

Community Pharmacy West Yorkshire LPC Annual Report 2024–2025

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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 around 500 pharmacies in West Yorkshire.

Chair's Report

The last year has continued to be extremely challenging for community pharmacy contractors across West Yorkshire. Ongoing operational and workforce pressures have been compounded by a flat funding envelope, with no significant uplift in core contractual remuneration over recent years. Despite this, our pharmacy teams have remained resilient and committed, continuing to deliver essential services to patients and communities under immense strain.



There is, however, a sense of cautious optimism emerging. The Government's recent funding uplift for 2025/26 and beyond marks a turning point, signalling long-awaited recognition of the vital role community pharmacy plays in primary care. Coupled with the ambitions outlined in the newly published NHS 10-Year Plan, which positions pharmacy at the heart of prevention, long-term condition management and access to care, we are entering a transformative period. This presents real opportunities for our teams to take on expanded clinical roles and be more integrated than ever into local health systems.

Throughout this year, Community Pharmacy West Yorkshire has worked tirelessly to support you, our contractors. I want to sincerely thank our outstanding operational team, whose proactive approach has enabled timely guidance, regular pharmacy visits, and practical resources—particularly around the rollout and ongoing management of Pharmacy First. Their close working across GP and pharmacy interfaces has been invaluable in ensuring smoother implementation and shared understanding.

We have also maintained a strong strategic presence, representing contractors at all levels of the system—whether in PCNs, ICB boards, Trusts, or Medicines Optimisation teams. Our ongoing engagement helps ensure community pharmacy is fully integrated into local planning and development, ensuring your voices are heard and priorities understood.

As we look ahead, we remain committed to ensuring that community pharmacy continues to be recognised, valued, and empowered to deliver even more.

Many thanks to the committee board members for your passion, commitment and unwavering support not just to me, but to our CPWY team and also our contractor base.

To all pharmacy teams across West Yorkshire – Thank you for your continued dedication, professionalism, and support. It's what you do day in and day out that makes a difference to the communities we serve.

Ashley Cohen, Chair

CEO's Report

Community Pharmacy West Yorkshire has spent some time assessing the NHS landscape, new contractual framework and the requirements of the support by the LPC to our contractors and your teams. As a result, we are proud to present our new strategy which will lead and guide us through the next 3 years, [here](#).



Our new vision brings into focus the future direction of community pharmacy and embraces the ambitions set by the NHS to make community pharmacy a solution to the shift of more patients being cared for in primary care from secondary care.

Empowering West Yorkshire pharmacies to be essential healthcare hubs, delivering innovative and integrated care that enhances community health and ensures substantial high-quality services for all.

This year has seen many successes in terms of delivery of pharmacy services across West Yorkshire with exceptional growth. This is something you should all be proud of. It shows our ability to be adaptable and agile to what the NHS requires us to deliver for improved population health.

Advanced Services

Pharmacy First

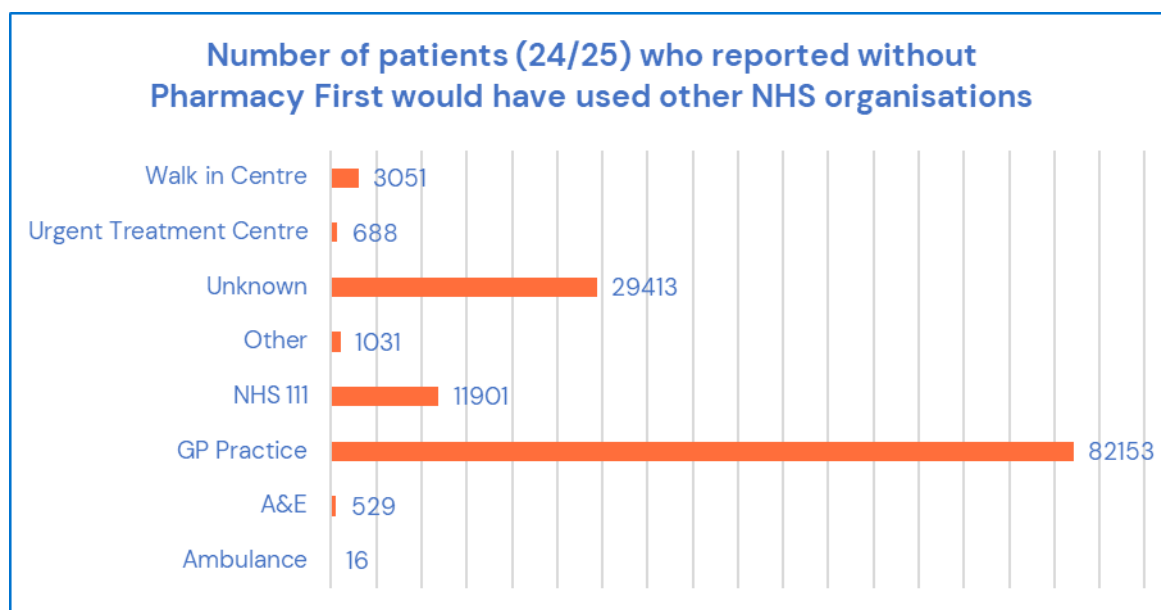
A staggering 255,243 Pharmacy First consultations were provided in 2024/25 by pharmacies across West Yorkshire.



The service is really starting to embed, and the following statistics really highlight its success and the quality of the service that is being delivered by our pharmacy teams:

- Only 3.8% of all Pharmacy First consultations in West Yorkshire led to an urgent escalation back to the GP practice or other healthcare provider. 4.4% required a non-urgent referral back to the GP.

- 84% of referrals for minor illness / clinical pathway conditions were completed wholly by the community pharmacy.
- Over 82,000 patients in West Yorkshire reported that without Pharmacy First they would have presented to their GP practice:



The CPWY team, with the welcomed support of our Advanced Service Facilitators (ASF) are committed to delivering quality support and effective communication to local general practices, whilst also establishing positive working relationships with all stakeholders. Our aim is to ensure that general practices effectively utilise and integrate community pharmacy services into their pathways to maximise service income for contractors, enhance patient care, and create a more efficient healthcare system.

Strong relationships have been formed with many general practices through the provision of guidance and training support when needed through which the ASF team have become trusted colleagues for PCNs, GPs, Practice Managers and Care Navigation teams across West Yorkshire.

All GPs throughout the West Yorkshire area have been contacted on a regular basis offering support and training to implement Pharmacy First and to utilise other services. Where offers of support have been accepted, the team have attended practices (often on multiple occasions) to train care navigation / reception team member and attended 'go live' days providing real time support to the practice team. On going support is provided to practices via email, phone or drop in visits and when appropriate virtual training events have been provided.

In addition to direct approaches to practices, the ASF team have attended practice meetings, PCN meetings and 'Target' training days, delivering presentations about the PCARP services.

Other stakeholder events attended by the CPWY team have included ICB wide Practice Manager Meetings, Business Manager Meetings, Clinical Director Meetings, Community BP Awareness Events and Women's Health Specialist Groups, ICB Care Navigator Conference and a Parliamentary Event hosted by a local MP where ASFs carried out BP checks for attendees.

Our ASFs have worked alongside PCN Community Pharmacy Leads in some PCNs offering support and guidance when needed. Productive meetings have been held with GPs and PCNs where ASFs and PCN Leads have attended together.

Through the knowledge and experience gained by the ASFs working closely with GP practices and pharmacy teams, a suite of materials has been developed by CPWY to support pharmacy and practice staff including:

Pharmacy First Resources – Pharmacy

- [Pharmacy First – Pharmacy Staff Aide Memoire](#)
- [Pharmacy First Myth-Busting for Pharmacies](#) – January 2025
- [Pharmacy First Clinical Myth-Buster](#) – March 2025
- [Pharmacy First Referral Feedback to GP – Report Template](#)

Raising Patient Awareness of the Service

- [Pharmacy First – Prescription Bag Flyers](#)

Resources for GP Practices

- [Sending Pharmacy First Referrals using NHSmail](#)
- [Pharmacy First Service: Aide Memoire – April 2024](#)
- [CPWY Pharmacy First What GPs Need to Know Poster](#)

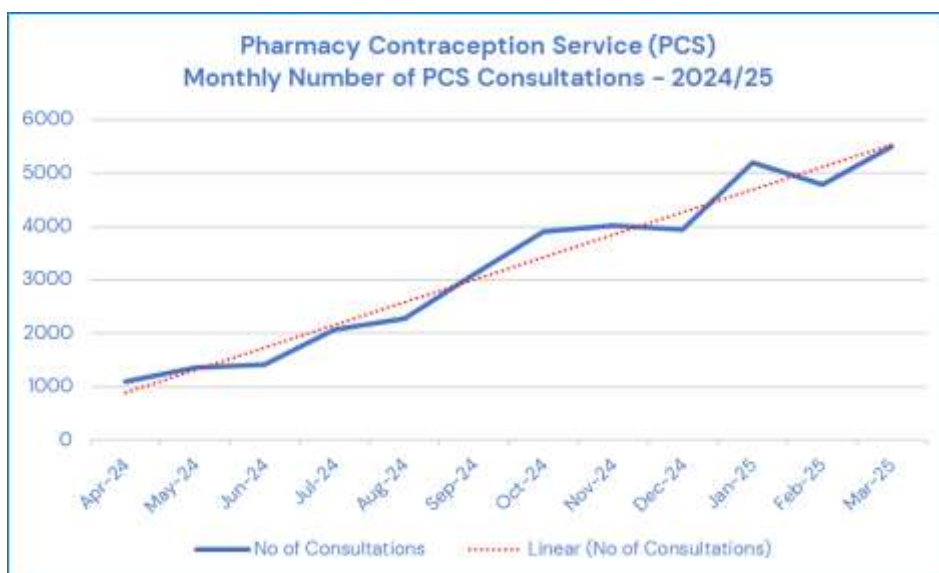
Myth-Busting for GP Practices and Patients

- [Pharmacy First Myth-Busting for GPs](#)

Pharmacy Contraception Service

It is brilliant to see the growth in the number of West Yorkshire pharmacies that have registered to provide the Pharmacy Contraception Service over the last 12 months, providing greater choice and convenience for patients to be able to access oral contraception.

Pharmacies across West Yorkshire delivered just under 39,000 consultations for oral contraception in 2024/25 and monthly consultation numbers continue to rise steadily:



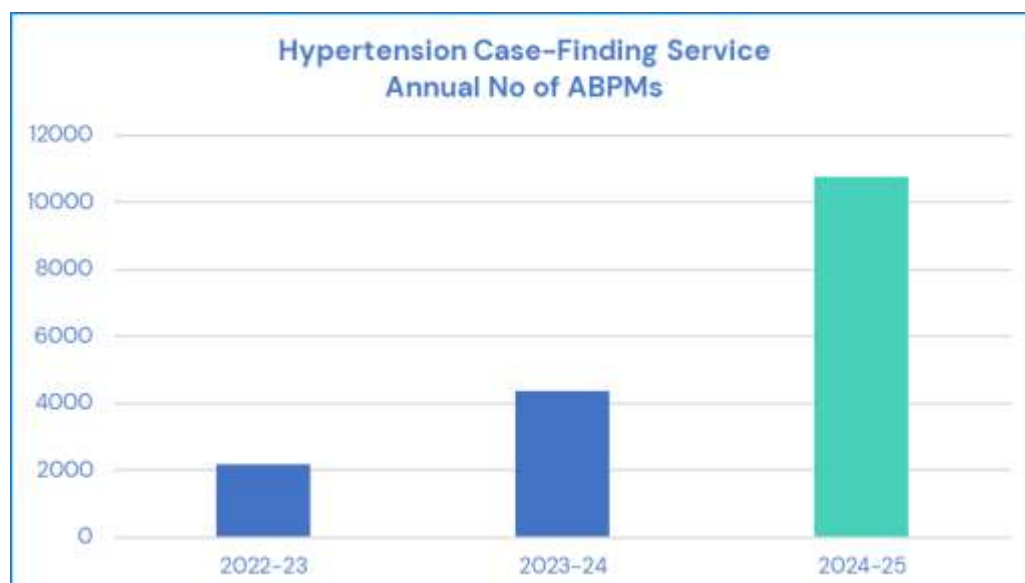
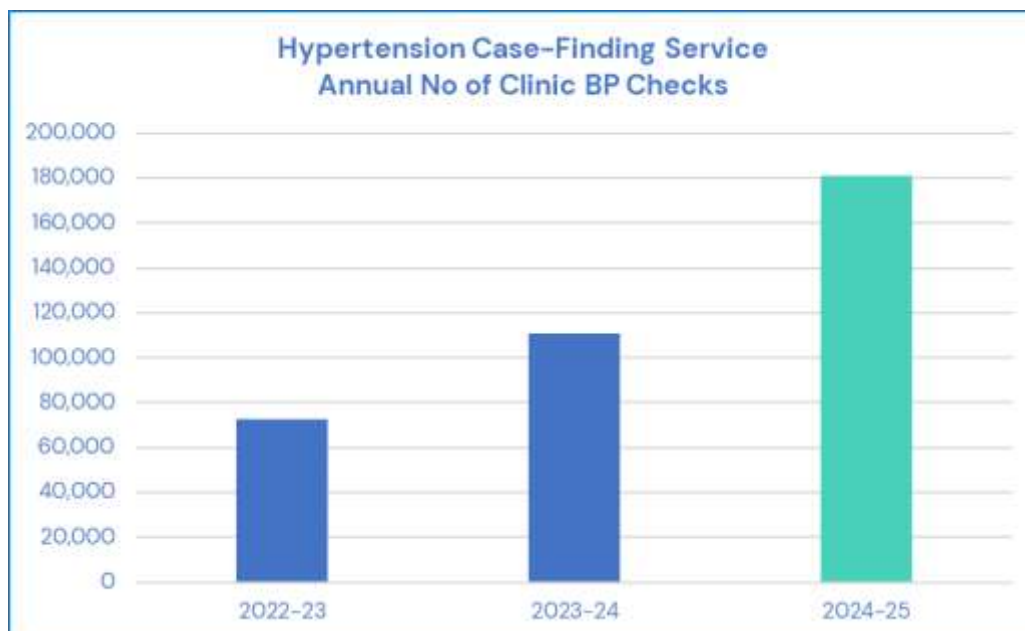
CPWY has been working with local sexual health providers and GP practices to highlight opportunities to signpost / refer patients to the service including presenting at various meetings, forums, and workshops. For our pharmacy contractors, several practical resources to support delivery of the service have been developed, and the ASFs have been providing one to one support where this has been requested. We have also held 2 events, in collaboration with CPPE, which were well received.

A resource to engage our stakeholder to increase signposting has also been greatly received:

- [PCS – What GPs & Sexual Health Clinics Need to Know Poster](#)

Hypertension Case-Finding Service

Pharmacies continue to deliver strong growth in this service with clinic checks up by 64% when compared to 2023/24 and the number of ABPMs more than doubled:



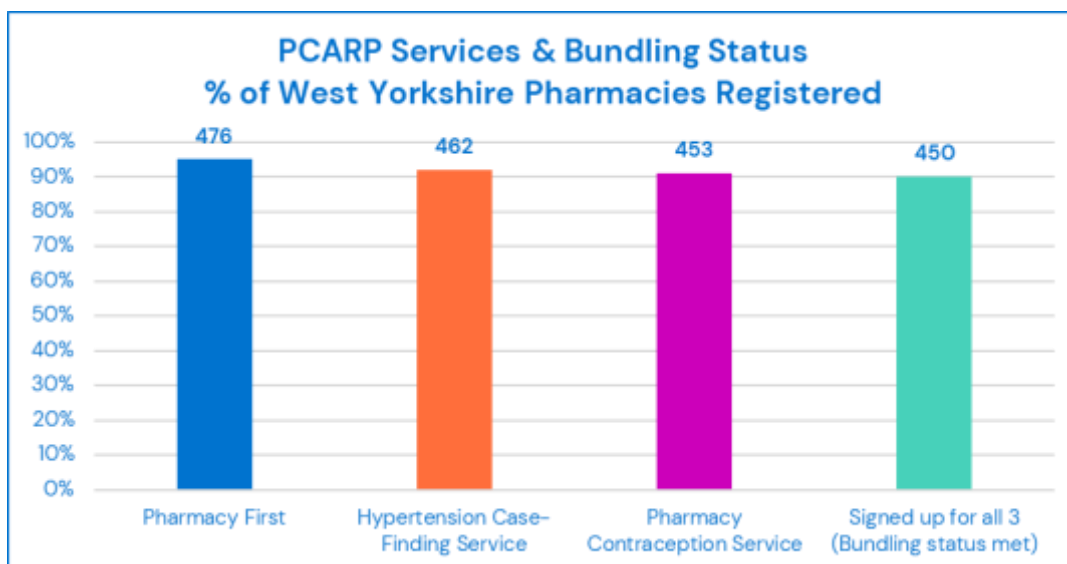
CPWY has proactively advocated the service to practices over the last 12 months to encourage collaborative working and to highlight the opportunities for GPs to refer patients into the service. We have also represented community pharmacy at relevant stakeholder groups such as the West Yorkshire Cardiovascular Disease Steering Group and Hypertension Task & Finish Group.

We have also engaged with our LMCs and worked together to develop a practical 7-step guide to ensuring accurate blood pressure readings:

- [7 Steps to Ensure an Accurate Blood Pressure](#)

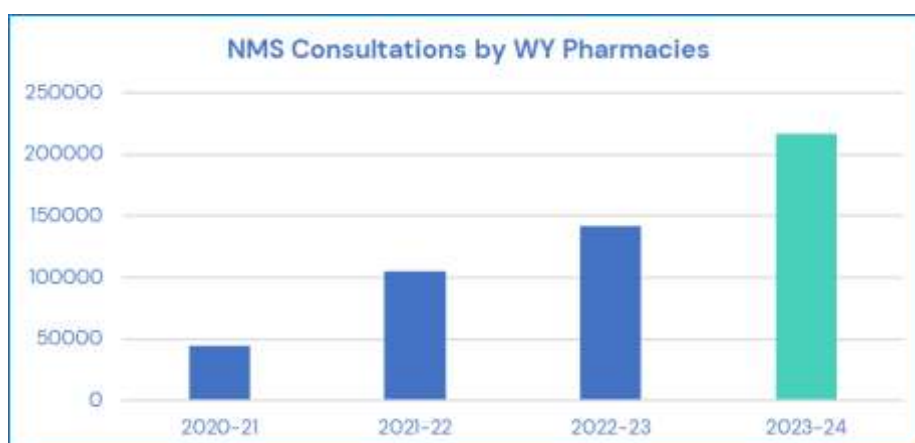
Advanced Service Bundling

Service bundling is the integration of the Pharmacy First Service, Hypertension Case-Finding Service and the Pharmacy Contraception Service into a single offering. These are often referred to as PCARP services, (Primary Care Access Recovery Plan), which is an NHS initiative aimed at improving access to primary care services, primarily GP practices. As you can see we are currently sat at a status of 90% signed up for all 3:

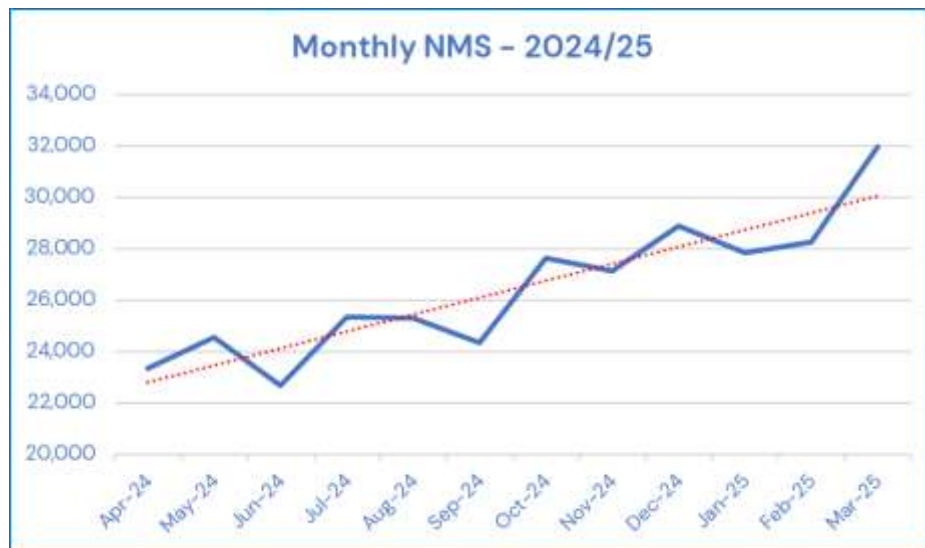


New Medicines Service (NMS)

Pharmacies across West Yorkshire continue to deliver excellent growth in this service and there has been a significant increase (47%) in NMS with 317,325 provided in 2024/25 (compared to 216,525 in 2023/24):



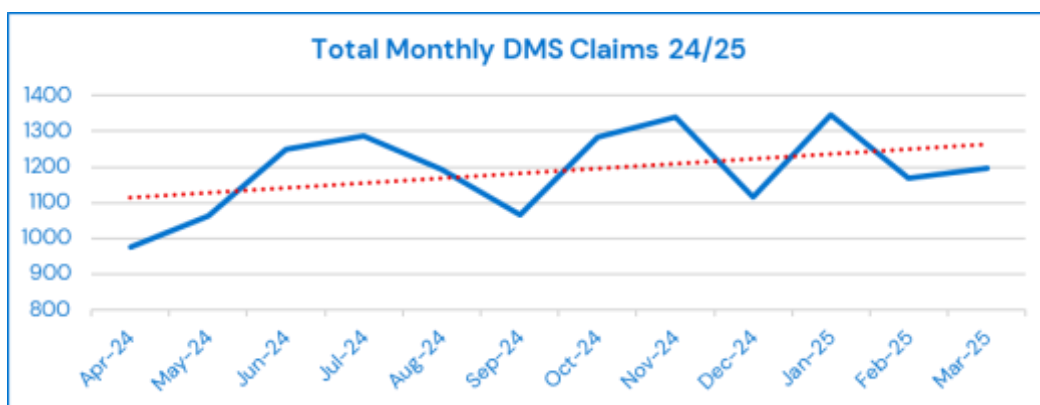
Over the last 12 months the CPWY team has continued to promote and drive the numbers of NMS including targeting communications for contractors converting less than 0.25% of prescription items into NMS and it has been fantastic to see the monthly figures for this year continue to rise:



From October 2025, the service will be expanded to include depression, and the team will be looking into providing additional support for our pharmacies where necessary.

Discharge Medicine Service (DMS)

Over 14286 DMS consultations have been provided by pharmacies this year:



CPWY has established good working relationships with all the local trusts and continues to work with them to expand the patient cohorts to be targeted for a DMS referral. Now the MYS process has been simplified we hope pharmacy teams will find it easier to claim for this service and as a result will welcome referral uplift.

Locally Commissioned Services

We continue to work with all local commissioners and have developed strong working relationships with many of them. We have negotiated fee uplifts for several local services this year and will continue to strive to get fees reviewed on a regular basis.

Work commenced this year on a new Collaborate Waste Reduction Scheme, which is expected to be rolled out soon initially across Bradford and Leeds, with the hope that this will eventually launch across all areas. Watch this space for more information...

Public Health

CPWY represents its contractors through the ICB PNA Steering Group alongside commissioning colleagues from West Yorkshire and council representatives from the 5 Places Public Health teams, to discuss community pharmacy issues relating to locally commissioned public health 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 5 steering groups to write each of the new PNAs across West Yorkshire.

Market Entry Applications in 2024-2025:

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

Type of Application	2024-2025
Inclusion on pharmaceutical list:	
Distance Selling	8
Appeals to the NHS Litigation Authority	7
Change of Ownership	45
Consolidations	3
No Significant Change Relocation	11

This last 12 months has seen 13 pharmacy closures and the opening of 2 new distance selling pharmacies.

Thank you to my CPWY team for the outstanding commitment you all show to supporting all of our West Yorkshire community pharmacy colleagues.

Kathryn, Lauren, Lisa, Sukhi, Phil, Emma, Neelam and Amanda – Thank you.

I would also like to thank our committee members who support us with guiding our decision making, to be sure it is the right support for contractor needs.

Nicola Goodberry Kenneally, CEO

Treasurer's Report

Another year has gone by. We are still trying to offer excellent contractor support within a budget that is mindful of financial challenges within the sector.

We budget yearly to make sure costs are controlled whilst meeting the governance framework and delivering quality contractor support. I fully understand that money is tight for all of us and we continue to try and keep the levy as low as possible.



There has been a rise in the levy from CPE which CPWY has tried to mitigate however levy has also been impacted by stronger than expected growth in prescription items.

David Broome, CPWY Treasurer

Community Pharmacy West Yorkshire (Ops)

Detailed Income and Expenditure Account for the Year Ended 31 March 2025

	31.3.25 £	31.3.24 £
INCOME		
LPC income		
Statutory levy	629,006	593,005
Levy subsidy and reserves	60,000	30,000
Event support income	2,800	400
	<u>691,806</u>	<u>623,405</u>
Total incoming resources	691,806	623,405
EXPENDITURE		
Administration costs		
Wages	224,187	214,127
Social security	19,644	32,983
Pensions	19,359	39,629
Rent	21,738	10,230
PSNC levy	298,111	241,018
Office equipment and repair	3,523	7,674
Telephone and internet	13,599	12,500
Printing, post and stationery	491	791
Travelling and subsistence	2,119	1,550
CPWY meeting	21,993	14,663
External meeting	1,338	1,238
PSNC attendance	2,062	1,338
HR expenses	5,328	5,000
Premises expenses	148	92
Insurance	574	1,072
Accountancy	(909)	16,763
Consultancy	24,081	38,454
Legal and professional fees	688	250
Sundry expenditure	178	100
Bank charges	8	20
	<u>658,260</u>	<u>639,492</u>
Total resources expended	658,260	639,492
Net income/(expenditure)	33,546	(16,087)

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>
Abbas	Bashir	5/6	£1563
David	Broome	5/6	£2659.50
Ashley	Cohen	6/6	£6093.02
David	Denbigh	0/1	£0
Mohammed	Ikhlaq	5/6	£1326.50
Nasrat	Khan	0/1	£0
Zak	Laher	5/6	£0
James	Madan	4/5	£1068.40
Fahad	Rehman	5/5	£1326.50
Adeel	Sarwar	4.5/6	£1655
Sageer	Sharif	1/1	£250
Amanda	Smith	6/6	£1503.20

Members who resigned during 2024-25

Chris	Bland	2/5	£0
Sangeeta	Singh	5/5	£904.80
Sally	Stokell	3/4	£0

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.