



Leicestershire and Rutland LPC Annual Report 2014-15



Welcome Message from the Chief Officer

Dear Contractors,

Leicestershire and Rutland LPC have undergone significant changes in terms of membership, structures and ways of working over the last couple of years. We have a newly elected committee board and I have recently been appointed as the new Chief Officer of the LPC since April 2015.

These changes have brought significant challenges to both the LPC members and the organization. In May 2015, LPC has invested significant effort to re-structure the organization and Way's of Working to ensure that we add value to our contractors, improve responsiveness and support them going forward to achieve better outcomes. The changing landscape of the NHS and Public Health has also been taken into account in redefining our Mission, Aims and Values to ensure that we incorporate the strategic priorities and NHS local needs to define our work in the coming years.

Our new committee members are engaged, forward thinking and motivated to support the LPC and our contractors achieve the best outcomes for our patients. Since April, the LPC have made significant progress in stakeholder engagement with key organisations in the local NHS to raise the profile of Community Pharmacy to ensure we are represented, consulted and integrated into the local NHS services. I would like to take this opportunity to thank our LPC committee and contractors for their input, support and engagement since I have started this new role.

With the NHS five year forward view and the NHS facing a 20 billion deficit, Pharmacy has an opportunity to extend its role and leverage existing skills and competencies further to support GP workload and also to work across Multidisciplinary teams.

In order for LLR to capitalize on this opportunity, it is vital that all members of our profession act with a unified and collaborative purpose to ensure we support each other and also gain credibility and recognition for delivery of services within the region. The improvement and quality of NMS and MUR delivery is a key factor to enable you to gain more services income in an economically challenging environment and also to allow us to commission more services. The average MUR numbers across LLR is 200 and therefore we have potential income of 1.27 million of untapped income and this excludes NMS. I urge you all to capitalize on existing services to allow us to represent you with a stronger voice. Building strong working relationships locally with your GP's will also support the likelihood of future services being commissioned.

We are working closely with CCG's to develop and commission services for community pharmacy, exploring cross collaborative working opportunities with GPs' and partner organisations to showcase our role, contribution and potential to improve patient outcomes in the local NHS. This includes regular attendance to forums of significance such as the Leicestershire Medicines Strategy Group, Medicines Optimisation and IT/EPs board to ensure

we represent the profession and provide strategies and insights to our key stakeholders to integrate Community Pharmacy and open opportunities for new services to be commissioned.

The LPC committee has now re-organised its structure to leverage the expertise and skills of our members through the development of Sub-committee's within the LPC. These are aligned with our key strategic priorities which have emerged as ; Service Development/Implementation, Governance and Finance, PR and Communications, Contracts and Review Committee ensuring different members have the opportunity to contribute and raise awareness of key issues to strengthen our representation for contractors locally and build closer cross collaborative partnerships with all key stakeholders.

Thanks for reading,

Luvjit Kandula

Chief Officer Leicestershire and Rutland LPC

Chair's Report

Dear Contractors,

Leicester, Leicestershire and Rutland LPC has undergone a major changes in the past 12 months in terms of its serving committee members, Executive Officers and Chief Officers.

In April 2015, we had the new committee was elected. . I would like to urge you to get to know the LPC officers that are here to represent you and serve you. Two long standing members are not part of the current committee. However, on behalf of the entire committee I would like to thank both Mr Rajni Hindocha and Mr Prakash Dattani for their contribution to the committee and the contractors for all the years they have served on the committee

I would also like to thank Rosemary Plum and David Wood for their contribution as Chief Officers in the past 12 months. I am pleased to announce that the committee appointed a new Chief Officer in April 2015, Luvjit Kandula, who I am sure you are all aware of, having received numerous correspondence from her. I would also like to thank Judith Lacey and Liz Harris for providing the LPC with administrator support during the past 12 months. Sadly due to family commitments Liz Harris is no longer providing administrator support and we are currently looking to recruit an administrator on a part time basis.

Neena Lakhani was the Chair from April 2014 till September 2014. However, due to work commitments stepped down as Chair in September. I stepped in as acting Chair and was elected as Chair by the committee in December 2014. The committee would like to thank neena for her contribution during this period.

The new committee had a Vision and Strategy day in May 2015 whereby it defined its mission statement and developed its business plan in line with the key National and Local health priorities. The LPC has continued to develop relationships with key stakeholders during these transitions and I am pleased to say we have good engagement with all 3 CCGs, the Area Team, Public Health and the LPN. This will be demonstrated by the milestones achieved in the past 12 months.

The LPC submitted a bid to the Winter Pressures funding and was successful for securing the Emergency Repeat Prescription Supply service over the Xmas period across LLR. The turn round time to implement this was extremely tight and we managed to do it to demonstrate good working relationship. This service was commissioned again over the Easter Bank Holiday period across LLR.

We have worked collaboratively with West Leicester CCG and Pharmacy First and Emergency Repeat Medicine services were commissioned by West Leicester CCG. We have engaged the CCG with the benefits of collaborative working with community pharmacists and as a result West Leicester CCG are keen to invite 10 pharmacists to receive the same training as their GPs and practice staff with regards to Asthma and COPD. Expressions of interest were invited from all West Leicestershire community pharmacists.

The LPC is currently working with City CCG to revise the commissioned Minor Ailments service.

The LPC is currently working with East Leicester CCG to develop and commission a Minor Ailments service in East Leicester.

The LPC has been invited to talk to GPS and practice staff at protected learning events to talk about EPS and community pharmacy. The LPC has arranged visits to community pharmacies to demonstrate how EPS works in community pharmacy to ensure collaborative working and building working relationships.

The LPC has a good relationship with GEM CSU and as a result of this GEM has put more measures in place to ensure pharmacy feedback is included when a practice goes EPS live. A training event for all contractors on EPS was jointly funded by all 3 CCGs and the LPC earlier in the year.

The LPC was involved with the revision of the EHC PGD and are in constant talk with Public Health commissioners to ensure community pharmacy issues are discussed and brought to their attention. We are currently working with County Public Health to develop an electronic client record consultation for EHC.

The LPC has updated the website and it is a work stream that is still under progress. Please visit the website and give us your feedback.

We launched our newsletter in June 2015 and I hope you found it informative. We are very keen to showcase the great work you are all doing out there so please send in your stories of great work to us as we plan to run a feature 'Pharmacy in spotlight' every newsletter and celebrate your successes. As an LPC we want the communication between our contractors and us to be a two way process. Please feedback your thoughts, concerns or issues to any committee member and we will do our utmost to support you.

These are just some of the key highlights of the past 12 months. There are many other work streams that are works in progress and hopefully we will be able to update you on those soon. Finally I would like to reassure you that as a committee we are committed to continue working hard to represent the profession, to ensure we are consulted, recognized and integrated into Primary Care as part of the Multidisciplinary Working teams. We appreciate your support in order for us to do so effectively.

Thanks for reading,

Sejal Gohil

Chair, Leicestershire and Rutland LPC

1.1 Introduction

1.2 Leicestershire and Rutland Local Pharmaceutical Committee represent 227 Community Pharmacies across Leicestershire and Rutland. **A copy of our current LPC constitution can be found here: [LPC Constitution Leicestershire and Rutland LPC](#)**

Leicestershire and Rutland LPC will innovate, inspire and support Community Pharmacy teams. As the representative body of Community Pharmacy, we reinforce the importance and value provided by our profession. We represent contractors in local and national consultations to NHS England, Health and Wellbeing Boards and PSNC; We support, provide resources and guidance to our pharmacy contractors; support local enhanced and commissioned services promoting our local pharmacies enabling us to deliver quality healthcare and improved outcomes to our patients.

The committee is made up of 13 members; 8 independent contractors and 5 nominated by the Company Chemists Association.

The committee also employs 2 members of staff, the Chief Officer and the administrator who are based at Leicestershire and Rutland LPC Office, 54 Brandon Street, Leicester LE4 6AW

1.2 Mission Values and Goals



1.2.1. Vision

Advancing Community Pharmacy through Innovation, representation and Leadership.

1.2.2. Mission

Engage, empower and inspire patients, contracts and commissioners and integrate Community Pharmacy into the wider healthcare team.

1.2.3. Values

The LPC values are based on the Nolan Principles of conduct Underpinning Public Life.

Selflessness

Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other materials benefits for themselves, their family, or other friends.

Integrity

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

Objectivity

In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

Accountability

Holders of public office are accountable for their decisions and actions to the public and must submit to whatever scrutiny is appropriate to their office.

Openness

Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

Honesty

Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

Leadership

Holders of public office should promote and support these principles by leadership and example.

Goals

Operational Efficiency – to improve responsiveness and effectiveness of the Committee

- Governance
- Organisational Development and Efficiency
- Ways of Working
- Contracts, Regulatory and administrative

Service Development and Implementation – to improve uptake, quality and identify new services for commissioning

- Improved Quality and Delivery of Advanced Services
- Improved Quality and Delivery of existing Enhanced Services
- Scoping and Development and Implementation of new commissioned services
- Training & Education plan – L & D Strategy

Stakeholder Engagement – to ensure integration of community pharmacy into the local NHS – building effective cross collaborative working partnerships with Key stakeholders

- CCG engagement across LLR
- PH Engagement City and County
- NHSE engagement
- Health and Social Care (HWB and Better Care Fund)
- Other Health Care providers (Substance Misuse, Sexual Health)
- Patients and Public
- Health and Social Care integration (Better Care Together)
- HCP's (such as GP locality leads, Federations and the LMC, dentists and optometry)

Empower and Inspire Contractors – to share information , updates and best practice to provide opportunities to raise the profile of the community pharmacy in LLR and ensure contractors views are taken into consideration

- Communication Engagement and Liaison Strategy
- Represent and support contractors – newsletter, emails and website
- Raise profile of Community Pharmacy in local and national context
- Events – informal curry night for contractors and use of data collection tools
- Development of Education Events
 - ~ Share Best Practice
 - ~ Local Meetings
 - ~ Stakeholder engagement

Business Plan 2015-16 and LPC Accountabilities

Work Strand	Activity	Objective/ Target / Desired Outcome including initial target end date	Activity Lead(s)
			Refer to the next page for Committee Members names and contact details.
Achieve Operational Efficiency	Organisational Development and Efficiency	Develop Strategy, Goals and Operating Plan to ensure effective organisation and ensure clear alignment to drive LPC agenda	CO and LPC
	Ways of Working	Ensure clear procedures , protocols and accountabilities to ensure effectiveness of the committee to develop maximum value to contractors	CO and LPC
	Corporate governance, Policy and regulations	Ensure compliance to the LPC constitution corporate governance in policy, procedures, ways of working agreement and Contract responses	CO and Governance Subcommittee (RV,SA,AT,SK) CO and Contracts Subcommittee (JL,PM,SH)
	Review appraisal process 1 - employees (review) 2 - LPC - SG & LK) 3. Chair and Treasurer	1 - Ensure employees are effective in the work and get feedback on their performance 2 - Ensure members are effective in their representation of contractors interests	1. Employees : Review Subcommittee (JL, VH, SH) 2. LPC Members - Chair and CO 3. LPC Member feedback
Building Collaborative Working Relationships	NHSE	Maintain relationships with key stakeholders	CO and LPC
	CCGs	Ensure LPC is represented to influence the local NHS Agenda and integrate community pharmacy and commission new services for : West Leicestershire CCG, East Leicestershire CCG and Leicester City CCG	CO/Chair/Vice Chair/SK
	LMC GP, Locality Leads and GP Federation LDC LOC	Ensure the LPC is informed and represented with local medical, dental and optical stakeholders to build cross collaborative working relationships.	CO/Chair /Vice Chair/SK
	Local Authorities 1 - County HWB 2 - City HWB	Ensure the LPC is informed and represented with local authorities and HWBs	CO/Chair
	Local Professional Network (LPN)	Ensure LPC is a stakeholder in the LPN and influences direction and agenda of the group	CO/SK/NL (LPN Representative)
	Other Healthcare providers	Ensure the LPC is informed and represented with other healthcare providers such as sexual health and Substance Misuse	CO/Chair/SK/SA
	Pharma Industry	To gain funding and support for new services and education funding for contractors	CO/Chair

	MPs and Councillors	Ensure the LPC is politically aware and influencing local politicians	CO/Chair
	Media	Demonstrate the value of the profession to the public to organise one annual event to promote pharmacy	Comms and PR committee (AV, PM,SRJ,MI)

Service Development and Implementation	Improved Quality and Delivery of Advanced Services	Improve clinical competency and quality of NMS and MUR delivery	CO/Chair and Services Development Committee (SK,NL,MI,SA)
	Improved Quality and Delivery of Existing Enhanced Services	Ensure contractors are protected from adverse actions by CCGs, GPs and other Support contractors in defending new contract applications	CO/Chair and Services Development Committee (SK,NL,SA,MI)
	Scoping , Development and Implementation of new commissioned Services	develop and pursue new opportunities as they arise for lpc agreement and develop existing agreed LPC services	CO/Chair and Services Development Committee (SK,NL,SA,MI)
	Training and Education to support upskilling of Contractors to deliver quality clinical services and Improve uptake	Enable delivery of services by contractors Protect existing services for contractors and therefore protect contractors bottom line	CO/Chair and Services Development Committee (SK,NL,SA,MI)

Empower and Inspire Contractors	Events to add value to contractors and improve engagement	Events to be held informal/ formal every quarter	Comms and PR Committee (AV,SRJ,PM,MI)
	Communications and Media to raise profile and ensure two way communication	Ongoing email website and newsletters to keep contractors informed and share success and best practice across LLR	Comms and PR Committee
	Service development	Identify new opportunities for service income for contractors Support developments that increase contractors bottom line both commissioned and private	CO/LPC members

Committee Members

Leicestershire and Rutland LPC members possess extensive experience as a collective in different fields bringing a unique contribution of skillset and expertise to progress LPC workstreams and achieve positive outcomes for our contractors.

Member Name	Position	Contact Details
Luvjit Kandula	Chief Officer	Chief.officer@leics-lpc.co.uk
Sejal Gohil	Chair - CCA	sejal.gohil@cppe.ac.uk
Adam Thomas	Treasurer – AimP	a.thomas@morningside.co.uk
Shezad Alimahomed	Vice Chair – CCA	shezad.alimahomed@boots.co.uk
Satyan Kotecha	Independent	satyan@pharmacymail.co.uk
Altaf Vaiya	Independent	altafvaiya@Hotmail.com
Raj Vaitha	Independent	medicinechemist@hotmail.co.uk
Neena Lakhani	Independent	neena@leics-lpc.co.uk
Jane Lumb	Independent	janelumb@masonschemists.co.uk
Raj Vaitha	Independent	medicinechemist@hotmail.co.uk
Mohammed Ibrahim	Independent	mibrahim@rxadvisor.co.uk
Phil Maslin	CCA	phil.maslin@lloydspharmacy.co.uk
Veronica Horne	CCA	veronica.horne@boots.co.uk
Syma Raza-Jones	CCA	lp7410@lloydspharmacy.co.uk

Subcommittee Membership

The Vision and Strategy day has led to the collective LPC setting up subcommittee structures to undertake key workstreams, actions and provide strategic input to the goals we have agreed.

The committee has been structured into subcommittees to support, direct, and implement the LPC strategy and provide a mechanism in which the committee can ensure full participation and engagement into key workstreams.

The subcommittee functions and members are listed below. There are Terms of Reference each subcommittee group.

The subcommittees will work closely with the Chief Officer to ensure oversight to provide input and take agreed actions to support agreed workstreams.

The subcommittee is responsible and accountable for providing a monthly update and report to the LPC committee to report progress and actions taken.

Subcommittee Group	Members
Executive Committee	CO (LK), Chair (SG), Vice Chair (SA) , Treasurer (AT), Neena Lakhani
Contracts Committee	CO (LK), Jane Lumb, Phil Maslin, Sue Hind
Governance and Finance Committee	CO (LK) Vice Chair (SA) Raj Vaitha, Satyan Kotecha, Treasurer (AT)
Services Development and Implementation	CO (LK), Chair (SG) Neena Lakhani, Mohammed Ibrahim, Satyan Kotecha, Vice Chair (SA)
PR and Communications Committee	CO(LK), Altaf Vaiya (AV), Syma Raza-Jones (SRG) , Phil Maslin (PM), Mohammed Ibrahim (MI)
Review Committee	Veronica Horne (VH), Jane Lumb (JL) Sue Hind (SH)

Website and Communications

The website for the LPC can be found at

<http://psnc.org.uk/leicestershire-and-rutland-lpc/>

The newsletter, service updates and supporting information including PH, CCG services information, useful resources and google calendar of events and newsletters are now available for your use.

Our primary communications will be to provide email notification and your responses and feedback to any requests would be greatly appreciated to allow us to gather information and organize events on your behalf. The responsiveness of our contractors will subsequently define how well we can negotiate on your behalf for new services and opportunities.

We have recently launched a Survey monkey for contractors to understand your preferences and requirements. Please send us any feedback and information about the great work you are doing so we can share best practice and feature you (if you wish) in our newsletter.

During the last 3 months ; The website will be updated with key information about services, FAQ's, national and local news.

Key Features include

1. Updated Google calendar of events including CPPE events :
<http://psnc.org.uk/leicestershire-and-rutland-lpc/calendar-of-events-2/>
2. Newsletter :
<http://psnc.org.uk/leicestershire-and-rutland-lpc/newsletters-2015/>
3. EPS events September 2015 – March 2016 (for all staff – each PMR system will be given a training session to help improve EPS 2 usage and maximize claims , and avoid pitfalls
<http://psnc.org.uk/leicestershire-and-rutland-lpc/eps-training-dates/>
4. Follow us on twitter ! for national news and local updates
<https://twitter.com/?lang=en-gb>
5. Public Health Campaigns 2015-16
<http://psnc.org.uk/leicestershire-and-rutland-lpc/public-health-campaigns-2015-2016/>
6. Flu Vaccination Service 2015
<http://psnc.org.uk/leicestershire-and-rutland-lpc/our-news/flu-vaccination-service-2015-16/>

Please do look out for communications and emails

7. Other Pharmacy Resources

<http://psnc.org.uk/leicestershire-and-rutland-lpc/community-pharmacy-practice-resources/>

8. Future of Community Pharmacy Resources

<http://psnc.org.uk/leicestershire-and-rutland-lpc/future-role-of-community-pharmacy/>

9. Services LLR (see services tab on home page)

<http://psnc.org.uk/leicestershire-and-rutland-lpc/>

Treasurers Report

Treasurer's report Leicestershire and Rutland LPC 2015/2016. Treasurer - Adam Thomas

Accompanying Notes to the audited accounts 2014/2015

Members of the committee are required to attend the LPC meetings regularly as well as attend meetings on behalf of the LPC and contractors. Operating under Nolan Principles, the LPC consider that members carrying out duties on behalf of pharmacy contractors should not be out of pocket. The LPC operates within a robust Accountability and Governance Framework that is regularly monitored. All members abide by our expenses policy which is routinely reviewed and updated by the LPCs finance and governance committee.

The total LPC administrative and contractor support costs for the year under review totalled £178,849 - an increase of £12,322 over the previous financial year.

The increase was largely due to expensive recruitment costs in interviewing and advertising for a new Chief Officer, new website design, IT and communication costs along with increased Locum costs.

£1,518 was allocated to Travel expenses allowing key members of the LPC to attend vital meetings in the aim of both supporting contractors and building a stronger network with other allied health professionals and commissioning bodies.

Levies paid by the LPC to the PSNC totalled £88,600 - this was £2,038 more than for the previous year and is an anticipated and budgeted expenditure beyond the control of the LPC.

Income derived from levies paid by contractors to the LPC was £182,600. With an additional £9,525 donated by Pfizer withheld in a separate bank account for the specific training of contractors to be allocated over the next financial year.

The cost of running the Leicestershire and Rutland LPC was £90,249. It excludes the cost of the levy paid to PSNC (£88,600). The balance in the bank as at 31 March 2014 was £268,320.

Due to the LPC being in a state of flux for most of last year and a Chief Officer and treasurer's roles being vacant for several months, the accounts have had to be retrospectively reconciled and audited by myself as the new Treasurer. I have not been able to completely reconcile the expenditure in terms of exact allocation in all cases but all monies are accounted for.

My thanks go to the newly appointed Chief Officer, Officers and committee members for their ongoing support and governance of the finances of the LPC. I am always happy to answer any financial queries from contractors at any time and a full set of accounts can be viewed on request.

Adam Thomas

Leicestershire and Rutland LPC Treasurer, Adam Thomas

Accounts 2015

LEICESTERSHIRE & RUTLAND LOCAL PHARMACEUTICAL COMMITTEE

RECEIPTS AND PAYMENTS ACCOUNT

FOR THE YEAR ENDED 31ST MARCH 2015

	Notes	2015		Restated 2014	
		£	£	£	£
RECEIPTS					
Statutory Levy		180,000		180,000	
Bank Interest (net)		57		-	
Other Income		<u>2,404</u>		<u>2,100</u>	
			182,461		182,100
SPECIAL RECEIPT ADJUSTMENT					
M.U.R Training Fund	1				9,518
PAYMENTS					
Pharmaceutical & Secretarial Expenses		37,978		40,408	
Locum Expenses		22,390		19,168	
LPC Expenses		3,619		9,499	
PSNC Levy		88,600		86,562	
Venue Expenses		8,973		5,916	
Training Expenses		815		948	
Travel Expenses		1,518		1,130	
Wages & NIC		8,634		-	
Advertising & Stationary Expenses		2,687		-	
IT & Computer Costs		828		-	
Mobile Phone Costs		218		-	
Accountancy Services		480		480	
Payroll fees		120		-	
Legal & Professional Fees		729		-	
Miscellaneous Costs		1,210		2,415	
Bank Charges		<u>50</u>		<u>-</u>	
			178,849		166,527
NET RECEIPTS FOR THE YEAR					
			3,613		25,091
Bank balances at 31st March 2014			82,292		57,200
Bank balances at 31st March 2015			<u>85,904</u>		<u>82,292</u>

STATEMENT OF ASSETS AT 31ST MARCH 2015	2015		Restated 2014	
	£	£	£	£
Barclays Bank Current Account		76,859		73,254
Lloyds TSB Current Account (M.U.R Training)		9,525		9,518
Less Creditors:				
Sharman Fielding Accountants	<u>480</u>		<u>480</u>	
		(480)		(480)
		<u>85,904</u>		<u>82,292</u>



Adam Thomas
Treasurer

NOTES TO THE ACCOUNTS

1 Special Receipt Adjustment

This relates to funding received for M.U.R training which has previously not been included. This has now been included by restating the accounts for year ended 31st March 2014 as a prior year adjustment.

