



# **Annual Report**

**March 2014**

**to**

**March 2015**

## Introduction

2014/15 has been a year of major change for the LPC, as shown with the departure of long standing Chief Officer, Hazel Marsden, and the appointment of a new Chief Executive Officer (CEO), Jack Davies. The committee also welcomed new members that were elected to post. The appointment of the CEO has heralded much change and the major ones have been detailed in the following report.

## Committee Member

Members	Role	Body Representing	Area
Tamzin Burn	Committee Member	CCA	Scarborough
Derek Clarke	Committee Member	CCA	Ripon
Liz Colling	Chair	CCA	Scarborough
Warren Cunningham	Committee Member	CCA	Thirsk
Shaun Davies	Committee Member	CCA	Harrogate
Ian Dean	Vice Chair/Treasurer	IC	York
Lorraine Gell	Committee Member	CCA	Selby
Elliot Goran	Committee Member	IC	York
Tom Hajdas	Committee Member	IC	Scarborough
Richard Harrison	Committee Member	IC	York
Samina Khan	Committee Member	IC	Pateley Bridge
Annette Mauder	Committee Member	CCA	York
Bhavin Morjaria*	Committee Member	IC	Harrogate
Gill Treharne	Committee Member	IC	Boroughbridge
Adnan Yousaf	Committee Member	CCA	York

Code CCA = Company Chemist Association representative  
IC = Independent Contractor representative

\*Resigned as of May 2015, opening up a new committee member vacancy for an independent contractor.

## Meetings for the year 2014/15

July 17th, 2014 (afternoon meeting and evening AGM)

September 18th 2014 (all day meeting)

November 20th 2014 (all day meeting)

January 22<sup>nd</sup> 2015 (all day meeting)

March 19th 2015 (all day meeting)

May 21<sup>st</sup> 2015 (afternoon meeting and evening EGM)

## Committee Members' Attendance

The average attendance was 12.3.

Please see appendix 1 for individual attendance details.

## CPNY Membership

Membership Type	Scarborough Whitby Ryedale	Vale of York	Hambleton & Richmondshire	Harrogate	Craven	Total
CCAs	11	27	15	18	7	78
ICs	18	32	8	10	6	74
<b>Grand Total</b>	<b>29</b>	<b>59</b>	<b>23</b>	<b>28</b>	<b>13</b>	<b>152</b>

## New Staff

Jack Davies was appointed as CPNY's new CEO and commenced work on the 1st September 2014. Along with the appointment of the new CEO, an Engagement Officer (James Sprangle) was appointed and commenced work on the 10<sup>th</sup> November 2014. The Engagement Officer's role is to deal directly with day to day contractor enquiries, improve engagement with contractors with new methods and redevelop the website whilst keeping it up to date and relevant. The role was created to enable the CEO to work on service development and stakeholder/commissioner relationship building.

## Rebranding



In November 2014 the committee made the decision to rebrand to Community Pharmacy North Yorkshire (CPNY). The decision was made to make the work of the LPC have more meaning to stakeholders; and to also reflect its role to represent community pharmacies. Along with the rebranding, a new logo was introduced that represents the image of the organization and its vision. These changes have been welcomed by contractors, as demonstrated in a recent contractor engagement survey.

## CPNY Strategy

In February 2015 the committee had a whole day dedicated to strategic planning. The result of this was the development of a number of goals (Please see appendix 2). These goals were subdivided into a number of objectives and tasks. Consequently, a comprehensive Strategic Plan for 2015/16 was created.

A copy of the strategic plan can be viewed on the CPNY website: <http://cpny.co.uk/wp-content/uploads/sites/53/2013/07/Strategic-Plan-2015-16-Final.pdf>

## Commissioner 2/3 Year Pharmacy Development Plans

One of CPNY's strategic goals and objectives is to develop the commissioner 2/3 year pharmacy development plans. This process has already begun, as of the 10<sup>th</sup> June 2015, with both North Yorkshire County Council and the City of York Council Public Health Department. The outcome of this session was a comprehensive list of possible future services and ideas, suggesting how community pharmacy can be used to advance the Primary Care and health prevention agenda. The next step is to discuss the list in more detail and begin to turn it into an implementation plan. Below is a list of planned dates for future sessions with commissioners:

- Vale of York CCG – 30<sup>th</sup> June 2015
- Hambleton, Richmondshire and Whitby CCG – 14<sup>th</sup> July 2015

- Scarborough and Ryedale CCG – 2<sup>nd</sup> September
- Harrogate – at the time of writing the report no date has been agreed.

## **Vale of York CCG Minor Ailments Pilot**

The Vale of York CCG was awarded £25k by the winter pressures funding, under the criteria of community pharmacies. After meeting, it was agreed that a minor ailments service pilot would be undertaken. The objective of the pilot is to demonstrate that this will free up GP surgery time, with the aim of providing the service within the entirety of the Vale of York CCG, should the outcome be positive.

The pilot commenced on the 1<sup>st</sup> July 2015 and involves four GP surgeries and four pharmacies.

## **Communication and Engagement**

Since the 10<sup>th</sup> November 2014, the CPNY Engagement Officer has gradually implemented changes to improve engagement with contractors. Firstly, following the rebranding from the North Yorkshire LPC to Community Pharmacy North Yorkshire, the bi-monthly newsletter was given an overhaul in terms of look and purpose. The layout was changed completely and it became more action-oriented in the aim of making it easier for contractors to have a comprehensive understanding of what they are to do subsequent to reading. This importance of the focus on action is also reflected within the CPNY action minutes and the website.

The Engagement Officer now aims for consistent, frequent updates and news to sustain and improve the knowledge and awareness that contractors have regarding CPNY activity. This is reflected by recent website developments and the use of Twitter. The news section on the website is used more actively and links to CPNY's twitter account can be found on the website's home page for ease of access. It is fair to say that the website's home page has now become some form of a hub, and will continue along this path so that contractors become more active in their engagement with CPNY. However, after undertaking a recent contractor engagement survey, it is understood that many do not even access the website; nonetheless, this number has still improved since website developments began. Therefore, the Engagement Officer still uses the method of emailing to reach most contractors to be certain that no important news updates are missed. Although, a steady process of directing contractors to the website is being utilized; as some information is included only there and links are provided within emails to force contractors to visit the relevant website pages.

The long term aim of the Engagement Officer is to lessen email and telephone communication almost entirely (unless an update is critical) and to have successfully encouraged a significant amount of CPNY contractors to access most updates themselves on both Twitter and the hub that is the website. This will hopefully allow for more of a focus on developments in other areas. In the meantime, the Engagement Officer will continue along this path of communication, as the feedback from the contractor engagement survey was generally positive and most contractors receive their updates efficiently.

## **Media Coverage and MP Visits**

During previous months, CPNY has been successful in highlighting the work and role of North Yorkshire community pharmacies. The majority of this coverage emanated from the flu vaccination season of 2014/15 and a number of radio interviews were undertaken by our Chair and community pharmacy representatives. 6 of the 10 North Yorkshire MPs visited pharmacies to promote the flu vaccines, which are conveniently available at community pharmacies. Consequently, several news articles in the local media were generated by various media outlets.

In April 2015 the Chair of York Wellbeing Board visited a local pharmacy to promote the Think Pharmacy campaign. The Chair of NYCC's Health and Wellbeing Board will also visit a pharmacy in Scarborough during the month of August 2015 to promote the very same campaign.

## **Training**

CPNY has developed an interim pharmacists and pharmacy staff training schedule as a result of the feedback received from both the previous Tier 1 Dementia & Safe Places training events and the committee's contractor support subgroup sessions. This will be supported by an online training needs assessment survey, which will be distributed to pharmacies at the end of July 2015.

Please see appendix 3 for the training schedule.

## **The Future of Commissioning and Community Health Ltd**

The commissioning landscape is changing, as service commissioners now want to contract with one single provider for services. For example, North Yorkshire County Council are reviewing Public Health contracts and placing tenders for:

- Emergency Hormonal Contraception (EHC)
- Stop Smoking
- Needle Exchange
- Supervised Consumption

The five North Yorkshire Clinical Commissioning Groups (CCGs) are also looking to deliver services via the tendering process or place future services with one provider and not with multiple deliverers.

### **Pharmacies Vote to Establish CHL**

A secret ballot of all pharmacies was undertaken and concluded on 21<sup>st</sup> May 2015 with a 100% vote in favour of establishing CHL. Thus, Community Pharmacy North Yorkshire has established CHL to serve its pharmacy members' interests.

### **Current Tenders**

On the 11th June 2015, North Yorkshire County Council issued a tender for the North Yorkshire Smoke Free Service. The closing date is 12 noon, 20th July 2015. CHL has agreed to partner with the North Yorkshire GPs Federations (7) to tender for this contract. The GPs' lead Federation will be the Scarborough Federation, whom CHL will work with to collectively submit a tender.

## **Chair's Report**

This has been a year of significant and planned change for the LPC. The committee conducted a series of reviews of our own fitness for purpose in the new commissioning environment and our effectiveness in supporting contractors. As a result of those reviews, we initiated subsequent and wide reaching changes to our office and functions.

After many years of service, Hazel Marsden, our long standing Chief Officer, decided not to join us on this journey. With Hazel's co-operation and unwavering loyalty we were able to ensure a smooth, 3 month transfer to her successor, Jack Davies, who joins us after an illustrious career in Education and Local Government. It is again appropriate that I record the committee's heartfelt thanks to Hazel for her continuity and commitment throughout so many changes, (i.e. to the pharmacy contract and to the health care landscape). We are grateful that we are able to build on Hazel's excellent work and move forward.

We have also recruited Jamie Sprangle as our Engagement Officer. He focuses on our communication channels, the website, newsletters and deals with contractor queries. Therefore, he creates time for our CEO to focus on CPNY strategy and the development of important partnerships with commissioners. This focus is now starting to reap dividends. For instance, we will be co-producing pharmacy development plans with each of the commissioners in the area. We hope there will be commonality between CPNY and the commissioners within these development plans. However, even if each CCG has a different priority, I am confident we have the structure, resources and expertise to develop pharmacy as an integral part of their future plans.

As always my thanks go to all the members of the LPC for their continued commitment to the work of the committee, especially as our new structures are implemented. My thanks also go to our new CEO, Jack, and Engagement Officer, Jamie, for bringing their fresh perspectives, commitment and enthusiasm to our work.

I am very excited about the future and look forward to reporting our successes to you next year!

## **Treasurer's Report**

The last year has been one of transition. Much of the expenditure changes for the last year have been due to the committee's change of CEO and the employment of a salaried staff at a new office; thus, we now have a payroll to deal with.

In addition, the committee has moved from a "writing cheques" basis to a "paying by BACS" basis. This has resulted in a far more accurate year end bank balance, as the number of unpresented cheques is now drastically reduced. All in all, the committee's bank balance at year end is in good shape.

Please see annual accounts in appendix 4.

## Appendix 1

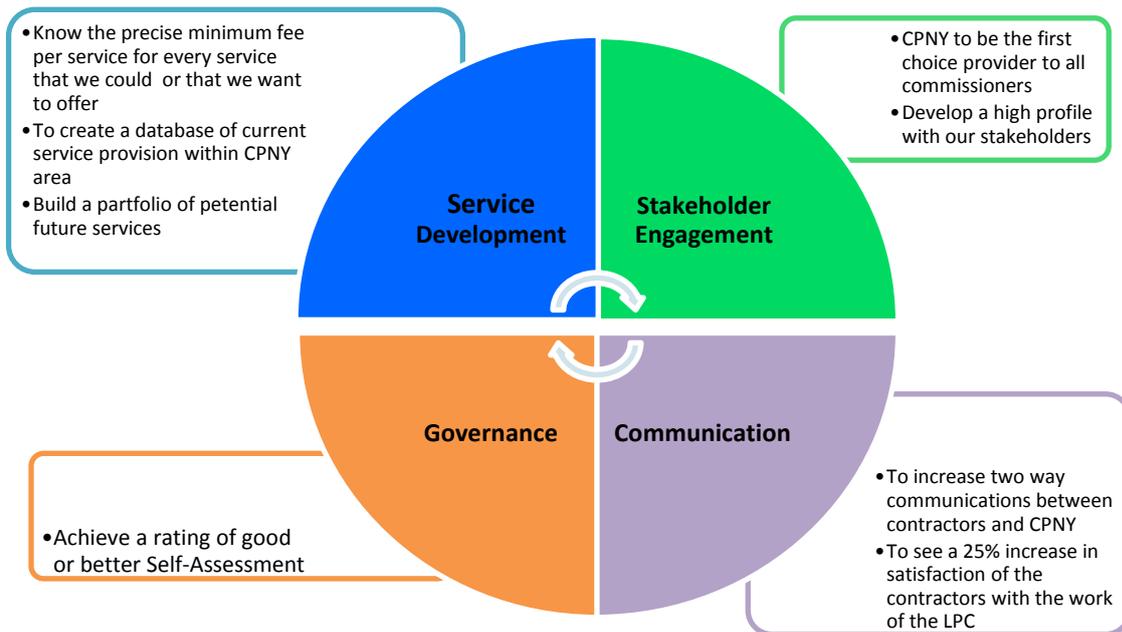
CPNY Member	15/05/14	17/07/14	18/09/14	20/11/14	22/01/15	05/03/15	19/03/15	Total
Warren Cunningham	1	1	1	1	1	1	1	7
Shaun Davies	1	1	1	1	1	1	0	6
Ian Dean	1	1	1	1	1	1	1	7
Lorraine Gell	1	1	1	1	1	0	1	6
Elliot Goran	1	1	1	1	1	0	0.5	5.5
Richard Harrison	1	1	1	1	1	1	1	7
Gill Treharne	1	1	1	1	1	1	0	6
Tamzin Burn	1	0	1	1	1	1	1	6
Tom Hajdas	0	1	1	1	1	1	1	6
Liz Colling	1	1	1	1	0	1	1	6
Samina Khan	1	1	1	0	1	0	0	4
Annette Mauder	1	1	1	1	0	1	1	6
Bhavin Morjaria*	0	1	1	0	1	0	0	3
Derek Clarke**	1	1	1	0	0	0	0	3
Adnan Yousaf	1	0	0	1	0	0	1	3
<b>Total</b>	<b>13</b>	<b>13</b>	<b>14</b>	<b>12</b>	<b>11</b>	<b>9</b>	<b>9.5</b>	
		<b>Average Meeting Attendance</b>			<b>11.6</b>			

\* Please note Bhavin Morjaria resigned from the committee in May 2015.

\*\* Derek Clarke was ill for several months recovering from a major organ transplant.

## Appendix 2

### Strategic Themes and Goals 2015/16 (plan on a page)



### Appendix 3: CPNY Training Schedule

What	Location	When	Comments
Dementia and Safe Places	Harrogate CCG Area	08/04/15	A total of 207 pharmacists and staff attended these sessions
	Vale of York CCG Area	25/03/15	
	Scarborough & Ryedale CCG Area	22/04/15	
	Hambleton, Richmondshire and Whitby CCG Area	27/05/15	
	Skipton	29/04/15	
Flu Vaccines Training (Annually)	Harrogate CCG Area		During July/August 15
	Vale of York CCG Area		
	Scarborough & Ryedale CCG Area		
	Hambleton, Richmondshire and Whitby CCG Area		
	Skipton		
Inhaler Techniques/COPD – All devices	Harrogate CCG Area	21/07/15	Before the end of October 2015
	Vale of York CCG Area	15/09/15	
	Scarborough & Ryedale CCG Area	08/10/15	
	Hambleton, Richmondshire and Whitby CCG Area	29/09/15	
Electronic Prescription Service and Repeat Dispensing Training	Harrogate CCG Area	24/06/15	Other dates to be decided when GP Practices in the CCG area are over 60% live
	Vale of York CCG Area		
	Scarborough & Ryedale CCG Area		
	Hambleton, Richmondshire and Whitby CCG Area		
	Skipton		
Training Arising from Commissioners' Pharmacy Development Plans	Harrogate CCG Area		Dates to be decided
	Vale of York CCG Area		
	Scarborough & Ryedale CCG Area		
	Hambleton, Richmondshire and Whitby CCG Area		
	Skipton		
Training Arising from Commissioners' Pharmacy Development Plans	Harrogate CCG Area		Dates to be decided
	Vale of York CCG Area		
	Scarborough & Ryedale CCG Area		
	Hambleton, Richmondshire and Whitby CCG Area		
	Skipton		
Training Arising from Commissioners' Pharmacy Development Plans	Harrogate CCG Area		Dates to be decided
	Vale of York CCG Area		
	Scarborough & Ryedale CCG Area		
	Hambleton, Richmondshire and Whitby CCG Area		
	Skipton		
Training Arising from Commissioners' Pharmacy Development Plans	Harrogate CCG Area		Dates to be decided
	Vale of York CCG Area		
	Scarborough & Ryedale CCG Area		
	Hambleton, Richmondshire and Whitby CCG Area		
	Skipton		

## Appendix 4

### North Yorkshire LPC

#### Summary of receipts and payments for the year ended 31st March 2015

##### Receipts

Levy	£126,000.01
Interest	£605.79
Miscellaneous	£439.45
<i>Total Receipts</i>	<u>£127,045.25</u>

##### Payments

PSNC Levy	£40,017.00
Staff Pay	£46,736.44
Staff expenses	£6,054.81
Members expenses	£7,803.46
Members locum re-imburement	£42,108.76
Room hire/meeting costs	£1,877.16
Training/conference	£2,491.20
Office Stationary, IT and Telephone	£805.03
Insurance Bank Charges	£444.40
HMRC	£4,151.32
Consultancy Fee's	£2,087.00
Auditor	£444.00
Recruitment	£509.90
Pharmoutcomes	£2,217.60
Service Gift	£261.04
Contractor Events	£0.00
Office Fees	£1,440.00
Legal Entity Setup Costs	£53.23
2014 unrepresented cheques w/off	-£807.55
<i>Total Payments</i>	<u>£158,694.80</u>

*Difference between Receipts and Payments* -£31,649.55

<i>Opening Bank Balance</i>	£98,301.42	
Deduct unrepresented Cheques @31.3.14	£26,757.74	£71,543.68
		£39,894.13
Add unrepresented cheques @31.3.15		£1,063.70
<i>Closing Bank Balance</i>		<u>£40,957.83</u>