

# North Staffs & Stoke

PHARMACY COMMITTEE



## Annual Report 2015-2016



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## REPORT FROM THE CHAIR – NITA ALLEN | ONE

Welcome to your copy of the North Staffs & Stoke Pharmacy Committee Annual Report which details the committee's work over the last 12 months. I hope you will manage to take time to read about the developments and achievements the committee has made over the last year.

This has been the second full year of the current committee and has seen a lot of changes for us. Most notably was the departure of our treasurer, Margaret Youd, who resigned from the committee due to her retirement. I would like to thank Margaret for her longstanding input and work into the LPC. Elissa Pateman was elected as treasurer and I would like to thank her for taking this important position on and the speed in which she has established herself in the role. Another thanks to Elissa who does an amazing job producing the monthly LPC newsletter which I hope contractors read and find informative and useful.

This year has been a trying year for the LPC and contractors with the received news of the 17th December letter from the Department of Health with the intention of cutting £170m from the community pharmacy budget. The LPC have worked tirelessly to promote community pharmacy with contractor events, social media and contact with MPs to try to engage them in our plight.

We have continued to engage with all commissioners and stakeholders to support pharmacies with local services. The Prime Minister's Challenge Fund (PMCF) project around GP and Pharmacist joint working has been extended and has gained a lot of national interest. Summary Care Record (SCR) access has been rolled out across the area. We continue to seek out new opportunities and improvements for the benefit of contractors, patient care and the NHS.

Once again there have been a range of Update Events for pharmacy teams that have been well attended and we hope they have proved useful. We always welcome thoughts and ideas about content for these evenings so please do get in touch if you would like us to cover any specific topic.

We continue to work alongside neighbouring LPCs to have a stronger voice where we have common interests and also to develop more efficient ways of working. I would also like to thank the rest of the committee for their hard work and dedication over the past year.

Nita Allen

## REPORT FROM CHIEF OFFICER – TANIA CORK | TWO

Well another year has gone by and I cannot believe this is my 7<sup>th</sup> year in the Chief Officer's role – how the time flies! During this year it has been evident of the strong links the committee has with NHSE (NHS England), CCG (Clinical Commissioning Groups), PHE (Public Health England) and local authority. The LPC committee also has strong links the local Area Team, who have a history of locally commissioned services. These many links and relationships I intend to maintain and build upon for next year to ensure community pharmacy in Stoke and North Staffordshire is an integral part of primary care.

The PSNC develop a self-evaluation tool which provides LPC's a focus for development for a work plan for the year. Building on the work already achieved in previous years, the committee has reviewed their performance in line with the self-evaluation tool. We are pleased to report that the self-evaluation of the committee is on track and in some cases outstanding. The results from this self-evaluation tool can be found on the LPC's website.

Last year we have changed committee meetings from half a day each month to a full day bimonthly. This model has continuing been used for 2015-16 meeting and is still a success in terms of allowing LPC committee members to be more engaged with the workings of the LPC and to undertake work that is necessary for the committee to function correctly and to deliver improvements to our local contractors.

Nita has provided an overview of the year. I would like to now outline the key activities, operations and achievements of the LPC committee.

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## LPC COMMITTEE AND MEETINGS

Firstly, we would like to thank Well Pharmacy for providing a free of charge venue for LPC meetings. The committee met on 6 occasions during the year. The morning sessions start at 10am where the committee members work together on strategies and plans. The afternoon session is the LPC business meeting, starting at 1.30pm. The committee does not meet during August and December. All contractors are welcome to attend any LPC meetings as an observer and if they wish to do so please contact Tania Cork.

The Committee consists of thirteen pharmacists, 5 Independent Contractors and 8 Company Chemist Contractors. Pharmacies are, elected or appointed by contractors in accordance with the LPC Constitution. All existing and new LPC members and Officers have signed a copy of our Code of Conduct and Accountability agreement with Declarations of Interests. Members adhere to the corporate governance principles adopted by the committee. Declarations of interests are checked at the beginning of each LPC meeting. These declaration of interests can now be found on the LPC website.

LPC membership had been relatively settled for the last two years, until the retirement from the LPC of Margaret Youd on the sale of the pharmacy in Wolstanton. Margaret had been a member of the LPC for some years and also served as Treasurer for a couple of years. The Committee wish her well in her retirement. Following a recruitment process for an Independent representative, the seat was allocated to Clare Stott, who works for Richard Else in Wolstanton. Clare has been on the LPC for many years, as a CCA representative, and so understands to role completely.

In line with previous years we have published individual member's expenses and attendance to the committee meetings. Please see the treasurers statement within this annual report.

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## LPC BUSINESS PLAN

This year the LPC has continued to implement the ambitious work plan within our given budget. We are pleased to report that this work plan is on target. The business plan is our tool used to evaluate the committee's development and to focus on our commitment to our contractors. The business plan focuses on five main themes:

- Promote
- Improve
- Protect
- Educate



- Governance

This five-year business plan can be found on the LPC's website.

The expenditure and budget as had careful monitoring by our treasurer (Elissa Pateman) and we can report a small surplus at the end of 2016 financial year. This surplus will be used in the next financial year to increase our media work for contractors and the pharmacy profession

### DH PROPOSALS FOR COMMUNITY PHARMACY | THREE

The LPC committee has been impressed with the way contractors and their teams in the local area have got behind the national pharmacy campaign against the funding cuts. Activities, such as displaying posters, badges and gathering petition signatures have been implement in many of our pharmacies. The LPC has supported the national campaign by running regular news items in the newsletter and on the website to promote the national campaign. We have followed and taken part in both the NPA and online petitions as well as writing to local MPs, councilors, commissioners and other local stakeholders. Many of our LPC committee members, including myself, have visited local MPs to discuss pharmacy and the intended cuts. Many of these conversations have been successful in raising the profile of the threats and opportunities for pharmacy and the government plans on the future of pharmacy models.

Nita and I have also attended the PSNC Special Meeting of Chairs and Secretaries on the 20th January to hear from the PSNC and NPA regarding the DH proposals and coordination of the national campaign.

The LPC responded to all of the consultations on the proposals, and nationally there appeared to be some success in that proposals on changes to allow hub-and-spoke pharmacy services across different legal entities had been put on hold; however, we had still expected that funding cuts and other changes would be implemented with the main impact on contractors felt from the NHS payments due around 1st January 2017. In September the new pharmacy minister, David Mowat, first announced a pause to allow a re-examination of the proposals, then a couple of weeks later saying that an October announcement on the cuts would confirm the original proposals, with implementation beginning in December. Despite this, the LPC will continue to work alongside all stakeholders to try to ensure that the true value of community pharmacy services is realised, with the aim of mitigating the impact of the changes on contractors, patients and indeed other stakeholders

During this time of campaigning, the Committee decided to engage the services of Elissa Pateman as Communications Officer, Elissa attended the PSNC media training provided by Luther Pendragon. This was an excellent day; the training was aimed at providing her with skills in speaking to the media and was focused around the pharmacy campaign. This training was influential in Elissa's and the LPC committee on promoting the campaign via our the LPC Twitter and Facebook account and on local radio.

In addition, part of Elissa's remit was to develop a patient-facing website to enable patients to easily find information about and access relevant community pharmacy services. This relies on accurate information on which services pharmacies are currently delivering, and whilst we are able to identify much data from PharmOutcomes reports, we would urge all contractors to ensure that you keep the LPC up-to-date in what services you are providing. The launch will be soon, and expect with supporting social media activity that it will be a major driver in signposting patients to relevant services. We would like to thank Elissa Pateman for her role in developing a media strategy and the development of social media links to local pharmacies.

## LOCAL PROFESSIONAL NETWORK | FOUR

The LPC continues to take an active role in the LPN. Members of this LPN committee include LPCs, primary care, CCGs, secondary care, academia, providers, and mental health trusts. Workstream of the LPN can be broadly summarised as:

- Support for Self Care
- Therapeutic
- Mental health
- Professional Leadership & workforce
- Pharmacy Interface

The LPN aims to support the whole pharmacy profession and to enable progress in improving patient care and outcomes; the key area which has benefitted community pharmacy locally is in the ongoing commissioning by NHS England of the Pharmacy First services – Common Ailments, Emergency Supply and PGDs for UTIs and Impetigo. We see the LPN as an important adjunct in seeking multi-disciplinary approaches to improving patient care and are continuing our engagement in the current year.

## CPAF – CONTRACT MONITORING | FIVE

Contract Monitoring for 2015-16, NHSE engaged NHS Business Services Authority (NHS BSA) to collect data from pharmacies on contract compliance using a mini-CPAF questionnaire; in this, contractors assessed their own compliance using an online survey. The resulting answers were then used to identify any pharmacies which would be followed up with a complete CPAF submission; and of these a proportion were selected for compliance visits – approximately 4% total contractor estate. These were done not just on the basis of the answers in the mini-questionnaire, or full CPAF but also in response to complaints or concerns expressed at other times to NHS England, or where breaches had already been reported or suspected.

The process was nationally organised by NHS England and although the LPC was not directly consulted on the process, this had been agreed by PSNC. NHSE had been in touch with the LPC over local implementation and procedures, and we are not aware of any ongoing serious problems resulting from the visits, although these have only just been completed. We expect a report from NHSE soon and will share any general learning points arising soon.

## SUMMARY CARE RECORDS | SIX

Following the successful proof of concept evaluation where 27 pharmacies in Sheffield took part in a pilot in 2014/15 to have access to patient Summary Care Records, it was announced that national rollout would begin. Hence, in 2015-16 the process began to enable community pharmacies (specifically pharmacists and registered technicians) to be able to access a patient's SCR with the aim of improving patient care. The LPC worked with Midlands and Lancashire CSU to organise a number of face-to-face workshops across the NHS England Shropshire & Staffordshire area, for those pharmacy companies not accredited to provide their own training and support. Attendance at these by at least one member of the pharmacy team is necessary before access to SCR could be granted at that site; additionally, registrants had to work through CPPE e-learning and pass an e-assessment, along with having an appropriate smartcard before being able to access SCR.

## PHARMOUTCOMES | SEVEN

The LPC has supported contractors and commissioners with the continued maximisation of the platform locally. PharmOutcomes is now available for the recording and reporting

of most locally commissioned services. We would like to thank Gill Hall for her hard work in helping the our LPC and contractors implement and develop PharmOutcomes for services.

## EPS | EIGHT

During this year NHS England have authorised deployment of more surgeries to go live with release to and we expect the deployment rate to accelerate over the coming year. For pharmacy contractors, the LPC website contains all the information about the current or future local deployment plans.

The LPC has had an active presence in ensuring that EPS is introduced in a careful managed way that ensures no contractor across North Staffordshire or Stoke-on-Trent is disadvantaged. The LPC is also provided local support to meet the needs of the pharmacy business. We continue to be highly involved as the work and rollout progresses. This involvement is to support pharmacies, CSU eps project managers and NHSE.

## COLLABORATIVE WORKING WITH SOUTH STAFFS AND THINK PHARMACY EVENT | NINE

Building on from last year we have continued to work closely with South Staffs LPC by working on developing services for the County of Staffordshire rather than for the two separate areas (North Staffs and South Staffs).

An example of working collaboratively with South Staffs LPC was the 'Think Pharmacy' Event held in November 2015. The aim was to provide commissioners, patient groups and other stakeholders with an opportunity to see what community pharmacy provision already has to offer in Staffordshire and Stoke-on-Trent, and has the potential to do in the future. This event attracted delegates from CCGs, Healthwatch in both Staffs and Stoke, local councils, public health, West Midlands Ambulance Service/NHS111, NHS England, SSOTP, Keele school of pharmacy, Carers' groups and the Alzheimer's Society.

Delegates heard presentations from

- Alastair Buxton (Director of NHS Services, PSNC) on how the national community pharmacy contract can help met the needs of commissioners locally in the delivery of healthcare

- Michelle Dyoss (Dudley Council) on how the commissioning of public health services through community pharmacy has delivered benefit to them, and some ideas of how that might progress in the future.
- Fiona Castle (Chief Officer, Swindon & Wilts LPC) on how their local commissioners had benefitted from a local diabetes service
- Jim Ellam (Assistive Technology Lead, SSOTP) on how AT was helping to deliver good outcomes for patients both in medicines optimisation, long term condition management, and keeping clients and patients safe – and how community pharmacy could engage with this opportunity and support their patients.

Finally, there was a lively question and answer session chaired by Nigel Ratcliffe (Head of Keele school of pharmacy). The feedback from the event was generally positive, and many delegates reporting that they had found the event enlightening both from the point of view of services already available through community pharmacies, but also on the potential to make better use of the skills and resources available with our pharmacies.

The Think Pharmacy event also held a contractor event in the evening. This was to showcase good practice to pharmacists and their teams, what developments are already taking place which will affect the services they will provide and how they can get involved, to the benefit of patients, commissioners and contractors alike. At this event, delegates heard from;

- Nigel Ratcliffe on pharmacy undergraduate education both today and in the future, and the impact this will have on the way services will be provided
- Alastair Buxton (PSNC) on what lies on the horizon for community pharmacy
- Gill Hall from CPPE on the Declaration of Competence and how it is transforming the way we get accredited to deliver services
- Paul Copeland from the West Midlands Academic Science Network on how the FLO project in Stoke and North Staffs is supporting patients both with medicine concordance and better outcomes for long-term conditions
- Julie Shenton from the West Midlands Clinical Research Network on how community pharmacists and their teams can get involved in practice research, and what benefits can be gleaned from that involvement
- Malcolm Hill – a contractor from Stoke-on-Trent on how he delivered a successful flu vaccination service.

The event was organised jointly by South Staffs LPC and North Staffs & Stoke LPC and was largely funded via support from pharmaceutical companies – we acknowledge the contributions made by;



Astellas Pharma Ltd;

Apodi Limited;

Teva UK Limited;

Pfizer Ltd;

Lundbeck Ltd;

Bayer PLC;

Leo Pharma;

Lilly UK;

Ipsen Ltd UK;

GSK UK;

Chiesi Ltd;

Merck Sharp & Dohme Ltd

## PROMOTION OF THE PHARMACY PROFESSION | TEN

The LPC was keen to continue to promote community pharmacy to the people of North Staffordshire and Stoke, key stakeholders and other influencers. Continued stakeholder engagement has been key for us this year. We will continue this promotion of pharmacy for the next year with an ambitious media plan.

### MEMBERS OF PARLIAMENT

As mentioned above, we continue to communicate with local MPs. Although this year we have not had an MP visit one of our community pharmacies, the next financial year will see more media work to include these key stakeholders.

In addition, I personally wrote out to all Stoke and North Staffs MPs regarding the Dec 17th letter from the DH and continue to send out regular updates.

### LOCAL COUNCILLORS/LOCAL AUTHORITY

The LPC is keen to Engage with local councillors across the county and city area. We have made significant progress building relationships with commissioners in the two local authorities.

### HEALTH AND WELLBEING BOARD

Health and Wellbeing Boards (HWB) have a wide remit across the new health and care system, providing strategic oversight and bringing together all the local commissioners. The development and publication of the Pharmaceutical Needs Assessment (PNA) is now the responsibility of the Staffordshire HWB and Stoke HWB. The Joint Strategic Needs Assessment (JSNA), the Joint health and Wellbeing Strategy (JHWS) will inform the preparation of the PNA which will be used by NHS England to determine some applications for pharmacy market entry. During the year the LPC has attended a number of Health and Wellbeing Board engagement events.

The Health and Wellbeing Board (HWB) has a clear systems leadership role and is part of a wider system. Underpinning the Health and Wellbeing Board are three strategic partnership groups in the city, the Adults Strategic Partnership (ASP), the Children and Young People's Strategic Partnership and the Responsible Authorities Group. I am pleased to report that I have recently been elected to become Vice Chair on the ASP board. Being in this role, on the ASP board, will allow me to emphasize the important role that pharmacy can play locally in achieving the HWB strategy to keep our children and vulnerable adults safe.

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## COMMISSIONERS

Both North Staffordshire and Stoke-on-Trent areas have operating CCGs and the LPC have continued to work to develop relationships with the two organisations. The two CCGs are working very close and also share many of the workforce however, they still remain a separate entity with different priorities. The LPC has continued to sit on the governing board of North Staffs CCG and for Stoke-on-Trent CCG the LPC is part of the planning committee which meets once a month.

The LPC also represented Community Pharmacies on the following committees and groups:

- Area prescribing committee
- Joint Medicines Management optimisation committee
- EPS steering group
- LIN (local intelligence network)
- LPN committee
- CRI substance misuse group
- Patient forums
- Patient congress
- Health watch
- North Staffs CCG board
- Stoke CCG planning committee
- long-term conditions committee which includes diabetes, respiratory, cardiovascular.

## HEALTHY LIVING PHARMACIES | ELEVEN

The LPC is committed to providing the opportunity to North Staffordshire and Stoke pharmacies to become HLPs. The programme has worked closely with South Staffordshire to share knowledge, skills and resources. The LPC would like to thank both the city and county public health departments for their continued work and support in the project. We now have 42 accredited pharmacies and 19 working towards their accreditation. There is over 116 trained Health Trainer Companions which is an impressive outcome for the programme. For the two LPCs we now have a 12 month plan of health campaigns that HLPs take part in and report the data back to the LPC.

This will form a large database of outcomes to present to commissioners in the future when bidding for services.

The LPCs still jointly to employ a HLP facilitator, Elissa Pateman, that helps to drive this HLP programme in pharmacies and with Public health.

## LOOKING AHEAD | TWELVE

As I write this report we are still awaiting an announcement regarding the proposed funding cuts and DH proposals for the future of community pharmacy. With continued financial pressures and drives for greater efficiency, production and generation of outcomes facing the NHS and the commissioning organisations, the work ahead for the LPC is likely to be challenging. However, we are confident the LPC has the skills and strategy to make the most of any new opportunities.

Myself and the committee are committed to helping local pharmacy contractors provide an NHS pharmacy service of the highest quality by offering support and advice to pharmacy contractors. We will continue to engage with local commissioners and explore new ways of working locally to enhance the role of community pharmacies and ensure that community pharmacy is recognised and has a voice in the development plans that are going on locally e.g. the Stoke and North Staffs Place Based Plan (part of the national Sustainability and Transformation Plan (STP) and supporting the CCG in achieving the objectives in the GP Forward View

For the future year, 2016/17, the LPC will be also concentrating on extending our media work. This will be in conjunction with South Staffordshire LPC. We intend to extend our website, start a Twitter account for contractors and patients and increase the use of our Facebook site.

## FINANCE REPORT | THIRTEEN

I took over from Margaret Youd as North Staffs and Stoke LPC treasurer in May 2015. I have been supported in my role by the LPC finance sub-committee which consists of Mike Connolly and Sue Adams. May I take the opportunity to thank both Mike and Sue for their support in carrying out treasury duties, such as setting the budget and producing forecasts for the financial year.

The LPC budget was prepared to show predicted expenditure in 2016-17 and is linked to the LPC business plan. We looked at the LPC budget for 2015-16 and where appropriate reduced some expenditure on this year's budget and included additional

expenditure relating to pensions costs, the auto enrolment pension scheme and media costs for the development of the patient facing website.

We currently have two bank accounts with Lloyds bank and one business saver account with Nationwide. It was agreed by LPC members that to be protected by the bank under the financial compensation scheme, it would be beneficial if we put the LPC reserve money into the saver account.

The Business account in Lloyds is where the contractor levies are received and the Treasurer account is where the day to day banking occurs such as payment of invoices and wages. The Business account currently holds allocated funds for services and projects.

## Allocated Funds

Fund	Opening Balance	Total Spend for Period	Running Balance
Health Literacy	£10,277.20	£3,225.00	£7,052.20
Continence	£3000	£701.35	£2,298.65
LPN Bursary fund	£6,700	£2,070.60	£4,629.40
Call to Action	19,320.00	£1,699.18	£17,620.82
FLO	£1,800	£500	£1,300.00
<b>Total Balance of Allocated Funds</b>	<b>£41,097.20</b>	<b>£8,196.13</b>	<b>£32,901.07</b>

The accounts cover North Staffs and Stoke Pharmacy Committee during the period 1st April 2015 to 31st March 2016. The business accounts are audited annually by a chartered accountant. The financial statements are listed in Appendix 1.

The levy was collected monthly from all Pharmacy Contractors providing services within the two local areas (North Staffordshire and Stoke-on-Trent) and was remitted to the LPC by the Prescription Pricing Division of the NHS Business Services Authority.

Individual members' expenses have been recorded for the past year. A copy is shown in Appendix 2. The amount for each member is that which each member has been reimbursed by the LPC. This is the cost of training courses attended, locum cover whilst attending courses, travel expenses incurred and locum costs to cover attendance at LPC meetings. All expense claim forms, invoices and supporting documents are available for examination at LPC meetings. These documents can be viewed by contractors and if you wish to do so please feel free to contact the LPC office.

## APPENDIX ONE

### EXPENSES

1	PSNC Levy	£34,050.00
2	Salary & Wages	£39,267.13
3	PAYE	£17,721.15
4	Course/Conference attendance and Training	£882.73
5	Travel & Expenses	£3329.17
6	Telephone & Broadband	£684.25
7	Print/ Post & Stationary	£2,806.51
8	Insurance	£53.00
9	Room Hire	£0
10	Accountancy Charges/ Bond Payroll	£733.75
11	VAT	£367.64
12	Meeting Attendance Expenses	£9,625.00
13	Health Literacy	£3,225.00
14	Continence Project	£0.00
15	LPN Bursary Fund	£3,381.00
16	FLO	£200.00
17	Call to Action	£1,444.38
18	Unclassified	£154.64
	<b>Total Expenses</b>	<b>£225,482.38</b>
	Balance at Treasurers Account	£2,623.97
	Balance at Business Reserve Account	£102,766.86
	<b>Total expenses less bank balances</b>	<b><u>£109,175.00</u></b>

### INCOME

Opening Balance at Treasurers Account 1 April 2015	£4,678.71
Opening Balance at Business Reserve Account 1 April 2014	£93,726.52
Contractor Levies	£119,999.79
Bank Interest	£40.55

Wages Split 5 Staffs	£4,620.26
Invoices Raised	£1,129.88
Health Literacy	£0
Continence	£0
LPN Bursary	£5,500
FLO	£1,950.00
Call to Action	£0

Total **£226,145.71**

£127,740.48

## APPENDIX TWO

LPC Member	Total Expenses
Sue Adams (Trent Health Pharmacy Ltd.)	£1,350.00
Nita Allen (Boots)	£1,723.60
Ernie Amoako (Miltons)	£1,125.00
Mike Connolly (Boots)	£900.00
David Eaves (Boots)	£450.00
Greg Hyde	No expenses claimed
Paul Insley	£225.00
Hema Morjaria (Medicines for Life Ltd)	£925.70
Rajesh Morjaria (Secret Potions Ltd)	£675.00
Rebecca Norton (Lloyds)	£1,125.00
Sue Pitt (Boots)	£900.00
Clare Stott (Tesco ) then (R&W ELLS LTD )	£1,625.00
Margaret Youd (W S Low Pharmacy)	£225.00
Margaret Youd (Treasurer Expenses)	£688.39
Tania Cork	£4,127.26
Elissa Pateman	£746.74

## APPENDIX THREE

Member	Mar-15	Ma y- 15	Jul - 15	Sep- 15	No v- 15	Ja n- 16	Ma r- 16
Tania Cork	√	√	√	√	√	√	√
Nita Allen	√	√- par t, am	√	√	√	A	A
Elissa Pateman	√	√	√	√	√	√	√
Clare Stott	√	√	A	√	√	√	√
Rebecca Norton	√	√	√	√	A	√	A
Ernie Amouko	√	√	√	√	√	√	√
Sue Pitt	√	√	√	√	A	√	√
Mike Connolly	√	√	√	√	A	√	√
Sue Adams	√	√	√	√	√	√	√
Raj Morjaria	√	√	A	√	A	√	√
Greg Hyde	√	√	√	A	A	√	√
David Eaves	√	√	A	A	√	A	√
Hema Morjaria	√	√	√	A	√	A	√
Paul Insley	√	√	A	√	√	√	A
Margaret Youd	√	√	N A	NA	N A	N A	N A
Present = √	Apologies=A						
Paid	Not Paid						
No payment due							