



## Chief Officer's Annual Statement

Community Pharmacy across Somerset in 2017-18 has seen us face into another challenging year. Post the 2016 national contract imposition the full impact of the funding cuts has played out across our contractor businesses and their teams this year.

The LPC acknowledge the extent of the current financial pressures on our contractors and would like to thank our contractor teams for their resilience in such circumstances. Community pharmacy is not for the faint-hearted at present but better days will come.

During this past year the LPC's prime focus has been to support contractors and their teams in navigating the Quality Payments to ensure maximum financial return from the national contract. We raised significant funding from Health Education England to allow provision of the HLP training at no cost to our teams. 93 out of 103 contractors achieved HLP status during the year and the overall QP claim rate in Somerset was higher than the national average.

The LPC has also invested in workforce support and training during the year with our new colleague Anne Cole leading delivery on this vital area.

We would wish to thank our contractor teams for their enthusiastic participation at numerous events.

2018-19 sees us invest even more in this area of support using funding obtained from Pharmaco partnership.

Our national leadership body's PSNC Community Pharmacy Forward View sets out the ambition and direction of travel focusing on three key roles for the community pharmacy of the future.

- **As the facilitator of personalised care for people with long-term condition.**
- **As the trusted, convenient first port of call for episodic healthcare advice and treatment**
- **As the neighbourhood health and wellbeing hub**

We have been focused on positioning community pharmacy as a key part of the primary care team in the delivery of these 3 roles.

Our engagement strategy for the year has seen us forge close and effective links with our key local stakeholders i.e. Somerset LMC, CCG, County Council Public Health and across our NHS Hospital trusts. This has placed us at the heart of the local decision making on future Health strategy for 2018-19.

With an LPC-LMC-CCG partnership we have also commenced roll-out of the Pharmacy-GP engagement programme, Walk in My Shoes. The early outcomes of this have most positive with local relationships and ways of working much improved. We will continue to focus on facilitating local dialogue during the coming year. Innovation and Integration moves at the speed of trust and WIMS creates the right ecosystem for trust to grow. The direction of travel in our contract and remuneration both nationally and locally is for community pharmacy to be rewarded as a service centre rather than a supply chain.

This year despite the challenges we have delivered more patient-care than ever before with increases in MURs, NMS, Flu vaccinations and NHS Health-Checks.

We have also landed a CCG funded MAS and the national NUMSAS. Our thanks to the early adopter contractors for these services. These will grow in 2018.

We have also created a pipeline of pilots for 18-19 to pave the way for further integration and expansion of our role in patient-care.

Patient Safety and Quality Improvement activity will be a prime focus. Our Committee Vice-Chair, Emma Waller will be leading this and we thank-you in advance for your support. We need to demonstrate that we are an essential part of the clinical-care system so must deliver tangible actions such as on the current Diabetes in Pregnancy initiative. Lastly on behalf of our officer team, Mary and Yvonne and myself, we would like to thank our committee for their tireless and expert support.

We also welcome our new members for 18-19 and sadly say goodbye to our long-standing colleague Secretary, Nigel.

We look forward to supporting you all during the coming year and once again we thank you for your commitment to making community pharmacy locally a vital and sustainable healthcare profession.

Michael Lennox

Chief Officer

May 2018.