



Annual Report 2021-2022

Chairman:	Mr Graeme Batten
Chief Executive Officer:	Dr Lisa Manning
Vice Chair:	Mr James Moir
Treasurer:	Ms Laura Benyon

The Aim of the Committee is to represent all Sefton Contractors with the various stakeholders, developing multi-organisational working and promoting the community pharmacy profession. It is accountable to those contractors for the work that it does on their behalf and for the effective and economical use of LPC funds.

Chair Report

As we emerge from the pandemic and into a brave new world, I will take a moment to reflect and consider the impact on Pharmacy, the wider NHS community and with a touch of sadness, those colleagues upon who the virus took the ultimate toll.

Never before has Pharmacy achieved so much, in such a short period of time, and never before has Pharmacy been acknowledged by so many to be at the forefront in proving for and maintaining the health of a nation. CPCS, DMS, the expanded NMS service all build towards the future, as Pharmacy evolves from a supply model to a health provision model the committee looks forward to continuing the journey and supporting contractors and their teams.

I would be remiss not to acknowledge the difficulties within the sector currently, but please be assured that we continue to represent Pharmacy at every level, CCG (Now defunct), ICS, PCN, the wider NHS bodies and even place level meeting, be it virtually or more recently with the occasional face to face meeting. The RSG and the Wright report have continued to drive the evolution agenda with PSNC, and we await the release of the "New" contract as the current 5-year Pharmacy deal nears its conclusion. What the future holds, as always fluctuates, but I suspect that Pharmacy will become the access point for many patients, managing and maintain established mediations regimes coupled with diagnosis and treatment of acute, simpler conditions. The next generation of Pharmacist will be independent Prescribers from 2026 and the established profession will be training towards this goal over the coming months / years. Naturally the LPC will be front and centre as we all progress towards the horizon offering support and guidance, via the Engagement and Business Support Officers Joe and Sara, as always lead by Lisa (CEO).

I believe the future of Pharmacy will be exciting and challenging, but as a profession I am confident we can as always excel.

On a final and poignant note, I will on behalf of the committee and the profession acknowledge that Graeme has now retired from committee life. For the many years of service, commitment and dedication, I thank you and wish you all the best for your future endeavours. I am certain we will still be calling upon you fountain of knowledge before long.

James Moir - Chair

CEO Report

The year started within the middle of a national pandemic that affected everyone in different measures and fundamentally our healthcare system. The committee saw changes in the form of Una Harding, our Vice chair, who stepped down as Vice but remains on the committee and James Moir took on the role of Vice Chair. *(Please note from July 2022 our long-standing chair Graeme Batten has sadly stepped down as Chair. Graeme has been Chair for over 20 years and his contribution and support for community pharmacy has been invaluable. The committee thanked the outgoing chair both professionally and personally. James Moir has been voted in as Chair going forward with Vice chair still to be selected).*

Also, and quite significantly during the year, the Review Steering Group (RSG) published proposals for the future of PSNC and LPCs in April. All contractors in England were asked in a single vote to approve (or not) the proposals. On 22nd June 2022, the RSG announced the results of the contractor vote: contractors representing 68.3% of ODS codes had voted 88.6% in favour of the changes. PSNC has since met and developed the Transforming Pharmacy programme (TAPR) to take forward all of the 21 RSG proposals for PSNC, and to work with LPCs on the joint proposals. To date, we are awaiting the LPC toolkit to help support implementation of the proposals. The TAPR will likely see changes to LPCs in the form of mergers or federations, downsizing of LPCs committees, a new model constitution, and the removal of the term 'Chemist' from all documentation, where possible, and replace with 'Community pharmacy or pharmacist' as appropriate.

Community pharmacy Sefton (CPS) is in a very strong position with regards to working with other local LPCs and we have a long-standing history of collaborative work across Cheshire & Merseyside.

Community Pharmacy Sefton continues to link and share progress of the TAPR with contractors and will ensure that all decisions proposed will need the approval of the contractors.

Due to Covid-19, we have all seen rapid changes to our health care profession and dissemination of important information and we believe that CPS has ensured that all contractors are briefed weekly and has access to important information, creating resources to locate all the information in one place on weekly updates. We have received excellent positive feedback on these briefings from contractors.

At the time of writing, we are still awaiting the details of year four of the PSNC, NHS England and NHS Improvement (NHSE&I) and the department of Health and Social Care (DHSC) agreed a five-year deal for community pharmacy. Whilst the level of funding remains the same over each year of the five-year deal, it meant a guarantee of no actual reduction (as had been the trend during previous negotiations); although in the current climate, CPS view it as a reduction in real terms as no allowance for inflation was built in.

This past year has focused on recovery, with new national services being commissioned to help capacity throughout primary care. We have also seen contractual requirements, that had been stepped down to reduce the burden on our workforce, reinstated.

As the future of pharmacy changes and will be no longer just about dispensing, it will become more service led, and increasingly, patients will see pharmacies as the first port of call for healthcare advice. I believe more pharmacies want to deliver services and increase delivery, but currently workforce issues and lack of funding are reducing capacity. Community pharmacies can save the NHS money, if they have the right investment, as the public trusts us and relied on us particularly during the last two years.

In January 2022, the PSNC undertook a Pharmacy Pressures Survey which concluded that the unsustainable pressures on community pharmacies are having a serious impact on pharmacy teams' wellbeing, affecting patient services negatively, and putting businesses at risk.

The survey of over 5,000 pharmacy premises and 1,000 pharmacy team members asked about the effects that the current pressures are having on them and their colleagues.

The results indicated that 91% of pharmacies are experiencing staff shortages and almost half of contractors are extremely concerned about their pharmacy's finances, with 80% reporting that the costs to run their pharmacies are significantly higher than the same time last year. At the same time, nine out of ten pharmacy teams have seen a significant increase in phone calls from patients about prescriptions, and 86% reported a rise in requests for healthcare advice.

With pharmacies under this level of workload pressure, PSNC also heard about the impact on the mental health and wellbeing of pharmacy staff. The survey found that:

- 98% of respondents said that workforce shortages are resulting in increased pressure on pharmacy teams
- 82% said that increased workplace pressures are negatively affecting their mental health and wellbeing; and
- On a scale of 1 – 10, where 1 is not coping at all and 10 is coping perfectly fine, 79% of respondents scored their team as 5 or below

As a consequence, two-thirds of pharmacies have had to cut back on services or the advice they offer to patients, and 29% have had to reduce their opening hours. These are last resort measures that are limiting pharmacy staff's ability to spend the time with patients that they want to and making them uncertain of their capacity to take on new services in the future.

In the survey:

- 90% of pharmacies reported that they are unable to spend as much time with their patients
- 87% said prescriptions now take longer to dispense; and
- Only 34% of respondents said that they felt that they had some capacity to take on new services in future

Compounding the above, 83% of pharmacies reported a significant increase in medicine supply issues in the past year, leading to extra work and additional stress for staff. Two-thirds of respondents said that medicines supply chain issues are a daily occurrence, with 97% reporting that this led to frustration from patients.

These results highlight the LPCs concerns regarding pressures and funding constraints within community pharmacy, along with the current economic circumstances putting many community pharmacies' sustainability into question.

Community Pharmacy Sefton has highlighted these findings to local MPs, and we will continue to press them to raise these issues to Government. A Sefton MP raised a debate in Parliament regarding these issues with media coverage. The LPC continues to send communications to our MPs to gain support and help highlight how indispensable our pharmacies are.

Statutory ICSs, made up of an ICS NHS Body and an ICS Health and Care Partnership (together referred to as the ICS) came to be statute on 1st July 2022. This dual structure recognises that there are two forms of integration underpinned by legislation: the integration within the NHS to remove some of the cumbersome barriers to collaboration and to make working together across the NHS an organising principle; and the integration between the NHS and others, principally local authorities, to deliver improved outcomes to health and wellbeing for local people. CPS continues to ensure we push for a community pharmacy voice on the emerging new landscape with the formation of ICS's and have nominated the CEO as a representative to sit on various emerging boards and provider forums.

We want (and should) to be embedded and joined up to the NHS in the forming of ICS, but we desperately need more funding, and workforce issues need to be resolved.

Community Pharmacy Sefton continues to develop relationships with local commissioners and maintains, a particularly good working relationship with other LPCs, meeting weekly to work collaboratively on projects e.g. GPCPCS, Hypertension Case Finding Service. We have worked together to deliver training webinars to help contractors deliver new national services e.g. Hypertension Case Finding Service, Smoking Cessation Service. The LPCs have also worked together to support our PCN leads to deliver PQS, and meet certain domain requirements, hosting engagement Zoom meetings. Community Pharmacy Sefton has also supported individual PCN Leads host community pharmacy PCN meetings.

With the PQS funding structure we have continued to support contractors to maximise their income and helped support those to meet the criteria to claim payments.

We continue to have regular contact with Dr Ian Cubbin (PSNC regional representative for Merseyside) and other local LPCs via the Association of Mersey Pharmaceutical Committee (MALPS). We also work jointly across the region on various projects e.g. CPCS, DMS, public health campaigns and meet regularly once a month to establish a workplan, share resources and joint working as part of the regional joint working group. This working collaborative with other LPCs has been invaluable as we have shared learning and had services commissioned across the whole region improving access for patients. Although we represent the local area and will continue to do so, it has been invaluable working jointly with other LPCs

We have also continued to engage with the Local Medical Committee (LMC) on various issues and meet monthly with the medicines management team for both the Sefton CCGs (now Sefton Place), the PCN managers and the Pharmacy Local Professional Network (PLPN).

CPS continues to link with our local PCNs and is in regular contact with PCN managers and clinical directors to explore collaborative working. We have also supported all our PCN Leads by facilitating training, meetings and communication channels.

CPS has worked with NHSEI and the local authority on the Pharmacy Needs Assessment (PNA), a legislative document that is required to be completed every three years to ensure adequate pharmaceutical provision. The draft PNA at the time of writing is out for consultation and shows we have excellent coverage across Sefton.

CPS has continued links with Healthwatch, CVS and other local carer groups to promote pharmacy services.

CPS has also provided various training events for all contractors to help support new services and provide clinical training e.g., DMS, GP CPCS, Dermatology, Dry Eye training, Osteoporosis, etc

CPS has also ensured that free eLearning training via VirtualOutcomes has been funded via NHSE&I for all pharmacy team members throughout Sefton and the region.

CPS has facilitated communication via PCN WhatsApp groups which has seen contractors working together to procure stock and ask questions. We have extended this to working with the MMT Hubs to help locate stock, therefore helping to signpost patients.

CPS continues to review all contract applications concerning pharmacy services and responds on your behalf. We also respond to all NHSE&I, DHSC and CCG Consultations, PSNC surveys and the like.

CPS has represented and supported various contractors regarding performance issues at various contractual meetings and continues to do so.

Essential/Advanced /Enhanced Services

Community Pharmacy Sefton has been able to maintain all previously commissioned services and secure all current services until April 2023. We have seen an increase in the number of contractors providing the Sefton Minor Ailment Scheme (Care at the Chemist) and we have been successful in facilitating an extension to the service in the form of a UTI PGD. This has been very successful, and we are pushing for further PGDs to be commissioned

A major success during the year was the delivery of the national Flu Vaccination service in community pharmacies. Over 35K flu vaccinations were completed in Sefton the highest ever recorded and we also had commissioned a Sefton staff council Flu vaccination service delivered from a number of community pharmacies with over 500 vaccinations and excellent feedback from Sefton Council on the service.

Smoking Cessation services gained pace with lots of support from the LPC and we have ensured extra training has been delivered.

We have had a recent change in commissioner for oral substitution therapy (OST) from MerseyCare NHS Trust to Change Grow Live (CGL), and the LPC has ensured the transition has been smooth and BAU. We have also facilitated a Naloxone provision service and are currently planning further extensions to the service.

Community Pharmacy Sefton was successful in supporting a bid for Sefton to provide an Oral Contraceptive Management service (OCSM) pilot across the Southport & Formby PCN. The service has seen 78% of the eligible pharmacies sign up to the service, with many already live and delivering.

Currently, we have 69% of Sefton pharmacies signed up to the advanced Hypertension Case Finding Service and have received over 500 referrals from GPs. We continue to support delivery.

GPCPCS has been a real success story with over 2000 referrals and a high completion rate (over 70%). We only have only two GP practices that are not sending referrals and we continue to engage and offer support. We have continued to supply training with GP practices via online drop-in sessions and face to face training and with online training for pharmacy staff members.

Across Sefton, we have nine COVID LVS who have provided thousands of vaccinations to the population of Sefton, some continuing throughout phase 4 and ready to provide for Phase 5 of the vaccination programme. We have also seen a great success within the South Sefton PCN whereby community pharmacy helped vaccinate care home and housebound patients and was formally praised by the PCN for this work.

EHC commissioners have undertaken a review and discussed decommissioning, we are helping with communication and pressing the Sefton Sexual health (commissioners) for extra training to help maximise delivery.

DMS referrals are starting to increase since the introduction of targets (CQUINs) for NHS Trusts, and CPS has been supporting contractors in ensuring provision of the service via drop-in training sessions for pharmacy staff and ongoing support as 'critical friend' to ensure compliance with the service specification.

Work in Progress

CPS has engaged with Sefton public health and with the new Sefton Place director on various proposals such as a commissioned Falls prevention service, Dementia Screening Service, Weight Management Service, Vit D Supply Service, and Healthchecks Service and continues to discuss various projects.

We will continue to try and secure further PGDs with the MMT, to help strengthen the GPCPCS service.

We have also been working with the MMT on a potential new service -Medicines Support Service pilot. This is for new MDS patients to undertake an Equality Act assessment and if required a clinical intervention (An amalgamation of a Not Dispensed and MDS assessment service). We are pushing for this to commence on 1st Sept 2022.

CPS has been in discussions with Sefton Sexual Health (SSH) regarding a commissioned chlamydia service.

A further national advanced service -smoking cessation service has been commissioned and we have a small number of contractors signed up to deliver. We have delivered a regional training event for contractors and will continue to support more contractors wishing to sign up.

CPS are working on a CPS biannual magazine for pharmacy teams and will be ensuring a Sefton wide distribution.

Finance

Throughout the year the Treasurer has been reviewing expenditure and budgets on a regular basis. This work has ensured that the committee finances have finished the year in a position that will allow the committee to continue to robustly support contractors.

Our accounts are all detailed on the Community Pharmacy Sefton website. <https://psnc.org.uk/sefton-lpc/>

Constitution and Compliance

As in the previous year, there were no constitutional irregularities or problems, and the committee discharged all its duties on time and to specification. All CPS members are required to sign declarations adhering to a code of corporate governance, confidentiality, and conflict of interests.

The committee consists of 9 members and is in proportion to the different proportion of contractors i.e. CCA/Independent/AlMp.

We are also GDPR compliant and have helped contractors via support materials to also meet their GDPR responsibilities.

All members are reminded that, no matter their source of nomination or election, CPS members have to act and speak in the interests of all the contractors, and not just that of their nominating body. In the event of a member having a conflict of material or financial interest with regard to agenda items or minutes, they are required to make a formal declaration to that effect and either leave the room/meeting or take no part in the ensuing debates. All such declarations are formally minuted and recorded.

Meetings

The LPC meets monthly except for August and December, with alternate evening and daytime meetings. All meetings have taken place virtually via Zoom for 21/22. The CCGs, NHSE&I, PH, PSNC are invited to attend certain meetings along with other commissioners and relevant people when applicable. All contractors are welcome to attend any of the meetings as an observer but must inform the committee in advance. We hold an annual general meeting in September each year.

LPC MEMBER AND LPC MEETING ATTENDANCE – 1 APRIL 2021 TO 31 MARCH 2022

Member	Representing	Address	Attendance	Percentage
James Moir	Independent Contractor	1 Frailey Close Ainsdale Southport PR8 3QB	10 out of 10 meetings.	100%
Una Harding	Independent Contractor	30 Southport Road Formby L37 7EW	4 out of 10 meetings attended.	40%
Laura Benyon	Association of Independent Multiple	29 Willow Lane Appleton Warrington WA4 5EA	9 out of 10 meetings attended.	90%
Janine O'Brien	Company Chemists Association	Lloyds Pharmacy Sapphire Court Walsgrave Triangle Coventry CV2 2TX	5 out of 10 meetings attended.	50%
Mehraan Sattar	Independent Contractor	Care Plus Chemist 34 Shakespeare Street Southport PR8 5AB	7 out of 10 meetings attended.	70%
Martin Stratton	Independent Contractor	Bridge Road Chemist 54-56 Bridge Road Litherland Liverpool L21 6PH	7 out of 10 meetings attended.	70%
Tracy McDonough	Independent Contractor	Support Office 2C Atkinsons Way Foxhills Industrial Estate Scunthorpe DL15 8QJ	8 out of 10 meetings attended.	80%
Emma Scanlan	Company Chemists Association	44 Ridgeway Drive Liverpool L31 0DG	8 out of 10 meetings attended.	80%
Denise Hodge	Company Chemists Association	Boots The Chemist 31-39 Chapel Street Southport PR8 1AH	8 out of 10 meetings attended.	80%

Please remember:

- To regularly visit your CPS website at www.psn.org.uk (go to LPC portal for Sefton LPC) www.psn.org.uk/sefton-lpc/
- To inform us of any new email contacts that may benefit from receiving CPS updates.

- To contact myself, the Chair or any member of the committee to confidentially discuss any issue. We are here to represent you with our services and advice. Please contact lisa@sefton-lpc.org.uk, 07912043872

I would like to take this opportunity of thanking all CPS members for their commitment to our local contractors and for the support they have given both myself and the Chair during the year.

Finally, but not least, I would personally like to mention the Sefton Community Pharmacies excellent response to COVID-19 and their continued service to their communities. I am extremely proud and humbled by all our Sefton pharmacies who have all remained open throughout, putting themselves at risk when there was inadequate PPE etc and still they continued to deliver excellent healthcare for their patients - you are all heroes.

Committee Employees

Dr Lisa Manning	CEO
Sara Davies	Engagement Officer
Joe Clarke	Business Support Officer
<i>Graeme Batten</i>	<i>Chair (Outgoing) – Volunteer member</i>

Dr Lisa Manning
CEO Community Pharmacy Sefton

