



# ANNUAL REPORT 2020-21

## Pharmacy Thames Valley

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# TABLE OF CONTENTS

	Page No.
Chairman's Report	3
Chief Officer's Report	5
Pharmacy Services Report	7
Treasurer's Report	10
Accountant Certification Report	11
LPC Members' Attendance Report	13
LPC Members as of 31 <sup>st</sup> March 2021	14
Financial Statements	Appendix 1



## CHAIRMAN'S REPORT

As I entered my fifth year as LPC Chairman in March 2020, I would never have guessed what a challenging year we were about to have. As superintendent of a small family-owned pharmacy chain, I can honestly say it has never been so tough in our industry, just to survive financially whilst trying to offer the best possible healthcare to our patients. This year being part of the LPC has been even more important than ever, and I know that many contractors have depended on our leadership to get through these “interesting” times!

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 hard work.

The committee is always interested in the views of contractors, and we have been reviewing how we gather those views and communicate with you. We hope that you all read our weekly digests, visit our website and use our Signal group. We actively encourage you to get in touch with any queries or suggestions you may have.

During 2020 we as a committee changed the way we meet and, like everyone else, have embraced new ways of working through Zoom and all the challenges that brings. We have also contributed to the Wright Review of the PSNC/LPC structure in England and the progress has been shared with you all. Please take time to engage with the process - we will be asked to vote on their recommendations in late 2021.

This year I have continued to build links with local NHS Commissioners, Public Health, CCG and Secondary Care teams through the Thames Valley Medicines Optimisation collaborative work that started in 2020 and is continuing now.

The highlight of the year for me were our LPC Pharmacy Awards - we had some amazing feedback about the incredible work our contractors deliver to their patients on a daily basis. Well done to the winners and all our nominees, and I look forward to sending out our 2022 Award nomination forms.

Wishing you all the best, and again noting my thanks for the amazing things you have all done as Community Pharmacy in Thames Valley. 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.

Best regards  
Robert Bradshaw  
Chairman



## CHIEF OFFICER'S REPORT

As I complete my first full year of service as Chief Officer of the LPC, I would like to start by recognising the incredible efforts of all of our contractors in Berkshire and Oxfordshire this year, and to record my thanks to you all for the sheer 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 during the course of the year. In particular I would like to thank our Chair, Robert Bradshaw, who, as well as running 3 pharmacies, has found time to keep a watchful eye on 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, and looking after all the administration for the LPC.

The committee met on 6 occasions throughout the year, all virtually, with input from our Regional PSNC Representative Gary Warner at a few of our meetings.

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:

A new Palliative Care contract agreed across all 3 CCGs.

Free COVID signage made available to all contractors within the first 2 weeks of the pandemic.

Coordinating Volunteer Groups so they could assist with queue management and deliveries in our pharmacies.

Appearances by several LPC Committee members and I on local TV and radio, promoting the great dedication and hard work in local pharmacy and raising awareness of the financial pressures pharmacies are under.

A radio campaign encouraging the local community to support their local Pharmacy.

Several contractor webinars covering many topics including DMS, GP CPCS, PCNs etc.

Securing funding for Health Champion training from HEE to upskill pharmacy teams in advising patients on improving their overall health.

Working with many Local Authorities, CCGs, and the NHS team to ensure that we were well placed to have the best ever flu campaign. This was backed with a media blitz in press and on radio encouraging all those who were eligible to go to a local pharmacy for their vaccination. We managed to vaccinate 50% more patients by the end of March 2021.

Engaging with all our local MPs and encouraging them to write to the Government asking for more funding for community pharmacy. The Rt Hon Theresa May MP for Maidenhead visited Cookham pharmacy to help understand our challenges.

Finally, in recognition of the fantastic work of our community pharmacy teams, the LPC held our first ever awards, asking the general public for their nominations. With the help of the CCGs, Nadia and the team in Roundway Pharmacy Headington, and Neelm and the team in Cookham Pharmacy were crowned the worthy winners and received their trophies in March 2021. Congratulations to them and all our incredible nominees.

2021/22 will be different for all of us, offering a host of new challenges and opportunities. Many pharmacies are financially stretched and are worried about what the future will bring. The way we work with other healthcare providers is changing with the introduction of GP referrals, Discharge Medicines Services from the local trusts, and potentially some new ways of services being commissioned by the Integrated Care Systems. The LPC continues to fight hard for the right of community pharmacy to assist the NHS/CCGs in delivering even more services, and we will keep you posted in the usual way.

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](http://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

What a year it has been! In April 2020, the UK was in a national lockdown due to Covid. When businesses closed their doors, pharmacies remained open serving their patients in a new Covid-secure way. Everyone in pharmacies worked extremely hard to find stock and PPE whilst trying to deal with additional patient prescriptions and queries.

During April and May, there was a concern from the CCGs that pharmacies may stop providing Medicines Compliance Aids (MCA) due to workload and that this would have a detrimental effect on patients. Working groups were set up in 2 of the 3 CCGs to review the MCA process so that those that required an MCA via the Equality Act 2010 always received one. The project groups were to look at how MCAs could be reduced in pharmacies that were still offering them to patients that did not qualify under the Equality Act. The LPC published their MCA statement during the year giving the CCG our position and providing direction to pharmacy contractors across the LPC.

The past year has seen our relationship with Healthwatch improve significantly and we have become their first port of call when pharmacy support is required.

### Flu

The flu season was another example of pharmacies stepping up to the challenge and delivering a fantastic flu vaccination season. Most pharmacies ran out of stock by the end of October, and we were then able to access the government stock for the 50 - 65-year-old patients from December 2020. The LPC worked closely with the 3 CCGs to support the flu vaccination program and ensure that pharmacies were included in all discussions and supported where needed. David Dean (Chief Officer) was on regular radio programs promoting the flu vaccination programme in pharmacies. See the table below for the NHS flu figures below by CCG:

<b>NHS Flu Vaccinations 2020/21 verses 2019/2020</b>			
<b>CCG</b>	<b>2020/2021</b>	<b>2019/2020</b>	<b>% Increase</b>
West Berkshire	23,082	12,670	82.18%
Oxfordshire	21,439	13,123	63.37%
East Berkshire	16,778	8,779	91.12%
<b>Total</b>	<b>61,299</b>	<b>34,572</b>	<b>77.31%</b>

### GP CPCS

In November 2020, GP CPCS started nationally and we were told that it would be a 'soft launch'. Little did we know that we would have to wait until May 2021 before a PCN started the service. At the time of writing (end of July), it is disappointing to see that most of the pharmacies across the LPC are yet to receive a referral and this is not due to a lack of engagement and promotion by the LPC.

We had only one pharmacy providing the Covid vaccination program in this financial year, however, two of the 3 CCGs did eventually see the value of pharmacies providing the vaccination service and these pharmacies started vaccinating in the 2021/22 year.

### **DMS**

DMS is another service that has started extremely slowly with only Royal Berkshire Hospital starting the service via NHSmail. There were no DMS referrals from the other two trusts within Thames Valley.

### **Community Pharmacist PCN Leads**

During the year, most of the PCN Community Pharmacy Leads have grown into their new roles and we are starting to see better communication across many of the PCNs. As we come out of lockdown, I hope to see greater collaboration between the PCN Clinical Directors and community pharmacies. The 2020/21 PQS was completed successfully with great support from the PCN community pharmacy leads, the first step along the way of support their colleagues within the PCN. We have lost about 20% of our PCN leads mainly due to changing companies or moving to a more clinical role within the PCN or surgeries.

### **Services**

For the majority of 2020\2021, there were no new services due to funding constraints. However, there are a few services that are up for renewal in the 2021/22 year, so the LPC will endeavour to get better value for the contractors when negotiations start.

#### **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 Berks only)

#### **Oxfordshire**

- Sexual Health (including Chlamydia treatment in some areas)
- Urinary Tract Infection (UTI)
- Supervised consumption
- Needle exchange
- Palliative Care Drugs (CCG)
- Stop Smoking. A new provider, ICE Concepts was successful in taking over the contract from April 2021. The service is aimed at the 10 wards with the highest prevalence of smoking across Oxfordshire.
- Minor Ailments Service (CCG- 5 pharmacies in Banbury and 11 pharmacies in Oxford.

Whilst 2020/21 was a very challenging year, there are indications that community pharmacy is being seen in a more positive light by patients, primary care and commissioners. Hopefully, this positivity can translate into greater collaboration and services going forward.

Kevin Barnes  
Contractor Support Officer



## TREASURER'S REPORT

The LPC continues to have a healthy balance at the end of the 2020/21 year. Income has remained the same (£214,505) compared to 2019/20 as there has been no alteration to the contractor levy and there has been no other income generated.

The impact of the COVID pandemic has meant that travel expenses, venue hire and catering costs have come down but there has been increased costs in supporting remote working and the creation of PCNs. These costs (and lack of) were unforeseen but will be taken into account in future budgets. Employing a Contractor Support Officer (Kevin Barnes) has had the main impact on the LPC employment expenses in the year 2020/21 compared to 2019/20 when the position had been partially covered by the Engagement Officer (Amanda Dean) and is the main reason for the deficit incurred.

There has been some difficulty reconciling the 2020/21 accounts with the 2019/20 accounts due to the updating of the categories where costs were incurred. The salary sections of the 2019/20 end of year report were categorised into net pay and tax, with national insurance shown separately. These costs have been categorised together in the 2020/21 accounts, allowing for clearer allocation of funds going forward.

With uncertainty around how the pandemic will develop, and new services that are being rolled out, it is difficult to predict how the LPC finances will be this time next year, but I am confident in the 2021/22 budget with all known variables taken into account at this time.

Ian Dunphy  
Treasurer



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

We have reviewed the committee's financial statements for the year ended 31<sup>st</sup> March 2021, which comprise the Statement of Committee Members' Responsibilities, Income and Expenditure Account, 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 on page 3, 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 ACCA - IFAC *Guide to review engagements*. 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 ACCA 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 31<sup>st</sup> March 2021, and of its loss for the year then ended;
- in accordance with United Kingdom Generally Accepted Accounting Practice

**Use of our report**

This report is made solely to the Committee's members of Thame Valley LPC. 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.

Emily Kilshaw

E Kounting Limited  
Chartered Certified Accountants

Clare Cottage, Dog Lane  
Fenny Compton  
Warwickshire  
CV47 2YD

28<sup>th</sup> July 2021

**LPC MEMBERSHIP AND ATTENDANCE RECORD AT FULL COMMITTEE MEETINGS**  
**APRIL 2020 - MARCH 2021**  
**(Maximum attendance = 6)**

**Officers**

Chairman	Robert Bradshaw	5
Vice Chairman	Akin Adeniran	6
Treasurer	Ian Dunphy	6
Chief Officer	David Dean	6
Engagement Officer	Amanda Dean	6
Contractor Support Officer	Kevin Barnes	6

**Members**

AIMp	Ketan Amin	6
AIMp	Corrin McParland	6
CCA	Rohini Aerry	4 (out of 5)
CCA	Aron Berry	2 (out of 2)
CCA	Navjot Chohan	5
CCA	Shelton Magunje	5
CCA	Barrie Prentice	6
CCA	Andrew Jones	5
Independent Contractor	Vikash Patel	3 (out of 3)
Independent Contractor	Olivier Picard	5

**Members who left during the year**

CCA	Raj Bhamra	5 (out of 5)
CCA	Dipesh Parmar	2 (out of 3)

COMMITTEE MEMBERS AS AT 31<sup>ST</sup> MARCH 2021

Name	Representing
Akin Adeniran	Independent
Rohini Aerry	CCA
Ketan Amin	AIMp
Aron Berry	CCA
Robert Bradshaw	Independent
Navjot Chohan	CCA
Ian Dunphy	Independent
Andrew Jones	CCA
Shelton Magunje	CCA
Corrin McParland	AIMp
Vikash Patel	Independent
Olivier Picard	Independent
Barrie Prentice	CCA