

CPWY

Community Pharmacy
West Yorkshire

Working to represent, support and promote community pharmacy

Community Pharmacy West Yorkshire LPC Annual Report 2020-21

Contents

Foreword by the Chair	2
Chief Executive Officer Report	4
Treasurer's Report.....	6
Membership and attendance	7
LPC Meetings.....	7
The Year Ahead 2021/22	8

Community Pharmacy West Yorkshire (CPWY) is the name for the Local Pharmaceutical Committee (LPC) which is the local representative voice for all community pharmacies in West Yorkshire. We represent all 540 pharmacies in West Yorkshire.

Foreword by the Chair

Reflecting on the last 12 months, one of the first thoughts that come to my mind is how immensely proud I am of every community pharmacy team. It's been an extremely challenging year; one like we have never known before in living memory. Despite that, community pharmacy teams have shown a level of resilience and determination that has resulted in pharmacies becoming the de facto front door to the NHS for many patients. I know that because they have been telling us that regularly during the pandemic. I have seen and heard of many uplifting examples of how pharmacy teams have stepped up to the challenge to support their patients, many of them elderly or vulnerable, when they had nowhere else to turn to. We all know that patient welfare always comes first for community pharmacy teams and that has been very evident during the pandemic. Well done and thank you. I am proud to be a community pharmacist and to represent pharmacies in West Yorkshire.

I would also like to take a pause and remember the victims of COVID 19. The pandemic has been truly horrific. So many people have had their health and livelihoods affected. Over 128000 in the UK have lost their lives as a result of COVID. My thoughts and prayers are with all those who have been affected.

The pandemic has redefined how we work. The sector's response has given both the public and NHS commissioners a fresh opportunity to rethink how community pharmacies can be used going forward. There is a noticeable shift in public perception and use of pharmacies. We have remained open and been accessible without an appointment to give free healthcare advice, help with medicines and prescription issues or signpost vulnerable patients for targeted support. As a result, many patients have realised that community pharmacies do more than just dispense prescriptions. They have realised we can easily and quickly help them with a range of minor healthcare issues. Many will now continue to use pharmacies as the first port of call even after the pandemic.

The accessibility and resilience of the sector didn't go unnoticed by commissioners either. Fair funding remains a necessity and a challenge but we have seen plenty during the pandemic that gives CPWY an opportunity locally and PSNC nationally to engage commissioners in order to improve the integration of community pharmacy into future patient care pathways.

Pharmacies too have realised that we are capable of offering a more clinical role. I expect to see a broader healthcare offer from community pharmacies in future e.g. related to travel health, vaccinations, health checks, point of care testing, private consultations and supply of prescription treatment through PGDs and independent prescribing.

At Community Pharmacy West Yorkshire, we too have changed our way of working as a response to the pandemic. We can't meet each other, commissioners or contractors face-to-face but Ruth and the team have worked tirelessly to engage and challenge the local system on behalf of contractors. I'd like to take this opportunity to thank the CPWY team for their unwavering support and dedication to community pharmacy in West Yorkshire. They understand the pressures you have been working under and that some of those pressures have been created as a result of displaced patients who have had to turn to pharmacy teams for help. I know it's extremely tough when you are in the middle of the storm but please rest assured that CPWY regularly challenges unpaid or unfair pressure that is created for our contractors.

CPWY is here to support you, provide advice and information. As part of that support, we have made available a Reset and Recover Programme: A Comprehensive and Free Developmental Programme to Reset Your Pharmacy. This programme focuses on why we have to change what we do and how we can work differently, as we reintroduce services in a COVID context. More information on the

programme: <https://vimeo.com/447545205/e2fc2f060b>. The programme is available on demand with links and passwords to access here: <http://www.cpwpy.org/training-development/events.shtml>.

In order to support all members of the pharmacy team, CPWY has made [VirtualOutcomes](#) available for all our contractors. VirtualOutcomes provides brief, online training modules on topics relevant for pharmacy teams such as DMS, GP CPCS and Pharmacy Collect. During the pandemic we will also continue with our CPWY Connect online events. Future topics will include Reset and Recover; how pharmacies have adapted services, DMS - the hospital pharmacy perspective and Sexual Health - an update. Details for the CPWY Academy, CPWY Connect and VirtualOutcomes can be found on the CPWY website training pages.

I would like to say a big thank you 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. Gulamhusein Arsiwalla, John Banks and Beverley Thornton left the committee at the end of 2019/20 and during this year Bali Kaila and Sameena Majid 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 Daniel Beaumont, Chris Bland, Thom Sargison and Sab Shah 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 in the News section of the CPWY website here <http://www.cpwpy.org/news/cpwpy-committee-blogs.shtml>

Nationally a Review Steering Group (RSG) was proposed by PSNC as a group to oversee progress on work to strengthen community pharmacy contractor support and representation following the Wright review. I am delighted that David Broome, CPWY committee member and Treasurer, was selected as one of the RSG members. David has detailed strategic knowledge of the sector but, crucially, understands how these strategic rules and regulations affect the day-to-day work of community pharmacies. I am reassured that David's RSG input will be good for contractors locally and nationally.

To summarise, your response during the pandemic has been outstanding and I know that you have worked tirelessly to ensure patients can continue to easily access medicines and healthcare advice. The hard work and dedication that pharmacy teams have delivered during the pandemic has clearly demonstrated your value to patients and customers. You have been the easily accessible front door to NHS services for many of them and a saviour for many others. You are amazing! All of us at CPWY, the committee and the team, are proud to represent you.

Thank you for all your hard work. Stay safe and please take the time to look after yourselves and each other. As always, I can assure you that CPWY will be here to support you along the way.



Mohammed Ikhtlaq, 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 NHS and care system, 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 COVID-19 emergency is an ongoing challenge for our entire healthcare system and the whole country and has dominated the year. CPWY responded quickly by putting measures in place to support you, our contractors, through the pandemic. Our aim was to be as open and accessible as possible. We created a COVID-19 email address that was monitored seven days a week so that timely responses were provided. Telephone queries were also answered. We sent out COVID-19 bulletins as new information relevant to pharmacy teams became available (which were numbered so you knew that you hadn't missed anything). The CPWY website was updated as new COVID-related information became available, often numerous times each day. We scheduled weekly webinars for contractors and gave verbal COVID-19 updates and answered contractor queries. I would like to thank all the CPWY team, Kathryn, Lauren, Lisa, Melissa, Phil and Sukhi for their flexibility and dedication. Without them none of this support would have been possible. The CPWY team were recognised for our COVID-19 response and were Highly Commended in the Best Supporting LPC in the Independent Pharmacy Awards 2020.

The team liaised with a wide range of organisations and people to highlight the pressures in community pharmacy to increase understanding and seek support where possible. The team worked with local volunteer, council and fire services to develop patient medicines delivery services, worked with NHSE&I and CCGs to ensure pharmacy teams could access local COVID-19 testing sites and supplies of PPE when unavailable from wholesalers and ensured that community pharmacy teams were recognised as key health professionals and able to access COVID-19 vaccination. Working with commissioners of local services the team secured funding to retain supervised consumption revenue despite reduced activity, and had adjustments agreed to enable service provision to continue for needle exchange and emergency hormonal contraception services.

Despite the shift of our work as a team to support the COVID-19 response we continued to support services. The team worked with all hospital trusts to ensure the change from the previous Connect with Pharmacy work migrated to Discharge Medicines Service (DMS) as smoothly as possible and that the hospital trusts continued to fund PharmOutcomes to support the transfer of data. For GP CPCS we arranged several events and targeted communications (including calls) to ensure that contractors were in a position to claim the GP CPCS set up fee. A successful flu campaign was supported by flu bulletins with key messages and actions, and the team provided a community pharmacy voice in the place-based and ICS flu groups. The CPWY team ensured that the community pharmacy flu offer was understood, system messages to patients were clear around choice and the community pharmacy contribution to the flu campaign recognised. West Yorkshire was selected for a DHSC Covid-19 test distribution service pilot and CPWY actively supported this successful pilot which led to the national Pharmacy Collect service.

The Connect with Pharmacy work was recognised and CPWY jointly with the Academic Health Science Network and Leeds Teaching Hospital Trust received highly commended in the Health Service Journal (HSJ) Improving Safety in Medicines Management Initiative Award 2020.

We continued to support the PCN community pharmacy leads to assist them in getting community pharmacy recognised and integrated as a key element of a PCN. Using NHSE&I funding secured for the Community Pharmacy PCN leads, CPWY organised a development day for the leads held via Zoom and hosted by Captivating Training Solutions. The day focussed on building CP PCN Lead engagement skills and on the PCN Directed Enhanced Services requirements. Feedback from the event attendees was excellent and we hope that by supporting our CP PCN leads to develop they will remain as leads, feel confident in their role and be impactful within their PCN.

The CPWY team assisted contractors with the Pharmacy Quality Scheme (PQS). This included supporting pharmacies in PCNs to ensure that every PCN had a community pharmacy PCN lead, enabling the PCN criteria to be met for all contractors if they wished to participate. We targeted our PQS emails and communications based on data wherever possible so, for example, pharmacies who didn't meet the NHSmail criteria knew what actions they needed to take to rectify this and enable a PQS claim.

Community pharmacy has quite rightly been recognised for the response to the pandemic and the support it provides to patients. This has helped enabled us to strengthen our relationships with local commissioners and other key stakeholders, assisted by remote working which removes the need to travel to meetings. A key development has been the Integrating Pharmacy and Medicines Optimisation (IPMO) work. Pharmacy professionals in leadership positions from across West Yorkshire, including community pharmacy, have agreed to work together on key matters that impact on pharmacy and medicines. Our CPWY committee meeting now routinely has CCG Head of Medicines Optimisation and Primary Care Leads in attendance. This has enabled us to raise the issues of shift of care, displaced patients and inappropriate workload shifts, such as the transfer of elements of repeat prescription processes to community pharmacy and GP practice requests to undertake BP checks to meet requirements for GP medication reviews.

CPWY kept the 22 MPs within West Yorkshire briefed in matters relevant to community pharmacy and were informed of the impact of COVID-19, including funding and PPE. This led to some good engagement and questions to ministers. 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.

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. CPWY Connect is available on Telegram to connect pharmacy teams across West Yorkshire. You can join by [clicking here](#).

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. Please continue to advise us of issues and local intelligence so that we can continue to support you in the best and informed way. We are also always pleased to receive comments and suggestions from pharmacy teams so feel free to [contact us](#).



Ruth Buchan, CPWY CEO



Treasurer's Report

Community Pharmacy West Yorkshire (CPWY) planned for a 2020/21 deficit budget to reduce the LPC reserves by £200,683.47. At the end of 2020/21 CPWY had an underspend in the budget and showed a net deficit of £14,390. This has been caused mainly due to reduced costs from the lack of meetings due to COVID-19.

CPWY has kept a tight control in costs over the year, reviewing all aspects of the committee to work as efficiently and cost effectively as possible. COVID-19 has also given us the opportunity to look at different ways of working and increasing the efficiencies, and hopefully saving money in the future.

On a personal note, I would like to assure contractors on the governance and transparency of the accounts. As Treasurer, I have oversight of the accounts at all times. At every CPWY committee meeting all members have a view of the abridged accounts and a full set of accounts is available, so any query on the accounts can be answered. This means that every committee member has sight of the accounts throughout the year and this gives the transparency that funds are managed properly. It is important in one of the larger LPCs in the country, representing 540 contractors, that this is done appropriately and has allowed us make efficiencies of scale and reduce repetition.

The financial statements for 2020/21 and accountants report from Eura Audit UK can be accessed on our website by [clicking here](#).

Given the sound financial status that the reserves give the LPC, the CPWY committee has agreed to continue to reduce our reserves £562,000 and approved a budget which slows the rate of reduction in reserves but enables a continued reduction in levy below the 2019/20 rate. This sets the levy each contractor pays at an average of 9.5 pence in every £100 (19/20 11p/£100, 20/21 8p/£100).

Community Pharmacy West Yorkshire (Ops)				
Detailed Income and Expenditure Account				
for the Year Ended 31 March 2021				
	31.3.21		31.3.20	
	£	£	£	£
Income				
Statutory levy	381,732		501,732	
Event support income (non academy)	1,178		400	
Primary Care Network income	<u>65,100</u>		-	
		448,910		502,132
Other income				
NHS Commissioning Board funds	17,322		-	
Service administration funding	32,388		31,052	
Service (Project Management) funding	41,700		89,397	
CPWY Development Academy funding	-		17,850	
Miscellaneous income	10,075		-	
Deposit account interest	<u>247</u>		<u>2,191</u>	
		<u>101,732</u>		<u>140,490</u>
		549,742		642,622
Expenditure				
Rent	18,076		17,353	
CPWY Development Academy outgoings	9,262		27,682	
PSNC levy	152,159		149,648	
Wages	223,634		232,070	
Pensions	51,606		44,512	
Equipment hire	2,267		2,276	
Office equipment, repairs and maintenance	896		2,746	
Telephone, internet and software	8,717		7,131	
Printing, post and stationery	916		1,213	
Travelling and subsistence	205		7,539	
CPWY meeting attendance, expenses and room hire	15,465		21,022	
External meeting attendance, expenses and room hire	1,467		1,686	
PSNC attendance, expenses, fees and catering	890		360	
Service administration and support outgoings	34,868		42,369	
HR expenses	2,066		2,974	
Premises expenses	18		17	
Sundry expenses	87		199	
Recruitment	-		72	
Insurance	584		549	
Accountancy	4,507		5,368	
Consultancy	34,560		25,262	
Legal and professional fees	<u>1,064</u>		<u>1,158</u>	
		<u>563,224</u>		<u>593,206</u>
Carried forward		(13,482)		49,416

Community Pharmacy West Yorkshire (Ops)				
Detailed Income and Expenditure Account				
for the Year Ended 31 March 2021				
	31.3.21		31.3.20	
	£	£	£	£
Brought forward		(13,482)		49,416
Finance costs				
Bank charges	815		586	
Corporation tax	<u>93</u>		<u>1,554</u>	
		<u>908</u>		<u>2,140</u>
NET (DEFICIT)/SURPLUS		(14,390)		47,276

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. It also includes attendance at patient safety groups and Area Prescribing Committees.

First Name	Last Name	Attendance vs Possible	Expenses Claimed
Faisal	Ali	4/6	£0.00
Abbas	Bashir	6/6	£1,750.00
Daniel	Beaumont	2.5/6	£0.00
Chris	Bland	5/6	£400.00
David	Broome	5/6	£3,400.00
Ashley	Cohen	6/6	£1,800.00
Mohammed	Hussain	4.5/6	£750.00
Mohammed	Ikhlq	6/6	£3,375.00
Lynne	James	4/6	£980.00
Zak	Laher	4/6	£0.00
Vicki	Roberts	4.5/6	£1,200.00
Thom	Sargison	3/5	£0.00
Adeel	Sarwar	6/6	£1,250.00
Sab	Shah	3/3	£0.00
Amanda	Smith	6/6	£2,675.00
Resignations			
Gulam	Arsiwalla	0/0	£0.00
John	Banks	0/0	£0.00
Bali	Kaila	0/0	£0.00
Sameena	Majid	1/2	£0.00
Beverley	Thornton	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 or telephone 0113 272 7560.

The Year Ahead 2021/22

Community pharmacy experienced a rapid and sustained demand in response to the pandemic. The increase in workload and demand was huge, but despite this the network was effective in its response, remained at the frontline of the NHS and continued to provide medication, advice and services to patients. COVID-19 continues to impact on our lives and work but looking ahead to 2021/22 CPWY needs to:

- Support community pharmacy in its reset, recovery and reform
- Create sustainability and resilience for community pharmacy noting the impact of new ways of working and displaced patients
- Embed and integrate into a changing health and care landscape
- Grow and maximise pharmacy services

Reset, Recover, Reform

Community pharmacy has achieved great things for the NHS in response to COVID-19. As we move towards a more stable situation, we need to consider how we address the continued additional demands alongside taking time to look forward to future ways of working and restarting delivery of all services.

Community Pharmacy West Yorkshire (CPWY) will support contractors in restarting all funded services available noting the improved outcomes pharmacy services bring to patients and the additional income source for contractors. For services that were stopped during the pandemic, e.g. inhaler check service, we will work with commissioners to ensure services are adapted and changed to allow them to be safely provided and deliverable alongside COVID-19. In line with PSNC, CPWY will also challenge contractors to reconsider [free provision of non-CPCF services](#).

CPWY recognises that COVID-19 has in some cases had a negative impact in local relationships and will look to help rebuild local relationships, particularly between general practice and community pharmacy. This will include exploring and support areas with mutual benefit, for example aligned incentives / joint working for flu vaccination and PCN links to pharmacy services such as Discharge Medicines Service (DMS), GP Community Pharmacy Consultation Service (GP CPCS) and the New Medicines Service (NMS).

Workforce pressures continue to mount for community pharmacy contractors. We will work with Health Education England, local workforce boards and training hubs, to ensure that community pharmacy workforce development is supported to improve understanding of the gaps, challenges, and opportunity, and support retention within the sector.

Community Pharmacy Resilience and New Ways of Working

CPWY acknowledges the shift of patients, increased demand and pressure community pharmacy continues to experience as a result of the new ways of working in response to the pandemic, particularly within general practice. There has been a left-shift of patients with no left-shift of funding. This increase in workload is impacting the resilience and viability¹ of community pharmacy.

CPWY will continue to raise the impact of displaced patients with CCGs, LMCs and NHSE&I. We have clearly outlined within the CPWY Supporting Community Pharmacy Resilience paper the actions that should be taken and will work with the system to get ownership of the issues that are impacting on

¹ [Impacts of current funding, policy and economic environment on independent pharmacy in England](#)

the community pharmacy network and aim to reduce and alleviate the unnecessary additional workload that community pharmacy is currently experiencing. CPWY will push for continued use and growth of electronic repeat dispensing (eRD) to get to a position of eRD as default, open and efficient communication routes exist between GPs and community pharmacy, and that messages to patients about prescriptions and pharmacy services are clear and accurate.

COVID-19 will continue to impact on us all. CPWY will maintain our support our contractors with the challenges that this brings and will continue with our communications, responding to queries and providing CPWY Connect events on relevant topics.

The past months have been a huge challenge to all in our sector and CPWY want to ensure that every pharmacy team member is coping well with the additional burdens and pressures so will continue to signpost pharmacy teams to the Health and Wellbeing offers available.

Changing Health and Care Landscape

CPWY is cognisant of the changes that will happen both nationally and locally to our health and care landscape. We will need to adapt and react to the changes that are likely to occur following the publication in November 2020 by NHS England and NHS Improvement of Integrating care: [Next steps to building strong and effective integrated care systems across England](#) which sets out set out how systems and their constituent organisations will accelerate collaborative ways of working in future, and in February 2021, the Government published a White Paper – [Integration and Innovation: working together to improve health and social care for all](#) which sets out proposals for primary legislation which would make changes to the structure of the NHS in England.

CPWY will continue to take every opportunity to remind partners in Integrated Care Systems (ICSs), Integrated Care Provider (ICP) and relevant Provider Alliances that CPWY is the only body that has a statutory duty to represent community pharmacy contractors. CPWY will work to embed and integrate community pharmacy within the developing system. Key areas will be to ensure community pharmacy is an integral part of the Integrated Pharmacy and Medicines Optimisation (IPMO) work (which in West Yorkshire is carried out by the West Yorkshire Pharmacy Leadership Group (PLG)), a partner in the ICS programme boards including Primary and Community Care and Urgent and Emergency Care Boards, and an integral part of the five West Yorkshire place based Integrated Care Providers (ICP). We will keep the system stakeholders under review to ensure that we are engaging in the key places, organisations, meetings and people within the ICS to maximise the community pharmacy voice and influence across the ICS.

CPWY will seek to work as partners but will also challenge the system to recognise true value and opportunities of the community pharmacy asset as part of NHS primary care and acknowledge that to unlock the potential requires investment, engagement, being inclusive and thinking differently about where services are provided.

Primary Care Networks (PCNs) are a key component of local working and CPWY will continue to support a Community Pharmacy PCN Lead for each of the 52 PCNs in West Yorkshire. We will develop our leads and provide them with the skills and tools so that they can best influence within their PCN and provide a clear and vibrant community pharmacy voice.

CPWY will input into the national Pharmacy Representation Review Steering Group (RSG).

Services and Community Pharmacy Contractual Framework (CPCF)

Services improve outcomes for patients and provide income opportunity for our contractors and therefore service support remains a priority for CPWY. We will be mindful not to duplicate PSNC work,

or to reinvent the wheel. We will look both inward, as to how we can best support our contractors, and externally within the West Yorkshire system, driving the integration, understanding and opportunity for community pharmacy services.

CPWY will review the provision of and support contractors in maximising existing services, including those that are nationally commissioned (including NMS, DMS and CPCS). Recognising that some services such as GP CPCS and DMS are not driven by community pharmacy, CPWY will work with the relevant stakeholders to integrate these services into patient pathways to increase referrals to services.

Mindful that we are moving into the third year of the Community Pharmacy Contractual Framework agreement and that we expect to see additional national services, CPWY will support pharmacies with the implementation of new national services and the Pharmacy Quality Scheme (PQS). This will include working within the West Yorkshire system to ensure that community pharmacy and the services that are offered are well understood and integrated.

Local services are tied to local funding and CPWY will continue to engage with commissioners locally in order to protect the existing locally commissioned services and explore opportunities to develop the services offer. The services work to support reset, recover and reform should be noted.