



**CAMDEN & ISLINGTON
LOCAL
PHARMACEUTICAL
COMMITTEE**

ANNUAL REPORT 2019-20

Incorporating the Annual Accounts 2019-20

What is the LPC?

Camden & Islington Local Pharmaceutical Committee (C&ILPC) is the statutory body representing community pharmacy contractors within the geographical area of the Camden & Islington Health and Wellbeing Boards. It is our role and mission at the LPC to be the voice and support of community pharmacy in Camden & Islington representing local community pharmacy teams to become an effective integrated part of primary health and social care encouraging patients to think pharmacy first. It is the LPCs vision to create a think pharmacy first culture.

The LPC negotiates and discusses pharmacy services with commissioners and is available to give advice to community pharmacy contractors and others wanting to know more about community pharmacy.

The 13-member committee operates a strict procedure for corporate governance and conflicts of interest (all published on our website). All members have signed up to these standards.

Chair's Report

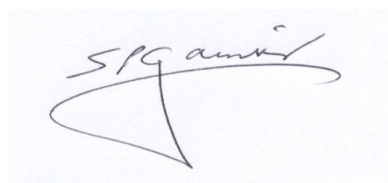
We continue to work in unprecedented times. Over the last year we saw the introduction of the new Community Pharmacy Contractual Framework (CPCF), further iterations of the Quality Payments Scheme (QPS), implementation of Primary Care Networks (PCNs), introduction of the Community Pharmacy Consultation Service (CPCS), the Wright review of National Pharmacy Representation and the ongoing challenges of working through global Coronavirus pandemic.

Throughout this chaotic year your committee continued to work tirelessly on your behalf. We have developed/maintained good working relationships with all our stakeholders old or new. Negotiations with our local commissioners – the CCG's and Local Authorities – to mitigate for COVID related changes in service and deferred/extended contract renewals. Notably we continue to keep both the Minor Ailments Service (MAS) and Medicines Reminder Device (MRD) service commissioned in some form. We have always gone the extra mile to supported our contractors.

The LPC members, as contractors, contractor representatives and practicing pharmacists, understand the pressures that you are all currently working under.

The LPC is your representative body. You are our eyes and ears on the ground. Please keep us informed of local issues, late payments, Enhanced Service issues, IT problems. Your wisdom and local intelligence are vital to us so we can take specific issues to commissioners and also allows us to see trends and issues as they emerge.

As ever, the progress we are making as an organisation will not have been possible without the commitment and support of all the committee members and contractors. Thank you for the extraordinary work you do every day. Our strength lies in the clarity of purpose in accentuating the positive attributes of community pharmacy and the unity we have in Camden & Islington pharmacies to make even further progress to this effect.



Sanjay Ganvir
Chair

CEO Report

It is unquestionably a very difficult time for community pharmacy at present the LPC has recognised that to help contractors it must provide succinct, easily digestible advice and to be available on the phone or in person as required. We have tried to live up to that requirement and we hope that what we have delivered has helped in some way to ease the difficulty.

NHSE London has restated their intention to decommission the current Minor Ailments Service (MAS) and Medicines Reminder Device (MRD) service in the future. We are in continued discussions regarding both these services and continue to work with neighbouring LPCs and our CCG Chairs to convince NHSE London to consider a MAS type service for vulnerable patients. This is still in development. We have also developed a number of proposals for our STP around admissions/readmissions avoidance, Integrated Urgent Care/DMIRs, Domiciliary services and others.

Supporting our Contractors

This presented a paradigm shift in how the NHS sees community pharmacy working over the next five years. Much effort was employed to understand the changes that were being implemented, and we spent time ensuring our pharmacies understood these through our regular comms channels, fielding queries and escalating issues back to PSNC & NHSE&I.

In addition, we supported our pharmacies meet their contractual obligations and maximise their Quality Payment claims. This section sets out more on how we achieved this.

COVID-19

At the extreme tail end of the year, the COVID-19 pandemic hit. The LPC changed its way of working rapidly; scrapping any face to face meetings whilst still offering support where needed being increasingly mindful of the immense pressure our pharmacies were under. In the last few weeks of the year, the committee held regular contractor zoom calls to discuss and cascade the latest developments. We sent regular communications to pharmacies with useful links to the most up to date information. Below is a flavour of the work we undertook to support our contractors/local population:

- Supported contractors with hours changes and temporary closures
- Escalated PPE availability issues
- Negotiated continued LCS payments regardless of activity to support contractor resilience.
- Arranged for free parking permits for Pharmacy teams
- Highlighted the impact of 84-day prescriptions on the supply chain and worked with CCGs and LMCs to migrate to 56-day eRDs
- Negotiated and supported the expansion of the End of Life Medicines service across Camden & Islington with enhanced remuneration.
- Supported Local Authorities to stand up their volunteer led medicines deliveries

- Petitioned for and received an extension to the Pharmaceutical Needs Assessments.

Community Pharmacy Consultation Service

From September onwards it was all systems go with the national launch of CPCS with high levels of LPC support during its implementation. We worked hard to ensure that pharmacies had appropriate information on hand during its transition from NUMSAS, and to ensure pharmacies knew how to process referrals for the minor ailment aspect. Activity pre-Covid was disappointingly low. The committee commissioned tailored additional support to increase referral rates, ensure referrals were opened and closed in a timely manner. Results were promising but this activity was curtailed as the pandemic hit.

Primary Care Networks

GP surgeries organised themselves into Primary Care Networks (PCN) during 19/20. As part of the new community pharmacy contractual framework pharmacies had to align with a network. The LPC team spent a substantial amount of time matching pharmacies to PCNs based self-reporting. All pharmacies were notified and issued with a pack that we produced to provide more information on PCNs. The LPC also organised elections for PCN leads as per the Pharmacy Quality Scheme. Leads were elected in all eleven PCNs. Finally, the LPC setup PCN whatsapp groups to expedite communication between pharmacies of the same PCN. The Chief Officer has met with all the Clinical Directors of the networks to showcase what pharmacy can do for each network. During the year, the LPC has been working behind the scenes to produce guides for the networks to promote local pharmacy services. We are trying to tackle things from the top down, whilst the leads work from the bottom up.

Pharmacy Quality Scheme

We provided regular high-quality communications, including a useful 'What to do When' document; alongside telephone support for pharmacies to enable them to meet the required Pharmacy Quality Scheme reporting activities in line with the timescales for declaration.

Contractual Reporting

Contractors were aided at each point there was a deadline for a contractual requirement. These included: Public Health Campaign returns, CPAF Lite, DSP Toolkit, MUR/NMS reporting. Again, we have seen a continued increase in the number of our pharmacies completing these requirements prior to deadlines.

Contract Monitoring

During the year, we supported several pharmacies on NHS England contract monitoring requirements. The LPC can only be involved in contract monitoring visits at the contractor's request, and we cannot be told by NHS England who they will be visiting. As such, if you receive notification from NHS England that you are to be visited and wish LPC input, please contact the LPC before confirming a time with NHS England so we can ensure we can support.

Wright Review

PSNC and LPCs nationally commissioned a review into community pharmacy representation. During Quarter 4 of the year, the Chief Officer attended a focus group in Leeds to put his perspective of how the various representative bodies work. The committee also produced a response to the questionnaire sent out to all LPCs by Professor Wright of UEA. The results were due to be reported at a meeting in March, however this got cancelled due to the COVID-19 pandemic. The results of the review and what this means for the future of the LPC will be decided no doubt during 2020/21.

Plan for 2020/2021

At the end of the financial year in question, the country was gripped by the COVID-19 pandemic. This will no doubt change the expected course of 20/21, and we will have to see how the pandemic shifts some of the expected national and local service implementations. The LPC will continue to regularly brief pharmacies of developments and changes to any ways of working that occur as a result, and be here to help in any way we can.

We will push to re-start the re-engagement and collaboration with PCNs and work with commissioners to progress with planned new pharmacy service offerings that were put on hold due to the pandemic.

We will be here to support and engage pharmacies in Camden & Islington to the new world we find ourselves in – whatever that new world looks like.

Let us Help You

We stand ready to help and support contractors through any challenges they face and will always aim to provide as much help and support as possible. The only way we can help is if we know there is a problem. Indeed, we were able to intervene in the above situations due to pharmacies contacting the LPC. We encourage all pharmacies to get in touch if they are having any issues as we can only help if we know there is a problem.

Where you experience any local issues please do contact us (ceo.cam.isl.lpc@gmail.com) so we can be aware of these issues and support you through any difficulties. All information shared with the LPC office is kept strictly confidential and will only be shared with your permission.

Without the continued support from community pharmacies and their teams the LPC cannot continue to optimise the use of community pharmacy locally and transform the future of community pharmacy that best meets the needs of the general public in the future.

Get involved today whether it is attending an LPC event, looking at ways you can deliver local and national services more effectively or engaging with your customers

We hope that you find this report helpful and welcome your continued support, feedback and engagement with the LPC in the forthcoming year. Please do get in touch as we represent you and without your input we cannot continue to progress.

Committee members are pharmacists working within the community like yourselves, have your best interests in mind, and are available to help you with your daily practice problems.

The Committee held seven daytime meetings this year and contractors are welcome to attend as observers. Please contact ceo.cam.isl.lpc@gmail.com if you wish to attend one of the meetings as an observer. The minutes of previous meetings are available on our website.

2019-20 Committee Table and Attendance

Name	Pharmacy	Representative	Meeting Attendance
Sanjay Ganvir	Greenlight Pharmacy	Chairman & Independent	7 of 7
Beneeta Shah	Boots the Chemist	Vice Chair/CCA	5 of 7
Kalpen Patel	Eico Pharmacy	Treasurer & Independent	4 of 7
Ryan Benbow (until November 2019)	Boots the Chemist	Boots	2 of 4
Kathryn Granleese (until June 2019)	Superdrug Pharmacy	CCA – Superdrug	0 of 1
Adeyinka Jolaoso (from July 2019)	Superdrug Pharmacy	CCA – Superdrug	5 of 6
Kim Khaki	H V Thomas Pharmacy	Independent	4 of 7
Michael McAuley (from January 2020)	Boots the Chemist	Boots	3 of 3
Bipin Patel	Clockwork Pharmacy	Independent	6 of 7
Dharmesh Patel	C H Chemist	Independent	6 of 6
Jayesh Patel	Aura Pharmacy	Independent	3 of 7
Nirali Patel	Turnbills Chemist	Independent	1 of 7
Sanjay Patel	Aqua Pharmacy	Independent	5 of 7
Shivani Patel	Rowlands Pharmacy	CCA - Rowlands	6 of 6

Udit Patel	Clockwork Pharmacy	Independent	4 of 7
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Membership Changes

Kathryn Granleese and Ryan Benbow stepped down from the committee in June 19 and November 19 respectively. Adeyinka Jolaoso and Michael McAuley joined in July 19 and January 20 respectively. Please see below an up to date Committee table.



Yogendra Parmar (CEO)

Treasurers Report

C&I LPC remains committed to give value for money for the levy the contractors contribute to its funds. The Wright review data on LPC levies showed that our levies are close to the national average and lower than most LPCs of a similar size. The LPC is funded by you to support you and we would welcome you to report to us any activities which aid or deviate from this.

The LPC holds cash reserves and recognises the huge financial strain contractors will be under in the upcoming year so we will not be increasing the levy for contractors in 2020/21, there has been **no** levy increase for the last **TEN** years.

The committee acknowledges it holds more than the 6 months reserves it requires constitutionally. The committee routinely asks contractors at LPC AGMs what they would like the LPC to do with its reserves. Contractors have always unanimously voted to invest LPC reserves in contractor support/training. The committee regularly discusses how best to manage the reserves and has agreed to deploy the additional reserves to deliver contractor support and PCN engagement over a number of years as per the above mandate given by contractors.

The LPC reviews the levy on an annual basis and works to an LPC budget each year that is shared with NHS England. The LPC uses this information so the levy can be set at the right level and changed where necessary to deliver the best support it can for its local contractors.

Reviewing the (attached) audited accounts and cash book analysis

- The final signed accounts presented below.
- The committee acknowledges it holds more than the 6 months reserves it requires constitutionally. The committee has discussed how best to manage the reserves and has agreed to deploy the additional reserves to deliver contractor support and PCN engagement over a number of years as highlighted above.
- The committee operated with a £10k budgetary surplus for 18-19 which is accounted for in the discrepancies referred to below.
 - The marked reduction in contractor training - The LPC renewed the VirtualOutcomes subscription for contractor training, however this was invoiced late and so will show in the 20-21 accounts. In 18-19 the LPC paid £6k to block fund health champion training. This was not recurrent as the block of training previously procured has not yet been exhausted.
 - LPC member expenses appear reduced, however some members submitted late claims in May 2020. These claims will be reflected in the 20-21 accounts.
 - As highlighted above the LPC engaged CPCS Support for 19/20 to support implementation of CPCS, however this was curtailed due to Covid.

- Routine admin costs appear reduced because they were incorporated into the Chief officer's package and so will not show separately in these accounts
- Travel expense claims are reduced as more meetings were hosted by teleconferencing hence a reduction in travel claims

Many thanks

Kalpen Patel
Treasurer, Camden & Islington LPC
kalpen.patel1@gmail.com