

Hampshire & Isle of Wight LPC

SUPPORTING LOCAL COMMUNITY PHARMACY



Community Pharmacy
South Central

Annual Report 2021

Incorporating the Annual Accounts 2020/21





Once again, thinking about and writing my Chair's report this year has prompted me to reflect on the last twelve months. We all continue to be affected by the COVID-19 pandemic, both personally and professionally. Community pharmacy has definitely demonstrated the key role it plays within the communities we serve and as a key component of the wider NHS system.

I don't think anyone working in community pharmacy could have worked harder or have been under greater pressure for such a long period of time. Now is the moment to continue our focus, ensuring all that hard work and determination in the face of adversity is highlighted and spoken about to allow us to continue to delight our customers and patients, support our commissioners, all whilst also being the most accessible part of the NHS system.

This is my fourth Chair's report, having been voted in by the committee for another year.

Debby provides a very comprehensive and detailed Chief Officer's report on the main activities and outcomes delivered on behalf of the committee for the benefit of all contractors, so I wanted to take a slightly different approach this year with my report. It will feel lighter in content but focuses on two main points.

As a committee, we all appreciate and understand the financial difficulties that contractors face. If you've ever wondered how we spend the levy collected from all our pharmacy contractors, then

please do read our financial statements.

Over the last twelve months we have reduced many of our regular costs to ensure we represent value for money in everything we do. The benefit for all contractors, of our collaborative working in this way, is that we were able to make a reduction in the LPC levy collected from all Hampshire and Isle of Wight contractors. I would like to thank our Treasurer, Peter Woodward, and our Office Manager, Skye White, for their excellent work in helping us effectively manage costs. My thanks also go to Tim Baker, our Vice Chair, and all other members who have served on the committee this last year, for their support and the insight that they have brought to the LPC during that time.

There is a lot happening in community pharmacy and we are all very busy, but I would urge you to try to look at some of the work of the Pharmacy Representation Review Steering Group (RSG) at <https://pharmacy-review.org/>

The RSG is examining the recommendations from Professor David Wright's review of the work of LPCs and PSNC. This has the potential to completely change the structure and functions of PSNC and LPCs. It could ultimately lead to changes in who is representing contractors locally and at national funding negotiations. At CPSC, we have already implemented much of what Professor David Wright recommends.

I am looking forward to the next LPC year. We will shortly, I hope, hear more about the details of the Year 3 deal that PSNC has been negotiating, which should provide additional opportunities for contractors. I would finally like to say it has been a pleasure working with my many

colleagues, even in these challenging times, and I am looking forward to my next year in office.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Ashley Littlewood-Miller'.

Ashley Littlewood-Miller
LPC Chair



In last year's report I spoke about the situation that was to arise, unexpectedly, towards the end of that LPC year and alter everyone's life and working practices – the COVID-19 pandemic. Community pharmacy was a vital part of the healthcare system that supported communities to weather the storm as best they could and the LPC continued to work hard to provide appropriate support, representation and guidance for all our contractors. As is customary in my annual reports, I will now take you through an overview of the LPC meetings, decisions and actions from the last financial year under the pandemic.

May 2020 should have seen the first meeting of the new LPC year but, by now, due to the pandemic, all face-to-face meetings had been cancelled and we needed to explore a new way of getting together. Consequently, the May meeting was re-scheduled for a date in June, by which time we had arranged a virtual platform and were able to hold our first virtual LPC meeting. One of the first things to be discussed was what we could do to support the mental health and resilience of all the community pharmacy teams across our area, as everyone worked to their limits. The team took this away as an action point.

The Wright Review had been published, containing several recommendations for potential development and re-organisation of PSNC and LPCs to provide contractors with

effective and best-value representation at both national and local levels. As requested, the LPC reviewed the recommendations and sent questions back to Professor David Wright to aid in our understanding of his vision.

Artur Pysz, our Contractor Development and Support Manager, had recently provided all contractors with a 'Size of the Prize' document in which he demonstrated the potential income that each pharmacy could achieve through full engagement with current locally commissioned and national services. This had been well-received by contractors and the committee felt it would be a worthwhile exercise to repeat in the future.

The committee has several policies in place to guide its performance, but it was highlighted that we did not have an Equality and Diversity policy. It was agreed that I should carry out the necessary research. Questions were asked of CCA and AIMp about how they select their LPC representatives, with a mind to equality and diversity. The CCA have since told me that they were very grateful for the prompt to review their systems for selection and, accordingly, have made some constructive changes.

The committee agreed that holding our meetings in this manner was both cost-saving (no hotel bills or travel claims) and eco-friendly, so it was agreed that we would continue with virtual meetings for, at least, the rest of the financial year.

At the **July** meeting, figures were presented to show that, by changing from face-to-face to virtual meetings for our Academy series and committee meetings, it was forecast that we would make savings of over £27,000. Consequently, the committee voted to provide a

levy holiday for contractors in August, followed by a reduction in the levy from September onwards.

There was some good news from Alison Freemantle, our Professional Services Development Manager, about the introduction of two new, locally commissioned services in Southampton – a Palliative Care service and referrals to come from University Hospital Southampton to community pharmacies for smoking cessation.

Following the June action point about support for the mental health and resilience of pharmacy teams across our area, we had arranged a webinar for contractors which would focus on mental health and wellbeing. A page was also being created on our website to provide easy access to resources that support good mental health and wellbeing. This page continues to be updated as new resources are developed that are useful for pharmacy teams for their own use, or as an aid in supporting their clients.

September saw the introduction of a new initiative to help contractors and their teams keep on top of all the required submissions, actions and reports required in the highly pressurised world of community pharmacy – the Deadline Tracker. This useful monthly resource highlights activities, tasks and workloads that need to be completed, whilst also providing a reminder of imminent deadlines coming up. The tracker is updated every month and can be viewed on our website here [Community Pharmacy South Central: CPSC - Deadline Trackers](#)

Another initiative that was agreed by the committee was the setting-up of a Text Reminder service for contractors. One mobile number

per pharmacy can be designated to receive a free text reminder when any important action needs to be completed. This acts as a 'belt-and-braces' back-up to the Tracker mentioned above. We were able to launch the service in October [Community Pharmacy South Central :: New TEXT reminder service launched by CPSC](#)

A proposed Equality and Diversity policy was presented to the committee, as had been requested in June. The policy had been developed by ACAS and the committee voted in favour of adopting it for the LPC. It was agreed that some further training around equality and diversity would be helpful for all and investigations would be made into suitability and availability.

Our formal AGM was held as part of the September meeting, as usual, with the accounts and associated reports all being accepted.

In **November** it was great to hear that our Hampshire and Isle of Wight pharmacies had delivered more flu jabs per pharmacy, at that stage, than any other part of the NHS South East region. The season continued in a similar vein and our pharmacies were recognised as having delivered excellent results.

In the Pharmacy Quality Scheme Part 2 there were a couple of elements that involved activity from our community pharmacy PCN leads. The PCN leads were supported to ensure that essential elements were being actioned and contractors were informed about a checklist that had been posted on our website, designed to facilitate completion of all elements of PQS2.

The first meeting of 2021, in **January**, was where we had to say farewell to Roshni Simmonds as a committee member. Roshni was changing jobs and, as she

would no longer be with a CCA company, she had to step down from her LPC role.

Discussions were had about the benefits of eRD and how it had been particularly useful under pandemic conditions. The LPC would continue being proactive in our promotion of, and support for, eRD and working with Wessex AHSN, who also have this as a focus.

With regard to the implementation of GP CPCS referrals, it was recognised that the continued pressure on all systems was hampering development, but we would continue with the highlighting of this new referral route and collaboration with influential stakeholders. It was pleasing to eventually see activity building as the year progressed.

Continuing with our appreciation of costs and the need to provide best value for contractors, it was agreed that the LPC office should be reduced from a 3-person space to a 1-person space. This recognised the much greater use of remote meeting and working and would create further savings for the LPC of over £600 per month.

As had been decided in September, we had a training session arranged for this meeting to help build our understanding of equality, diversity and inclusion issues and how they related to the implementation of our latest policy. Feedback afterwards showed that everyone found the session of value and there was enthusiasm to continue our learning from a range of resources.

At the final meeting of the LPC year in **March**, the committee was delighted to welcome Kate Toms (CCA representative) back from maternity leave. It was also a great pleasure to welcome new CCA representative, Anjlee Shah, to the committee.

With the figures provided from the flu season 20/21 we were able to see that the excellent performance that had been recognised from the community pharmacies across Hampshire and the Isle of Wight had resulted in 80% of the pharmacies seeing an increase in their vaccination delivery over the previous season. Hopefully delivery levels will remain as positive for the new season, which has further increased targets set by the NHS.

As discussions continued at Government level regarding pharmacy COVID costs and remuneration, we launched a radio advertisement across Hampshire and the Isle of Wight on Smooth radio in an effort to build public support for appropriate funding to maintain the community pharmacy network.

The final bit of good news from our LPC year was that Health Education England had agreed that they would provide funding to cover the training of 126 more Health Champions across our patch, supporting the requirement for all community pharmacies now to be Healthy Living Pharmacies, with at least one Health Champion fulltime equivalent.

We have all, living here, been through probably the most challenging and stressful time of this century, I think, and who knows what is to come. However, community pharmacy has stood strong and tall throughout and I remain very proud to be able to represent you all, thank you.

Kindest regards to all,



Debby Crockford
Chief Officer

Membership and Attendance

Members of the committee are required to attend the LPC meetings regularly as well as provide input to their Local Pharmacy Groups and other roles. 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.

Committee Member	Elected / Appointed	Attendance / Possible	Expenses Claimed[†]
Andrew Selvaratnam	CCA Appointment	6/6	£756.00
Anjlee Shah	CCA Appointment	1/1	£95.40
Arun Sharma	Independent	6/6	£1775.00
Ashley Littlewood-Miller	CCA Appointment	6/6	£0
Davinder Virdee	Independent	2.5/6	£0
Gary Warner	Independent	3.5/6	£0
Kate Toms	CCA Appointment	1/1	£0
Mark Ireland	CCA Appointment	5/6	£0
Michael McWhirter	AIMp Representative	4/6	£950.00
Peter Woodward	CCA Appointment	6/6	£2087.50
Roshni Simmonds	CCA Appointment	4/5	£200.00
Tim Baker	Independent	6/6	£906.00

[†] Total does not match Annual Accounts as travelling costs of staff and guests (where appropriate) are in the account's expenditure

The committee had a slight surplus of £10,769 for the year. This was due to a reduction in member's expenses and travel as meetings for the remainder of the year were virtual. This leaves the committee with reserves of £211,503 which is just over of 6 months expenditure.

The levy for 2021/22 will remain the same at £31 451 to ensure the committee can deliver on their strategy for community pharmacy in Hampshire and Isle of Wight.

Below are the full accounts as produced by HJS Chartered Accountants.

The Grant Account has £76,375.45 across eight projects. The balance in each account is shown below.

Project	Balance Remaining
Portsmouth EPS Support	£ 16,313.90
HCC HLP	£ 46,694.24
COPD Project	£ 3.91
Diabetes Project	£ 719.65
Walk in my Shoes	£ 7,485.00
Healthier Together	£ 2,408.75
Academy Sponsorship	£ 250.00
Funding for Bartosz Hoffman	£ 2,500.00
Balance	£ 76,375.45
Net Bank Fees	£ 2,593.20
Account Balance	£ 78,968.65



Peter Woodward
LPC Finance Officer



Peter Woodward
LPC Finance Officer
Dated: September 2021



Ashley Littlewood-Miller
LPC Chair
Dated: September 2021

ACCOUNTANTS' REPORT TO THE COMMITTEE ON THE PREPARATION OF THE UNAUDITED STATUTORY FINANCIAL STATEMENTS OF THE HAMPSHIRE & ISLE OF WIGHT LPC FOR THE YEAR ENDED 31 MARCH 2021

In order to assist you to fulfil your duties under the Constitution, we have prepared for your approval the financial statements of The Hampshire & Isle of Wight LPC for the year ended 31 March 2021 set out on pages 2 to 5 from the company's accounting records and from information and explanations you have given us.

As a practising member firm of the Institute of Chartered Accountants in England and Wales, we are subject to its ethical and other professional requirements which are detailed at <http://www.icaew.com/en/members/regulations-standards-and-guidance/>.

This report is made solely to the Committee of The Hampshire & Isle of Wight LPC, as a body, in accordance with the terms of our engagement letter dated 2 June 2014. Our work has been undertaken solely to prepare for your approval the financial statements of The Hampshire & Isle of Wight LPC and state those matters that we have agreed to state to the Committee of The Hampshire & Isle of Wight LPC, as a body, in this report in accordance with ICAEW Technical Release 07/16 AAF as detailed at icaew.com. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than The Hampshire & Isle of Wight LPC and its Committee as a body, for our work or for this report.

It is your duty to ensure that The Hampshire & Isle of Wight LPC has kept adequate accounting records and to prepare statutory financial statements that give a true and fair view of the assets, liabilities, financial position and profit of The Hampshire & Isle of Wight LPC. You consider that The Hampshire & Isle of Wight LPC is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or a review of the financial statements of The Hampshire & Isle of Wight LPC. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory financial statements.

HJS Chartered Accountants

The Hampshire and Isle of Wight Pharmaceutical Committee Fund Statement as at 31 March 2021

	2021 £	2020 £
Turnover	394,437	426,828
Administrative expenses	(383,260)	(423,798)
	<hr/>	<hr/>
Operating profit	10,727	3,030
Other interest receivable and similar income	52	1,038
	<hr/>	<hr/>
Profit on ordinary activities before taxation	10,779	4,068
Tax on profit on ordinary activities	(10)	(197)
	<hr/>	<hr/>
Profit for the year	10,769 =====	3,871 =====

The profit and loss account has been prepared on the basis that all operations are continuing operations. There are no recognised gains and losses other than those passing through the profit and loss account.

Hampshire & Isle of Wight Pharmaceutical Committee
Sentinel House
Harvest Crescent
Fleet Hants
GU51 2UZ
Tel 01252 413778

www.cpsc.org.uk