



ANNUAL REPORT 2021-22

Pharmacy Thames Valley

Email: office@pharmacythamesvalley.org.uk

Website: www.pharmacythamesvalley.org.uk



TABLE OF CONTENTS

	Page No.
Chairman's Report	3
Chief Officer's Report	4
Pharmacy Services Report	6
Treasurer's Report	9
LPC Members' Attendance Report	10
LPC Members as of 31 st March 2022	11
Pharmacy Hero Awards 2022	12
Accountant Certification Report	13
Financial Statements - Appendix 1	14



CHAIRMAN'S REPORT

Once again community pharmacy contractors have been at the forefront of delivering healthcare to your communities over the last 12 months in circumstances that have been challenging at the very least and almost impossible at the extreme. As Covid continued to have a major impact on staffing levels the NHS workload has increased significantly as general practice gets back into full swing again. Along with more services, PCN roles, GP CPCS and other locally commissioned services, you have all delivered so much that I can only be amazed at the dedication of everyone in community pharmacy in the Thames Valley LPC area.

Once again, I would like to put on record my appreciation for the whole committee for supporting me and all the pharmacy contractors in the Thames Valley Region despite the many demands on their time this year. I would also like to thank the LPC employees - David Dean our Chief Officer, Amanda Dean our Engagement Officer, and Kevin Barnes our Contractor Support Officer - for all their continued hard work and support for our contractors.

We have delivered many successful online training events in areas such as HRT and Wellness/Mental Health and hope to move back to face-to-face events very soon.

During 2022 we as a committee have started to meet face-to-face again - having a joint meeting with Buckinghamshire LPC to discuss the way forward for community pharmacy in the new ICS area (Berkshire, Oxfordshire and Buckinghamshire). This is in the light of the proposals from the PSNC based on the Wright Review of what the LPC structure in England will look like and how we can still best represent you all.

Once again, we were delighted to run another round of Community Pharmacy Awards to recognise our amazing teams around the LPC area.

Wishing you all the best, and again noting my thanks for your hard work and support in implanting new initiatives and continuing to deliver high quality health care.

There will be major changes coming down the line with the structure of PSNC and LPCs but rest assured we will continue to strive to offer the best possible support to you and your colleagues.

Robert Bradshaw
Chairman



CHIEF OFFICER'S REPORT

As I complete my second full year of service as Chief Officer of the LPC, I would like to start by recognising the incredible efforts of all our contractors in Berkshire and Oxfordshire this year, and to record my thanks to you all for the hard work and commitment you have demonstrated to your respective communities.

Thanks also to the LPC Committee who, in the form of many Zoom meetings, managed to juggle the demands of their day jobs whilst also supporting contractors over the course of the year. In particular, I would like to thank our Chair, Robert Bradshaw, who, as well as running three pharmacies, has found time to keep a watchful eye over the LPC, and Akin Adeniran, our Vice Chair, for fulfilling his duties with great enthusiasm, again on top of running his own business. We are also grateful to Ian Dunphy who has taken up his new role of Treasurer and done a great job in managing the LPC's finances.

Then a big thank you to my team - Kevin Barnes who has been raising our level of engagement as Contractor Support Officer - spending many hours on the phone and in pharmacies listening to and supporting contractors; and Amanda Dean, our Engagement Officer, for always ensuring that we keep our contractors up to date with all the latest developments and news as well as looking after all the administration for the LPC.

As it currently stands, Thames Valley LPC is the 11th biggest in England in terms of number of contractors and items dispensed but, thanks to the hard work of the team and the committee, our contractor levy ranks only 54th (out of 69). This reinforces the quality of governance and transparency of the LPC.

The LPC Committee met on 5 occasions over the course of the year, all virtually in the interests of safety and cost efficiency. All sectors were well represented, and despite the challenges around workforce and locums we were quorate at every meeting.

As you can imagine, much of the work that the LPC was involved in this year revolved around Covid, some of the key activities included:

- Meeting with the NHS, CCGs, Local Authority Commissioners, and the LMC to ensure that Community Pharmacy had representation and the opportunity, where possible, to seek out new service opportunities and to support existing ones.
- Running several workshops - covering Hypertensive Case Finding, DMS, NMS, AF, etc - these were mainly held in the evenings on Zoom.
- Holding several workshops with our Community Pharmacy PCN leads to ensure they were fully equipped to engage with key contacts within their PCN.
- Working with many Local Authorities, CCGs, and the NHS team to ensure that we were well placed to have the best flu campaign ever. This was backed with press releases and radio appearances, encouraging all those who were eligible, to go to a local pharmacy for their vaccination. We managed to vaccinate 127,000 NHS-eligible patients, over twice that compared to the year before - an amazing result!

- Finally, in recognition of the fantastic work of our community pharmacy teams, the LPC held our second awards programme (see page 12), asking the general public and primary care colleagues for their nominations. Yasin Jussab & the team at Topside Pharmacy, and Ash Kumar and the team in KeyCircle Pharmacy, Maidenhead were crowned the worthy winners and received their trophies in March 2022. Congratulations to them and all our incredible nominees.

2022/23 will see many changes to the way we work. This will start on the 1st July with the formation of the two new ICBs (Buckinghamshire, Oxfordshire & Berkshire West; and Frimley ICB) - this presents new challenges and opportunities for community pharmacy in participating and delivering new services. This will be followed by the long overdue restructure and relaunch of the PSNC and LPCs which will be worked on throughout the summer, and plans will be finalised in late 2022.

Please do not hesitate to contact me, my team or the committee if we can be of any assistance to you - all details can be found on www.pharmacythamesvalley.org.uk, and follow us on Twitter @Pharmacy_TV or join our very active Signal group (contact Amanda direct).

David Dean
Chief Officer



PHARMACY SERVICES REPORT

I would like to start this newsletter by thanking everyone who has supported community pharmacies over the past 12 months - from patients, to Commissioners, to CCGs colleagues. They have been difficult months, especially over the winter, but everyone has understood the pressures community pharmacies are currently under. Community pharmacies themselves have 'stepped up' to face these new challenges, by providing more vaccinations, more services, and deal with variable stock supply. Well done to all the teams within community pharmacies for providing an excellent service - a real asset to the health of the Thames Valley.

GP CPCS

The LPC supports pharmacies in Frimley, Berkshire West, and Oxfordshire CCG. The CCGs will be merging into an ICB on 1/7/2022. Frimley CCG will become the Frimley ICB, whilst Buckinghamshire, Oxfordshire and Berkshire West will become the BOB ICB. At the start of the GP CPCS service in June 2021, Frimley elected to use PharmOutcomes/EMIS as the referral IT system. As EMIS is easy to use for general practice, over 3,000 patients were referred by GP practices to community pharmacy by March 2022 making Frimley the leading CCG for the NHSE&I across the Southeast of England.

In Oxfordshire and Berkshire West CCG, they decided to use NHSmail as the referral solution for GP CPCS. NHSmail is a very clunky referral system and resulted in referrals from both Berkshire West and Oxfordshire only being about 10% of Frimley's referrals. The good news is that BOB has now purchased EMIS/PharmOutcomes, and this will be going live across Berkshire West and Oxfordshire from the end of May 2022. The resulting benefit will be that more practices will start using GP CPCS and we will receive more referrals into community pharmacies across the LPC.

The two CCGs (Berkshire West and Oxfordshire) commissioned the LPC to train reception staff to refer patients to pharmacies via NHSmail. So far, the LPC has trained 44 practices with another 80 practices to receive training next year. Since the announcement that EMIS/PharmOutcomes will start across BOB, we expect an increase in requests for training of reception staff within general practice and an increase in referrals. Whilst I will be working with reception staff within general practice, I will still be focusing on community pharmacies so please do not hesitate to contact me if you require support.

Community Pharmacist PCN Leads

During the summer of 2021, over 15 PCN Leads resigned from their roles due to several factors, but the majority mentioned the uncertainty of the workload in a busy winter period due to the delay in the 2021/2022 PQS announcement, and their workload. There is no funding for the PCN Lead role, other than to support PQS within the PCN, and this has also added further strain in the relationship with other clinicians across the PCN.

We did manage to recruit for all the PCN Lead vacancies going into the PCN reporting phase, but the PSNC need to look at a long-term solution that covers PCN Lead appointments for a longer period and fund them correctly, as most of the PCN Leads want to engage with other healthcare professionals across the PCN. The LPC has managed to secure some funding in March 2022 for PCN Leads and we hope to provide some training to PCN Leads in the coming year.

Discharge Medicines Service

Royal Berkshire had previously started using TCAM for patient discharge and were able to transfer some of the IT solutions into DMS. This has given them an advantage and they have referred over 1,600 patients from the Trust into community pharmacies using DMS. Unfortunately, there are limited referrals via DMS from either Frimley Hospital Trust or Oxford University Hospitals, which is disappointing.

Service Summary

Towards the end of 2022, the LPC was able to negotiate new services for supervised consumption in Berkshire West with Westminster Drug Project, and in RBWM with Cranston. As we go into 2022/2023, there are some exciting services that may come online, so watch your local LPC Weekly Digest for more details.

The existing services are:

East Berkshire:

- Sexual Health
- Supervised consumption
- Needle exchange
- Stop Smoking - through subcontract with Solutions 4 Health.

West Berkshire

- Sexual Health
- Supervised consumption
- Needle exchange
- Palliative Care Drugs (CCG)
- Stop Smoking- through subcontract with Solutions 4 Health
- Flu Voucher scheme for Local Government key personnel & care agencies (West Berkshire only)

Oxfordshire

- Sexual Health (including Chlamydia treatment in some areas)
- Urinary Tract Infection (UTI) Supervised consumption
- Supervised consumption
- Needle exchange
- Palliative Care Drugs (CCG)
- Stop Smoking through ICE Concepts.
- Minor Ailments Service (CCG- 5 pharmacies in Banbury and 11 pharmacies in Oxford. We are fortunate to be able to link the MAS to GP CPCS referrals in these two areas.

Along with the services mentioned above, community pharmacies delivered:

- Covid-19 Lateral Flow Test kits
- Increased deliveries of prescriptions to patients through the Pandemic Deliver Service
- Increased New Medicine Service appointments
- Blood pressure and Ambulatory Blood pressures monitoring via a new service that started in November 2021.

Whilst the last 2 years have been challenging, community pharmacy have seen their footfall increase along with greater appreciation by their local communities. Hopefully, this positivity can translate into greater collaboration and increased funding to the sector.

Kevin Barnes
Contractor Support Officer

National services provided by community pharmacies within the Thames Valley LPC area in 2021/22

This infographic provides information on the number of Advanced services provided by community pharmacy teams within the Thames Valley LPC area. *



Over 650,000 Covid-19 Lateral Flow Test Kit transactions



Over 126,000 NHS flu vaccinations provided



Over 36,380 patients provided support by the New Medicine Service



Over 14234 patients provided support by the Community Pharmacist Consultation Service



Over 7,650 prescriptions delivered to patients through the Pandemic Delivery Service



Over 700 blood pressure & over 50 Ambulatory Blood Pressure Monitoring checks carried out**

Find out more about national community pharmacy services at psnc.org.uk/nationalservices

*The above flu data has been obtained from the PharmOutcomes Dataset. The other data has been derived from analysis of data from the NHS Business Services Authority (this is based on what services community pharmacy contractors declared they had provided during the period of 1st April 2021 to 31st March 2022).

**This service started on 1st October 2021 therefore data is not available for the whole of 2021/22



TREASURER'S REPORT

The LPC continues to have a healthy balance at the end of the 2021/22 financial year. The contractor levy has remained the same, but the LPC was able to secure over £90k in grants for contractor and services training, and £800 for the sponsorship of training events by pharmaceutical companies. This has contributed to a marked increase in the training reserves held by the LPC. Some of these funds (from BOB and Frimley ICS) have been used to upskill GP Practice teams to improve GP CPCS referrals.

The accounts show a decrease in LPC expenditure this year, but this is mainly due to the H1 PSNC levy payment for 21/22 being made in the first half of the previous year. Going forward this will be paid in the correct financial year.

Contractor training costs have increased mainly through contractor support for implementing the new services that have been rolled out this year. This has primarily been made up of £3,900 spent on external lecturer fees (PCN training and AF clinical training).

Meeting costs and travel expenses to meetings are down on the previous year mainly due to a move away from physical to online meetings. Members backfill costs have also reduced due to a reduced number of claims from members. In part this has been due to a reduction in the number of committee members attending meetings and a reduction in claims made by those eligible to make backfill claims per meeting. Honorarium fees have increased mainly due to accruals being paid for fees outstanding from the previous year.

Salaries have remained the same as the previous year, but expenses have increased as contractor engagement has started to become more face-to-face, moving away from the limitations imposed during the COVID pandemic.

The reorganisation of the LPC, the increase in support and training required to deliver new services being rolled out by the NHS, and the increasing inflationary burden, are all likely to affect the financial outlook of the LPC, and this will be reflected in the planning of the committee going forward.

Ian Dunphy
Treasurer

LPC MEMBERSHIP AND ATTENDANCE RECORD AT FULL COMMITTEE MEETINGS
APRIL 2021 - MARCH 2022
(Maximum attendance = 5)

Officers

Chairman	Robert Bradshaw	5
Vice Chairman	Akin Adeniran	5
Treasurer	Ian Dunphy	5
Chief Officer	David Dean	5
Engagement Officer	Amanda Dean	5
Contractor Support Officer	Kevin Barnes	5

Members

AIMp	Ketan Amin	5
AIMp	Corrin McParland	5
CCA	Navjot Chohan	2
CCA	Joanne Collins	0 (out of 1)
CCA	Andrew Jones	5
CCA	Sonam Kotecha	4 (out of 4)
CCA	Shelton Magunje	4
CCA	Barrie Prentice	4.5
Independent Contractor	Vikash Patel	4
Independent Contractor	Olivier Picard	2.5

Members who left during the year

CCA	Aron Berry	3 (out of 4)
-----	------------	--------------

COMMITTEE MEMBERS AS AT 31ST MARCH 2022

Name	Representing
Akin Adeniran	Independent
Ketan Amin	AIMp
Robert Bradshaw	Independent
Navjot Chohan	CCA
Joanne Collins	CCA
Ian Dunphy	Independent
Andrew Jones	CCA
Sonam Kotecha	CCA
Shelton Magunje	CCA
Corrin McParland	AIMp
Vikash Patel	Independent
Olivier Picard	Independent
Barrie Prentice	CCA

2022 THAMES VALLEY PHARMACY PHARMACY HERO AWARDS

We had a great response to this year's Pharmacy Hero Awards which is testament to the fantastic work of all our pharmacies. Congratulations go to Yasin Jussab and the team at Topside Pharmacy, and Ashok Kumar and the team at Keycircle Pharmacy, who are the respective Oxfordshire and Berkshire winners. Both pharmacies received glowing commendations from patients and primary care colleagues alike, and each received a trophy and £200 prize. Congratulations go to all our Pharmacy Hero Award Nominees, along with a big thank you to them and all our Thames Valley pharmacies for all your hard work.



Asda, Lower Earley



Bretts Pharmacy



Chipping Norton Pharmacy



Cookham Pharmacy



Day Lewis, Sonning Common



Keycircle Pharmacy



Kidlington Pharmacy



Rowlands, Manzil Way



Superdrug, Cowley



Topside Pharmacy



Wessex Pharmacy



Woodstock Road Chemist

INDEPENDENT CHARTERED ACCOUNTANTS' REVIEW REPORT TO THE COMMITTEE MEMBERS OF THAMES VALLEY LPC

We have reviewed the committee's financial statements for the year ended 31st March 2022, which comprise the income and expenditure account and balance sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Committee Members' Responsibility for the Financial Statements

As explained more fully in the Responsibilities Statement set out on page 3 of Appendix 1, the committee members are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Accountants' Responsibility

Our responsibility is to express a conclusion on the financial statements. We conducted our review in accordance with International Standard on Review Engagements (ISRE) 2400 (Revised) *Engagements to review historical financial statements* and ICAEW Technical Release TECH 09/13AAF (Revised) *Assurance review engagements on historical financial statements*. ISRE 2400 (Revised) requires us to conclude whether anything has come to our attention that causes us to believe that the financial statements, taken as a whole, are not prepared, in all material respects, in accordance with United Kingdom Generally Accepted Accounting Practice. ISRE 2400 (Revised) also requires us to comply with the ICAEW Code of Ethics.

Scope of the Assurance Review

A review of financial statements in accordance with ISRE 2400 (Revised) is a limited assurance engagement. We have performed additional procedures to those required under a compilation engagement. These primarily consist of making enquiries of management and others within the entity, as appropriate, applying analytical procedures and evaluating the evidence obtained. The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with International Standards on Auditing (UK). Accordingly, we do not express an audit opinion on these financial statements.

Conclusion

Based on our review, nothing has come to our attention that causes us to believe that the financial statements have not been prepared:

- so as to give a true and fair view of the state of the committee's affairs as at 31st March 2022, and of its surplus for the year then ended;
- in accordance with United Kingdom Generally Accepted Accounting Practice; and

Use of our report

This report is made solely to the Committee's members, as a body, in accordance with the terms of our engagement letter dated 20th September 2022. Our review has been undertaken so that we may state to the committee's members those matters we have agreed to state to them in a reviewer's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Committee and the Committee's members as a body for our work, for this report or the conclusions we have formed.

DR Hicks
Chartered Accountants
107 Penn Hill Road
Bath BA1 3RU

18th October 2022