



Community Pharmacy West Yorkshire LPC Annual Report 2023–2024

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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 over 510 pharmacies in West Yorkshire.

Chair's Report



Welcome to the CPWY Report for 2023/24.

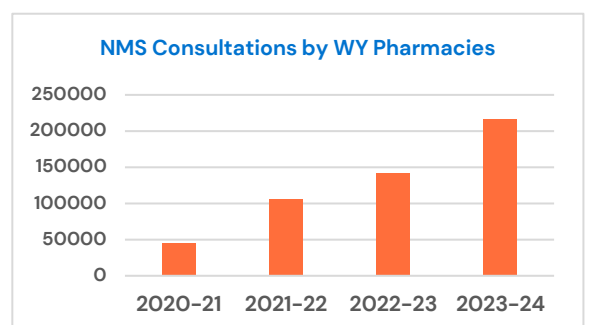
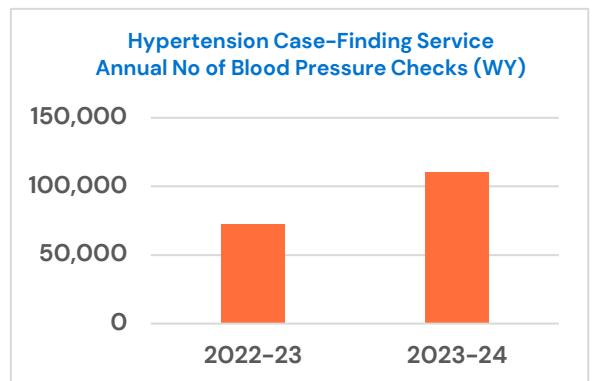
This last year has continued to be a tough trading environment for the whole sector, but our profession continues to be resilient and agile.

As we come to the end of a torrid 5-year CPCF, the sector landscape is significantly different to several years ago. Some pharmacy closures, LloydsPharmacy exiting the sector completely, consolidations and mergers, and an exhausted workforce, what still amazes me, my CPWY officers and committee members is our steadfast commitment to the communities we serve.






We continue to press for fairer core funding for our pharmacy teams and we were delighted to welcome Janet Morrison OBE CEO of Community Pharmacy England (CPE) who spent a day with Nicola and myself and visited local pharmacies to fully understand the pressures we are under.

There has been some positivity over the last 12 months: –

- Introduction of a national Pharmacy First Service – and an incredible shout out to all the office team at CPWY who in such a short timescale produced a fantastic training event to launch the new service.
- Within 6 weeks of the announcement and at launch CPWY had over 96% of contractors signed up to provide the service. Thank you to you all for your hard work and effort in getting this service started.
- During the year we also had funding for a Walk-in Consultation Service (WiCS) as we waited for the start of the Pharmacy First Service. Our locality produced over 11,000 consultations in the 5-month period that the service ran. The WiCS helped patients to manage many conditions that would otherwise have had to be dealt with by the GP and 87% of patients seen under this service were managed wholly by the community pharmacy team.
- Across our West Yorkshire pharmacy teams, there has been a 50% uplift in the number of blood pressure (BP) checks undertaken. 110, 559 clinic BP checks have been delivered and over 4000 patients provided with ambulatory blood pressure monitoring where the clinic BP reading was found to be elevated. Potentially, that equates to 4000 patients that may have been identified as having previously undiagnosed hypertension, (one of the top five risk factors for all premature death and disability in England), and early identification will help improve outcomes for these patients.
- The number of New Medicine Service (NMS) being undertaken has increased by 50% this year. 216,000 patients have been provided with support under this service helping with a newly prescribed medicine to improve medicines adherence and ultimately, outcomes for patients with long-term conditions.



National Services Provided by West Yorkshire Pharmacies in 2023-24

	<ul style="list-style-type: none">○ Over 287,000 covid vaccinations provided.○ Over 165,000 flu vaccinations provided.
	<ul style="list-style-type: none">○ Over 110,000 clinic blood pressure and over 4000 Ambulatory Blood Pressure Monitoring checks carried out
	<ul style="list-style-type: none">○ Over 216,000 patients provided support by the New Medicine Service
	<ul style="list-style-type: none">○ Over 14,000 Discharge Medicines Service consultations provided <i>(for every 10 DMS consultations, 1 hospital readmission is prevented. Therefore 1400 readmissions to hospital prevented).</i>
	<ul style="list-style-type: none">○ Over 2500 consultations for oral contraception.

- Our relationships with the West Yorkshire ICB remain exceptional and we have maintained great lines of communication at both PCN and Place level. We are grateful for funding the ICB has provided to help support the role out of Pharmacy First. Neelam Tariq and Amanda Smith have been instrumental in getting better engagement between pharmacy and general practice. A big thank you to all the team at CPWY for your hard work and dedication in supporting all pharmacy teams across the area.

Thank you also to the committee members who have provided invaluable support to me and Nicola during the year.

Ashley Cohen, Chair

CEO's Report

Community Pharmacy West Yorkshire (CPWY) is clear on our purpose; to support and represent our pharmacy contractors across West Yorkshire. 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 CPWY 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. A shift in focus to support more the delivery of the National Advanced Services, National Enhanced Services and Essential Services to support contractors make the most of the opportunity to access the funding which is already on the table for us. Although we are focused more on the delivery of national services, we continue to work with local commissioners to negotiate and agree local services to maximise funding opportunity for our contractors and help meet the needs of our local populations. In the last 12 months, provision of these services by contractors have generated a minimum of £1,008,533 (estimated) in additional revenue. We have endeavoured to make the LPC as available as possible to our contractors by adding 'book a visit' options to many emails and communications.

2023-2024 was another extremely difficult year for pharmacy contractors. The operating environment with ongoing uncertainty around funding, rising costs, and very real pressures from providing front line services due to the workforce shortages, all made for incredibly challenging conditions. During these uncertain times pharmacy teams have continued to put their patients first and deliver exceptional care. Thank you for your continued effort and support during these challenging times.

Thank you to my CPWY team for the effort and commitment you have shown this year as we have made great strides and progress with our deliverables. Kathryn, Lauren, Lisa, Sukhi and Phil all deserve a massive thank you. Additionally thank you to our outgoing committee members and our new ones for the support and commitment you show to guide our LPC along the right path.

ICB and Local Stakeholder Relations:

We have continued to strengthen our relationships with local commissioners and other key stakeholders, providing them with an increasing awareness of how community pharmacy can support across the wider healthcare system. This has led the CPWY team to be invited to attend an increasing number of meetings across West Yorkshire at all organisational levels to ensure that we represent community pharmacy in the key places. This includes regular meetings with NHS England, maintaining links with ICBs, 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 the voice of 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 ensures that we have a seat at the table when it comes to all the working groups to integrate community pharmacy into the wider NHS. We attend and represent you at the Primary Care Access and Delivery Group, Community Pharmacy Integration Group, Smoking Cessation Service working group, DMS working group, and many more to maximise service delivery and support the integration of services.

Simplified and Effective Communication:

This year a huge piece of work has been the rebranding of CPWY to the new colours in line with the recommendations by CPE to provide a more aligned branding with local to the national pharmacy voice. We hope this refreshed and modern look makes our website and content more appealing and easier to digest.

We have done lots of work to slim down our content to the key pieces of information we feel are most relevant to you as we know your time is precious. We are working to incorporate different communications styles with images and videos to help you take in the content you need to know in a quicker and more enjoyable way.

Launch of Pharmacy First:

The highlight of the year was our first face-to-face event since COVID-19 where we broke CPWY records with the number of attendees who attended. We focused on supporting our contactors to get ready to deliver Pharmacy First and we had various experts and stakeholders who supported us with the event. We received some great feedback from the event, and it was so lovely to be able to network and see colleagues doing the same after such a long period of time.

We also organised and supported almost 240 colleagues to be trained in ENT via CPPE over 4 events across West Yorkshire.

Our communications from the announcement in November 2023 were heavily focused on supporting contractors be ready to deliver Pharmacy First brilliantly.

- Over 96% of you registered to deliver the service and since the launch in January, West Yorkshire has carried out 35,324 Pharmacy First consultations. This total is made up of 12,651 clinical pathway consultations, 16,196 minor illness consultations and 6477 urgent medicines supplies.
- Prior to the launch of Pharmacy First, all West Yorkshire GP practices received a briefing about the service from CPWY by presentations given at place level meetings for clinical directors, practice managers and/or business managers. In addition, in the year to 31st March 2024, 120 GP practices received some level of individual support in the form of attendance at a practice meeting and/or training support provided by Amanda or Neelam, or in some cases by the PCN Community Pharmacy Lead. Support to GP practices continues in the current year, focusing on practices with low or no recorded GP referrals to community pharmacies.

The ICB has supported with funding to support the integration of this service alongside the Hypertension Case-Finding Service and the Pharmacy Contraception Service. Neelam and Amanda have done a great job.

Public Health:

We meet on a quarterly basis with commissioning colleagues from West Yorkshire and the council representatives from the 5 Places Public Health teams, to discuss community pharmacy issues relating to locally commissioned public health services. We have planned strategic actions in order to support service delivery, reduce the burden on delivery of the service specifications and negotiate for increased remuneration of pharmacy commissioned services. Since the 1st of April 2013, every Health and Wellbeing Board (HWB) in England has had a statutory responsibility to publish and keep up to date a statement of the needs for pharmaceutical services of the population in its area. This is referred to as a Pharmaceutical Needs Assessment (PNA). The current regulations involve a market entry test based on pharmaceutical needs assessments, so this is an important area of the LPC's work. During the year we have been involved in the steering groups for the West Yorkshire Pharmaceutical Needs Assessments and will continue to do so as the new PNA are being written in the coming year.

This included ensuring that the PNA represents the required needs of the geography and supporting pharmacy contractors to respond to the pharmacy survey.

Market Entry Applications in 2023–2024:

CPWY has provided representations for the applications which have been processed this year which include:

Type of Application	2023–2024
Inclusion on pharmaceutical list:	
• Distance Selling	6
• Unforeseen Benefits	8
• Identified Current Need	1
• Identified Future Need	1
Appeals to the NHS Litigation Authority	5
Change of ownership	65
Combined change of ownership and no significant change relocation	3
Consolidations	2
No significant change relocation	5
Pharmacy closures	30

As we work our 6th year of our CPCF and await news of our new contract to be agreed with the new Labour government undoubtedly the future holds a significant amount of change to what we do and how we do it. It is important as a profession we are agile enough to adapt to this change to meet the needs of our patients and to access the funding which is proposed for community pharmacy. CPWY is committed to offer the support you require and will adapt as quickly as possible to understand the changing contract requirements as we get news of them.

We are always happy to take feedback or comments on any aspects that you would like CPWY to focus on.

All the best,

Nicola Goodberry Kenneally, CEO

Treasurer's Report



In these difficult times I would like to assure you as Treasurer that every year we look at every line of the accounts to see where savings can be made to keep the levy as low as possible. We also use any surplus to offset levy increases.

April 2023 saw a significant increase in our levy payment to CPE as a result of a change in how the levy is calculated. This meant that for the first time in many years we needed to increase the levy paid by West Yorkshire contractors. We were able to off-set some of the increase by subsidising the levy with £30k from project management funding received from commissioners and setting a budget to reduce our reserves to 4 months.

Please be assured that our financial governance meets the CPE expectation, and in a lot of areas exceeds this, to give you the assurance that LPC funds are being looked after properly.

David Broome, CPWY Treasurer

Community Pharmacy West Yorkshire (Ops)

Detailed Income and Expenditure Account for the Year Ended 31 March 2024

	31.3.24 £	31.3.23 £
INCOME		
LPC Income		
Statutory levy	593,005	500,999
Levy subsidy and reserves	30,000	-
Event support income	400	1,488
Calderdale SFI	-	(20,000)
NHS Commissioning Board funds	-	(12,394)
	<u>623,405</u>	<u>470,093</u>
Total incoming resources	623,405	470,093
EXPENDITURE		
Administration costs		
Wages	214,127	185,159
Social security	32,983	34,470
Pensions	39,629	61,001
Rent	10,230	13,530
PSNC levy	241,018	149,648
Office equipment and repair	7,674	3,219
Telephone and internet	12,500	12,297
Printing, post and stationery	791	636
Travelling and subsistence	1,550	596
CPWY meeting	14,663	17,260
External meeting	1,238	1,694
PSNC attendance	1,338	355
HR expenses	5,000	5,011
Premises expenses	92	25
Insurance	1,072	669
Accountancy	16,763	12,723
Consultancy	38,454	37,711
Legal and professional fees	250	660
Sundry expenditure	100	63
Bank charges	20	11
	<u>639,492</u>	<u>536,738</u>
Total resources expended	639,492	536,738
Net expenditure	(16,087)	(66,645)

Membership and Attendance

[Members of the committee](#) are required to attend the LPC meetings regularly. See the [CPWY Constitution](#).

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, CPE conferences 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>Abbas</i>	<i>Bashir</i>	<i>4/5</i>	<i>£1305.90</i>
<i>Chris</i>	<i>Bland</i>	<i>3.5/5</i>	<i>£0.00</i>
<i>David</i>	<i>Broome</i>	<i>5/5</i>	<i>£2836.50</i>
<i>William</i>	<i>Chapman</i>	<i>3/5</i>	<i>£250.00</i>
<i>Ashley</i>	<i>Cohen</i>	<i>5/5</i>	<i>£4849.64</i>
<i>Mohammed</i>	<i>Ikhlaq</i>	<i>3/5</i>	<i>£530.60</i>
<i>Zak</i>	<i>Laher</i>	<i>5/5</i>	<i>£0.00</i>
<i>Adeel</i>	<i>Sarwar</i>	<i>5/5</i>	<i>£1822.00</i>
<i>Sangeeta</i>	<i>Singh</i>	<i>2/2</i>	<i>£438.80</i>
<i>Amanda</i>	<i>Smith</i>	<i>5/5</i>	<i>£1125.00</i>
<i>Paula</i>	<i>Walczewska</i>	<i>2/3</i>	<i>£0.00</i>
<i>Peter</i>	<i>Walker</i>	<i>2/3</i>	<i>£0.00</i>

Members who resigned during 2023-24

<i>Faisal</i>	<i>Ali</i>	<i>3/4</i>	<i>£0.00</i>
<i>Paul</i>	<i>Barry</i>	<i>2/3</i>	<i>£555.80</i>
<i>Sab</i>	<i>Shah</i>	<i>2/2</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, agendas and minutes](#)

[Accounts](#)

[Constitution](#)

[Strategy](#)

[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.