ensure that we represent community pharmacy in the key places. This includes membership on several of the [West Yorkshire and Harrogate Health and Care Partnership \(ICS\)](#) programme boards, regular meetings with NHS England and Improvement, maintaining links with CCGs, Local Authorities, Hospital Trusts and Local Medical Committees, and representation at numerous meetings including Digital Development, Primary Care, Medicines Safety and Prescribing Committees.

We attend meetings to ensure that community pharmacy is included and promoted in local discussions, to keep abreast on what is happening in our area and to feedback relevant information to contractors.

CPWY also promotes the work and challenges for community pharmacy with the 22 MPs within West Yorkshire. Our aim is to promote and champion community pharmacy to ensure politicians recognise the value of community pharmacy and understand the benefits that an extended community pharmacy service could offer to patients and the NHS. Details of MP visits to West Yorkshire pharmacies can be found on our [website](#). We would encourage you, our contractors, to raise issues with your local MPs too. If you would like any support with this please contact us, [info@cpwy.org](mailto:info@cpwy.org).

The Academic Health Science Network, funded CPWY to support the roll out of Transfer of Care Around Medicines (TCAM, known as Connect with Pharmacy in West Yorkshire). TCAM is in place and being supported by CPWY in the following Trusts: Leeds Teaching Hospitals Trust, Calderdale & Huddersfield FT, Bradford Royal Infirmary, Airedale General Hospital and Leeds & York Partnership. We are well on the way to having TCAM set up in all our NHS Hospital Trusts in West Yorkshire, including the mental health trusts. The TCAM work has helped to integrate community pharmacy into the NHS.

Pete left CPWY in 2020 to return to full time working in a community pharmacy. We thank him for the contribution that he made to our team and CPWY and wish him all the best in the future. Other than that the team remains as myself, Kathryn, Lauren, Lisa, Melissa, Sukhi and Phil.

The [CPWY team](#) and I are proud to represent you, our pharmacy contractors and your teams. We are here to support you, provide advice and information, as well as pushing to make sure your work is properly recognised and fully supported. We are always pleased to receive comments and suggestions from pharmacy teams so feel free to [contact us](#).



Ruth Buchan, CPWY CEO

## Treasurer's Report

CPWY planned for the 2019/20 deficit budget to reduce the LPC reserves by £88,086. At the end of 2019/20 CPWY had an underspend in the budget and showed a net surplus of £47,276. This surplus is from non-levy income from funding received to CPWY to support project management, CPWY Academy events and Primacy Care Network Community Pharmacy Representative development.

CPWY has kept a tight control in administrative costs over the year reviewing a number of its office contracts in order to maximise efficiency which continues on an annual basis or where contracts are identified for renewal. By using Sage 50 Accounts software we are able to produce accurate financial reports regularly to committee meetings.

The financial statements for 2019/20 and accountants report from Eura Audit UK can be accessed on our website here: <http://www.cpw.org/doc/2905.pdf>

Given the sound financial status the reserves give the LPC, the CPWY committee has agreed a budget that will reduce the levy each contractor pays by an average of 25% for 2020/21. This decision has been made to reduce the reserves of the LPC and takes levy from an average of 11 pence in every £100 to just 8 pence in every £100.

Community Pharmacy West Yorkshire (Ops)				
Detailed Profit and Loss Account for the Year Ended 31 March 2020				
	31.3.20		31.3.19	
	£	£	£	£
<b>Income</b>				
Statutory levy	501,732		501,732	
HEE Income	-		1,850	
Event Support Income (Non Academy)	400		650	
Resources Income	-		10,181	
Evaluation Income	-		10,000	
Primary Care Network Income	-		45,400	
		502,132		569,813
<b>Other income</b>				
NHS Commissioning Board Funds	-		(50,000)	
Service administration funding	31,052		48,224	
Service (Project Management) funding	89,397		81,300	
Public health income Wakefield	-		(12,000)	
CPWY Development Academy				
Funding	17,850		9,480	
Deposit account interest	2,191		1,807	
		140,490		78,811
		642,622		648,624
<b>Expenditure</b>				
Rent	17,353		23,568	
CPWY Development Academy				
outgoings	27,682		17,759	
PSNC levy	149,648		149,648	
Wages	232,070		253,900	
Pensions	44,512		43,726	
Equipment hire	2,276		1,898	
Office equipment, repairs and maintenance	2,746		3,171	
Telephone, internet and software	7,131		6,777	
Printing, post and stationery	1,213		1,539	
Travelling and subsistence	7,539		8,684	
CPWY meeting attendance, expenses and room hire	21,022		21,424	
External meeting attendance, expenses and room hire	1,686		2,135	
PSNC attendance, expenses, fees and catering	360		2,202	
Service administration and support outgoings	42,369		51,577	
HR Expenses	2,974		4,334	
Premises Expenses	17		460	
Sundry expenses	199		2,377	
Recruitment	72		1,058	
Insurance	549		936	
Accountancy	5,368		4,824	
Consultancy	25,262		-	
GDPR, Legal and Professional fees	1,158		2,877	
		593,206		604,874
Carried forward		49,416		43,750

Community Pharmacy West Yorkshire (Ops)				
Detailed Profit and Loss Account for the Year Ended 31 March 2020				
	31.3.20		31.3.19	
	£	£	£	£
Brought forward		49,416		43,750
<b>Finance costs</b>				
Bank charges	586		927	
Corporation tax (last year)	721		1,077	
Corporation tax (this year)	833		-	
		2,140		2,004
<b>NET SURPLUS</b>		47,276		41,746

*David Broome*

David Broome, CPWY Treasurer

## Membership and attendance

[Members of the committee](#) are required to attend the LPC meetings regularly. See the [CPWY Constitution](#). A breakdown of members' attendances is provided in the table below.

It is LPC policy that members who are working on behalf of the LPC should not be out of pocket for performing those activities on behalf of pharmacy contractors. A breakdown of members' attendances and expenses is provided in the table below. This includes attendance at CPWY committee meetings, officers' meetings, PSNC conference and regional LPC meetings.

<b>First Name</b>	<b>Last Name</b>	<b>Attendance vs Possible</b>	<b>Expenses Claimed</b>
Faisal	Ali	2/4	£0.00
Gulam	Arsiwalla	5/5	£1,407.50
John	Banks	4.5/5	£250.00
Abbas	Bashir	5/5	£1,563.00
David	Broome	6/6	£4,085.60
Ashley	Cohen	4/4	£1,189.80
Mohammed	Hussain	4/5	£1,000.00
Mohammed	Ikhtlaq	6/6	£2,993.55
Lynne	James	4/5	£1,000.00
Bali	Kaila	2/5	£600.80
Zak	Laher	4/5	£0.00
Vicki	Roberts	4/5	£1,005.00
Adeel	Sarwar	3/5	£755.00
Amanda	Smith	5.5/6	£1,891.45
Beverley	Thornton	4/5	£1,038.30
<b>Resignations</b>			
Lynsey	Herrington	0/0	£0.00
Anne	Cawdron	0/0	£0.00

## LPC Meetings

The committee holds bi-monthly meetings. Details are available on the LPC website.

- [CPWY members](#) (including declarations of interest)
- [Meeting dates and agendas](#)
- [Accounts](#)
- [Minutes](#)
- [Strategy](#)
- [Constitution](#)
- [Policies](#)

Observers are welcome to attend the open session of these meetings. Please contact the Community Pharmacy West Yorkshire office to advise of your interest. Email [kathryn@cpwy.org](mailto:kathryn@cpwy.org) or telephone 0113 272 7560.



## The Year Ahead 2020/21

At the end of the 2019/20 financial year the country went into lockdown and immediately before this community pharmacies were besieged with prescription requests and sales of OTC items. CPWY is so proud of the way in which community pharmacy has conducted itself during the pandemic. We know that many of you have felt very isolated with national information very slow to be communicated. Despite all of this you have kept your doors open to the general public and worked relentlessly with little reward and at personal risk to support your patients whilst also considering your staff welfare.

The COVID-19 pandemic continues to be a focus for our work at CPWY. We will work with you, our pharmacy contractors, to provide you with the support or guidance you need in adjusting to the “new” normal.

We have identified three main priorities for our efforts and plans for the remainder of the 2020/21 financial year. These outline our response to the current situation for community pharmacy and reflect the context of both COVID-19 and our future plans.

### Service restart

- Work with commissioners to ensure services safe and deliverable during C19 (negotiate SLA amendments if needed)
- Support pharmacies in restarting services (noting services bring in additional income)
- Provide support to key projects (TCAM, GP CPCS) to enable positive outcomes
- Support pharmacies through the ever-changing demands of working alongside the pandemic and expected high level of demand during winter
- Support pharmacies with the implementation of new national services
- Support a successful national flu service

### Shift of Care

- Challenge and seek to reverse GP work displacement
  - Seek appropriate remuneration for activities and volume over and above current community pharmacy contractual framework workload where community pharmacy is the right place for the care to happen to enable the appropriate transfer of patients
  - Identify where transferring of patients and workload to community pharmacy is not appropriate and work with the system and community pharmacy to ensure this is transferred to the most appropriate place

### Relationships

- Maximise improved recognition of community pharmacy as a key accessible provider of NHS services
- Continue to support the PCN community pharmacy representatives to support them in getting community pharmacy recognised and integrated as a key element of a PCN
- Work to support and improve GP:CP relationships recognising that many relationships have been damaged by C19