



Community Pharmacy West Yorkshire

LPC Annual Report

2021-22

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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 534 pharmacies in West Yorkshire (noting that this does not include Craven).

Foreword by the Chair

2021/22 was yet another very challenging year for community pharmacy contractors and teams. The sector has continued to suffer as a result of the excessively harsh NHS funding cuts, changes to how GP surgeries work and the consequent unprecedented demand from the public for easily accessible advice from a healthcare professional. Pharmacies have become the de facto front door to NHS primary care. I have never known demand like it and in so many different aspects – frequent walk-in requests for free advice, constant phone calls, endless prescription issues, regular out-of-stock items etc. To top it all we are now constantly witnessing outbursts of abuse from patients directed at pharmacy teams even when they are fully aware that their problems are as a result of issues elsewhere in the system. They just want to let some steam off and find it much easier to do that at our doorstep rather than to sound off elsewhere at the system for the fear of reprisals there.

I am immensely proud of every pharmacy team as you have all somehow found yet another gear, even more energy, to persevere through this relentless pressure in order to look after your patients and customers. A huge well done and thank you to everyone. You have shown through your dedication and actions that community pharmacy teams can do so much more for the NHS. We just need NHS leaders to acknowledge this and to give us fair funding, see us as part of primary care, recognise our potential and support us with system integration. CPWY is continuing to lobby and challenge the system locally, and nationally through the PSNC, to reduce the pressure on pharmacy teams, recognise the contribution being made by the sector and to match that contribution with fair funding. This is an ongoing battle to slowly persuade a system that is dominated by other primary care providers.

CPWY has been in regular work with local NHS commissioners and partners to promote the inclusion and integration of community pharmacies into patient care pathways. This has included collaboration with CCGs, PCNs, HWB and NHSE&I to insist on the engagement of community pharmacy into the ICS. With the ICS being given future responsibility for the commissioning of pharmacy services, CPWY will continue to build on this early work to promote the inclusion of pharmacies to support urgent care, preventative care programmes, promotion of selfcare, support for long term conditions and medicines management.

It was another record-breaking year for our contractors in regard to flu vaccinations. Well done everyone for making it such a successful year. I would also like to send my congratulations to contractors who have been participating in the COVID-19 vaccination programme. This has been another resounding success for community pharmacies locally and nationally. Some of the biggest contributors to the national effort are West Yorkshire contractors.

During such challenging times it was more important than ever before that CPWY was able to support pharmacy contractors and teams in regard to their wellbeing and personal development. You can read more and access mental health and wellbeing support [here](#).

Meanwhile, CPWY continued to offer pertinent training and development resources to support pharmacy teams. These included topics such as workload, reset reform & recovery, DMS, PQS, CPCF and hypertension case finding. If you missed any of these, you can still access recordings and presentations of these in our back catalogue [here](#).

An important aspect for CPWY this coming year is enacting the outcomes of the RSG recommendations. You can read more about these [recommendations here](#). CPWY's Treasurer, David Broome, worked many long and tiring days in his role with the RSG. David's experience and influence was invaluable in shaping the proposals that were put to contractors to vote on. I would like to record here my heartfelt thanks to David for his dedication and hard work on behalf of pharmacy contractors.

What he does behind the scenes may not be immediately obvious to us all, but I know we all benefit as a result of it.

I would also like to take this opportunity to thank Ruth and the office team for the fantastic job they continue to do. Like pharmacy contractors, no matter what the situation, we can rely on the CPWY team to pull out all the stops to work tirelessly for pharmacies in West Yorkshire.

A big thank you also to all the committee members past and present for their contribution and hard work. During the year Daniel Beaumont and Lynne James left the committee. I'd like to thank them for their contribution and wish them all best wishes for the future. We welcomed Bill Chapman as a new member who brings a fresh perspective to the committee. Due to the resignation of an independent member from the CPWY committee, we have a vacancy for a Wakefield independent contractor. CPWY has not to date received any nominations. If you are a Wakefield independent contractor and are interested in becoming a member of the CPWY committee, please let us know by emailing: info@cpwy.org.

Minutes of all our meetings can be found under the About Us section of the [CPWY website](#).

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

Finally, while we all continue to work in very challenging times for now, I am optimistic about the future opportunities that will come our way and that we can make for ourselves. The last couple of years has brought many hardships but it has also galvanised us as a sector, our healthcare reputation with patients has improved and I feel that our effort and achievements have not gone totally unnoticed by NHS leaders. We must remain positive and keep working hard.

Thank you for all your dedication and effort. 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 health and care system, promoting and improving health and wellbeing for patients and the public, now and in the future. It is our role at CPWY to work with pharmacy teams, along with local and national stakeholders, to realise this vision for community pharmacy in West Yorkshire.

The CPWY team has seen that the West Yorkshire contractors and their teams have worked relentlessly during the last year to support your patients and local communities. The role of community pharmacy and all that you have to offer is being recognised by others in the system but at a time of rising costs and a shortage of your key workforce the pressures facing community pharmacy on the ground is unprecedented. A key focus for the CPWY team has been in raising these concerns both at a national and local level.

In the last year we have focused on supporting you on your reset, recover and reform. This has included providing support for contractors in restarting all funded services available, national and local, new and existing; noting the improved outcomes pharmacy services bring to patients and the additional income source for contractors. Where necessary we have negotiated changes in service specifications to ensure services are adapted and changed to allow them to be safely provided and deliverable alongside COVID-19.

Another key piece of work has been transferring the [CPWY website](#) onto a new platform, which proved to be quite a challenge, but we now have an improved and more accessible website.

We have also supported our contractors who are reconsidering free provision of non-CPCF services, with both [CPWY Connect Events](#) and system messages to increase understanding of why changes are happening (e.g. [MCA](#) work). In relation to prescribing policies and the impact that they have on contractors we have been actively discussing branded generics with the Medicines Optimisation Leads and also ensured our contractors have the resources you need to discuss the impact of [branded generics](#) in your locality.

The CPWY team has managed to secure funding to support community pharmacy during 2021/22. This includes:

- Ear, Nose and Throat (ENT) Assessment Service in Leeds in recognition of the Leeds commitment in supporting community pharmacy to enhance selfcare support and better utilise the clinical skills within community pharmacy.
- Funding to commission ENT modules within VirtualOutcomes (made available across England).
- A pilot access to translation services is available in areas with GP services that support refugees and those seeking asylum, the findings of which will be used to produce a business case for all pharmacies to have access to formal translation services.
- A West Yorkshire Winter Resilience Scheme (2022/23 winter) in recognition of the variance in GP practice use of GP CPCS and recognising the increase in unfunded selfcare consultations.
- Funding to support GP CP relationship building.
- Funding to provide enhanced support for GP CPCS implementation (and in Calderdale the integration of all advanced services).
- Funding PCN Community Pharmacy Leads.

CPWY continue to provide [CPWY Connect online events](#) covering a wide range of topics. These events are routinely recorded allowing pharmacy teams to watch the events at a time that suits them. Your engagement in these events has led to some helpful sharing of ideas and approaches. CPWY continues to make [VirtualOutcomes](#) available for all our contractors. VirtualOutcomes provides brief, online training modules on topics relevant for pharmacy teams such as DMS, GP CPCS and managing ENT presentations in the pharmacy. Please continue to use this resource.

We continued to support the PCN Community Pharmacy Leads using a maturity matrix approach that enables the Leads, where they have the capacity, to further integrate community pharmacy within PCNs. This includes providing leadership training and funding the PCN Community Pharmacy Leads from non-levy funding.

The [CPWY team](#) have worked tirelessly in supporting and representing you, our contractors. I would like to thank all the CPWY team, Kathryn, Lauren, Lisa, Sukhi, Alison and Phil for their flexibility, expertise and dedication. Without them none of this would have been possible.

We said a fond farewell to Melissa who left the CPWY team to spend more time with her family. Melissa has been a great member of the team and led the setting up of Connect with Pharmacy across West Yorkshire, the precursor (and inspiration for) the national Discharge Medicines Service (DMS). We wish her all the best. We welcomed Alison to the team as Head of Services in August 2021. Alison has spent her last few years working for NHSE&I so brings a fresh perspective to the team.

CPWY kept the 22 MPs within West Yorkshire briefed in matters relevant to community pharmacy, including funding and pressures. 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 at 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 [wellbeing support](#)) and send message specific reminders when needed, for example for the Pharmacy Quality Scheme (PQS) 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 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 a 2021/22 deficit budget to reduce the reserves to reach an end of year position to meet PSNC guidance. At the end of 2021/22 CPWY had an underspend in the budget. This has been caused mainly due to reduced expenditure in certain areas due to the lack of face-to-face meetings due to COVID-19.

CPWY continues to keep tight control in costs over the year, reviewing all aspects of the LPC 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 bank accounts and 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 on request, 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 534 contractors, that this is done appropriately and has allowed us make efficiencies of scale and reduce repetition.

The financial statements for 2021/22 and accountants report from Eura Audit UK can be accessed on our website [here](#).

Following the CPWY committee meeting on 16th March 2022, CPWY committee agreed that levy would revert to the 2019 value of £501,000, this follows extensive work on an improved budget setting approach, looking at both levy and non-levy funding and reserves. This follows the past 2 years where CPWY reduced the levy in order to reduce LPC reserves. This sets the levy each contractor pays at an average of 11.4 pence in every £100 (19/20 11p/£100, 20/21 8p/£100, 21/22 9.5p/£100). The average levy per contractor is £938. This is still a reduction on [previous years levies](#) and puts us in an accurate financial position for any recommendations by RSG.

A large piece of work undertaken to account for and split levy and non-levy funding. As a result of this work, £84,700 was transferred from non-levy income to levy income to offset and subsidise the levy charged to contractors.

CPWY is committed to keep its levy to a level that allows PSNC levy to be paid and local representation and services to be maintained.



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.

<i>First Name</i>	<i>Last Name</i>	<i>Attendance vs Possible</i>	<i>Expenses Claimed</i>
<i>Faisal</i>	<i>Ali</i>	<i>3/6</i>	<i>£0.00</i>
<i>Abbas</i>	<i>Bashir</i>	<i>6/6</i>	<i>£1,775.20</i>
<i>Chris</i>	<i>Bland</i>	<i>6/6</i>	<i>£1,525.00</i>
<i>David</i>	<i>Broome</i>	<i>4/6*</i>	<i>£2,639.40</i>
<i>William</i>	<i>Chapman</i>	<i>3/4</i>	<i>£750.00</i>
<i>Ashley</i>	<i>Cohen</i>	<i>4/6</i>	<i>£1,078.00</i>
<i>Mohammed</i>	<i>Hussain</i>	<i>3.5/6</i>	<i>£250.00</i>
<i>Mohammed</i>	<i>Ikhlaq</i>	<i>5/6</i>	<i>£2,125.00</i>
<i>Zak</i>	<i>Laher</i>	<i>5/6</i>	<i>£0.00</i>
<i>Vicki</i>	<i>Roberts</i>	<i>6/6</i>	<i>£0.00</i>
<i>Thom</i>	<i>Sargison</i>	<i>5/6</i>	<i>£0.00</i>
<i>Adeel</i>	<i>Sarwar</i>	<i>5/6</i>	<i>£1,375.00</i>
<i>Sab</i>	<i>Shah</i>	<i>3/6</i>	<i>£675.00</i>
<i>Amanda</i>	<i>Smith</i>	<i>6/6</i>	<i>£2,625.00</i>

** One absence due to clash with PSNC meeting*

Resignations

<i>Lynne</i>	<i>James</i>	<i>1/2</i>	<i>£250.00</i>
<i>Daniel</i>	<i>Beaumont</i>	<i>0/1</i>	<i>£0.00</i>

LPC Meetings

The committee holds bi-monthly meetings. Details are available on the CPWY 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 CPWY to advise of your interest. Email info@cpwy.org or telephone 0113 272 7560.

The Year Ahead 2022/23

Community pharmacy continues to face multiple challenges, whilst the opportunities for community pharmacy to positively impact on the health and wellbeing and address the inequalities in the communities they serve remain. Looking ahead to 2022/23 CPWY needs to:

- Support community pharmacy resilience.
- Adapt and grow with the changing health and care landscape.
- Support services and the Community Pharmacy Contractual Framework (CPCF).

Support community pharmacy resilience

There are a wide range of pressures on community pharmacies, stemming from a combination of workload (including displaced patients), workforce and financial factors. The current five-year funding settlement for pharmacies is flat, meaning that, due to rising inflation, this is a cut in real terms each year. This, coupled with the current economic environment, rising business costs, an ever-increasing workload as demand for health services grows, as well as staff shortages, means that the sector is undergoing enormous stresses.

CPWY will continue to highlight the pressures, additional burden and the risk to resilience for community pharmacy within the ICS. We will continue to push for system support, reducing unnecessary burdens and looking for efficient ways of working within the ICS. Our ask is for:

- System understanding of the current situation within community pharmacy, noting that each pharmacy will be experiencing different issues.
- Communications (including in responses to queries about pharmacy services) recognise the difficulty that community pharmacy is facing and are supportive of (rather than blaming) community pharmacy.
- Recognise that the pressures (increased workload, reduced funding, workforce crisis) are likely to impact on the services provided by community pharmacy, noting that there will be variation between pharmacies in how this plays out.
- Support the following which all help community pharmacy to work more efficiently:
 - Increase in use of eRD (to become routine not the exception).
 - Support the use of improved prescription journey / readiness messages.
 - Increased use of funded services e.g. CPCS.
 - Facilitate efficient communication route between GP and community pharmacy.
 - Support in building trusted relationships between GP and community pharmacy to build better understanding from different perspectives.
 - Workforce impacts of new roles (including ARRS) must be considered.

Recognising the significant impact that prescribing policy can have on community pharmacy funding, both globally and individually, CPWY will continue to build our relationships with Medicines Optimisation teams across West Yorkshire. Our key aims are that there is increased dialogue and understanding, transparency in decision making, and that an impact statement from CPWY is included in commissioner decisions relating to pharmacy and medicines (eg QIPP, switches), referred to when decisions are taken so that the decision taking board / meeting are aware of the consequences for community pharmacy.

CPWY will continue to provide our contractors with the tools needed to help them in challenging additional burdens. Building on the Multiple Compartment Compliance Aid (MCA) work, we will work with the system to produce tools and resources to increase understanding and where possible efficiently resolve issues, for example in managing out-of-stocks.

CPWY will maintain our support to contractors and will continue with our communications, responding to contractor queries and providing CPWY Connect Events.

CPWY wants 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.

Workforce pressures continue to mount for community pharmacy contractors. CPWY recognises that workforce is not strictly within the remit of an LPC. We do however, see the very real impact that workforce shortages are having on our contractors. With this in mind, 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 opportunities, and to support retention within the sector.

Adapt and grow with the changing health and care landscape

The NHS West Yorkshire Integrated Care Board (ICB) will become a statutory organisation on the 1st July 2022 as part of the Government's new Health and Care Act. This statutory body will be a new type of organisation, governed by partners and focused on collaboration as a means of driving improved outcomes for people in West Yorkshire. This will see both work at a West Yorkshire level and at a local level in Bradford District and Craven, Calderdale, Kirklees, Leeds, and Wakefield District, an Integrated Care System (ICS) that is a partnership that brings together NHS bodies, local authorities and other organisations to join up health and care planning. As the ICS develops the complexity and places of influence for community pharmacy increases.

CPWY will work to ensure that we sit in places of influence in each place and at a West Yorkshire level, ensuring that the voice of community pharmacy, a key part of NHS primary care, is heard. 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 is clear that community pharmacy is well placed to help tackle the four main ICS priorities (improve outcomes, tackle inequalities, enhance productivity and value for money, and support social and economic development) and that the community pharmacy network plays a crucial role in providing access to important healthcare advice, medicines, and an increasingly wide range of clinical services to their local communities. CPWY will also manage the challenges we face; how we enact our primary role in representation of our contractors, whilst moving with the system culture shift to system working, collaboration and working within alliances. CPWY will seek to work as partners but will also challenge the system to recognise the 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.

The ICB is set to take on delegated responsibility for community pharmacy from 1st April 2023. CPWY will work with the ICS to improve understand the commissioning of pharmaceutical services, ensure opportunities are explored and risks raised and where possible mitigated.

The Review Steering Group (RSG) work is set to conclude with a contractor vote regarding representation in 2022/23. CPWY will work alongside PSNC in taking forward any recommendations voted in by contractors.

Support 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 is mindful that current pressures may impact on the ability of contractors to engage with services. We are clear that funded services are part of the solution, the more funded services a pharmacy provides, the more funding is with the contractor, enabling them to improve resilience. We will aim to increase the delivery of national community pharmacy services across West Yorkshire.

CPWY will review the provision of and support contractors in maximising existing services, including those that are nationally commissioned (hypertension, NMS, DMS, CPCS and stop smoking) with priority being given to services which deliver a clear return on investment. Recognising that some services notably 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.

CPWY received significant funding in 2021/22 to support specific areas (such as the Ear, Nose and Throat Assessment Service and access to translation services). CPWY will work to ensure that this funding, including that for a Walk in Consultation Service, is delivered to contractors where it will have the most impact on patients, improve access and support contractor resilience.

Mindful that we are moving into the fourth year of the CPCF agreement with the potential for additional national services, CPWY will support pharmacies with the implementation of new national services. 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 service offer. CPWY will also review, and challenge where necessary, the funding for locally commissioned services, noting that many have not had an uplift for several years.

A national Pharmacy Quality Scheme (PQS) for 2022/23 is expected and CPWY will support contractors including amplifying PSNC resources and messages.