



ANNUAL REPORT 2021

Suffolk Local Pharmaceutical Committee

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SUFFOLK
LPC
LOCAL
PHARMACEUTICAL
COMMITTEE

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CHAIR'S REPORT

The past 12 months have been an extraordinary time marked by the continued spread of the Covid-19 pandemic that swept the world in early 2020. I want to start by personally thanking all our community pharmacy colleagues in Suffolk who have contributed so much and still continue to do so today, in their support of the NHS and their local communities. Community pharmacies remained fully accessible to the public and have contributed so much in terms of ensuring patients received their medication, often through additional deliveries, minor ailments advice and escalation to the appropriate medical practitioner where required and then latterly, late last year, started to make significant contributions by adapting their pharmacy premises to become Covid-19 mass vaccination hubs. The contribution that these pharmacy teams have made to their local community has been immense and has been recognised by the local MPs, councils, and the media.

I am incredibly proud of the way our Suffolk LPC officers, led by Tania, have supported our members. My sincere thanks to Tania, Myra and Tina for their unwavering commitment to this cause. The way they harnessed the value of their personal relationships with community pharmacy teams and our wider healthcare colleagues across the Suffolk network has made all the difference in how Suffolk LPC tailored its support by ensuring that teams are aware of the various sources of aid that are available for their community through the local NHS, councils and the UK government. This has made the difference to contractors who are still trying to strike the difficult balance of providing the best care for their patients under the significant financial pressures they continue to face daily. Our officers never cease to amaze me with their ability to connect our partners to the numerous channels that their community pharmacy can support. Benefit to patients has been recognised but we also remain realistic that there is so much more to do to ensure the skills and value of community pharmacists and their teams are fully understood and utilised across Suffolk. Innovation in our social media approach and our ability to connect and influence MPs, key stakeholders in local and national government, has also been a real highlight and builds on the work to spotlight the positive contributions made by our teams this year.

I often try to provide a forward view on the priorities on the year ahead and this year my belief is that as we all emerge from this pandemic, we need to continue to champion community pharmacy's value in the shaping of the Health and Care Bill 2021 implementation locally in Suffolk. This is the biggest change to the structure of the NHS since 2012 and is an opportunity to translate the goodwill capital gained by community pharmacy teams and integrate fully into local care pathways as recognised partners. We have to do this together.

Only then, can we hope to realise the potential of a favourable outcome of our negotiation with the NHS and DHSC over our community pharmacy contract. My request to every contractor in Suffolk is to engage and participate in the upcoming Review Steering Group sessions that the LPC will organise shortly. The strength and unity of the pharmacy profession in signalling this change will be one of the defining factors of how successful our ability to influence and affect the outcome will be. The impact over the next decade will be significant and its effects critical as we aim to provide financially viable, sustainable care for our communities across Suffolk.

Finally, I want to thank all my committee members for their tireless work and their continued commitment in supporting me personally and our officers as we continue to raise the bar further in 2021/22 and beyond in terms of what we want to achieve for community pharmacy.

I can think of no better way to close than by sharing how much I am looking forward to seeing your nominations for the coming Suffolk Community Pharmacy Award later this year on the 3rd of November 2021 and celebrating the best of community pharmacy in Suffolk.

All my best wishes, Alister

Chair

Suffolk LPC

Committee Members and Attendance (to 31st March 2021)

Alister Huong (Chair)	CCA	(6/6)	Michelle Claridge (Vice Chair)	Independent	(6/6)
Martin Howe	CCA	(6/6)	Nick Smith (Treasurer)	Independent	(5/6)
Lee Doherty	CCA	(6/6)	Anil Sharma	Independent	(5/6)
Catherine Armstrong	CCA	(6/6)	Victoria Hitchings	Independent	(6/6)
Greg McCarthy	CCA	(5/6)	Parv Lali	Independent	(6/6)
			Mohamed Alom	Independent	(5/6)
			Jawn Jiang	Independent	(5/6)
			Mel Peet	Independent	(1/2)

CHIEF OFFICER'S REPORT

I am sure none of you are keen to relive the past year, and although LPC Officers were not on the frontline of pharmacy services with you and your teams, we were working tirelessly behind the scenes to give you all the support we could as the pandemic unfolded.

We have never been so proud of what community pharmacies in Suffolk have achieved over the last year and the service you provided to your communities was exceptional. Due to the dedication that you showed and resilience you demonstrated, day after day in almost impossible circumstances, you delivered face to face services when they were needed most. Despite all the pressures, you stepped up and delivered continuous care for your patients and this has raised the profile of community pharmacies both nationally with MPs and NHS leaders and locally within our ICS.

However, we are very aware that warm words and praise do not pay wholesaler bills and staff costs and we will continue to press for fair and sustainable funding both in the nationally commissioned services and those that we deliver locally. As we recover from the pandemic and the NHS re-organises to meet new challenges, there will be opportunities for community pharmacies, who now have without doubt, demonstrated how effectively they can support local priorities.

As always, there will be hurdles to be overcome and the current review of representation which has gathered pace since the start of this year, will define how community pharmacy contractors will be supported both locally and nationally for some time to come. I would urge you all to engage with this process and make sure your voice is heard. Details of the national review and its planned progression can be found pharmacy-review.org

The last financial year was defined by COVID-19 and the pressure on you and your teams was immense. LPC Officers worked alongside local and national leaders to focus on the safety of pharmacy teams as the pandemic took hold and the NHS struggled to meet patient demand. We worked within our ICS to ensure you were considered in the same way as other providers and to highlight, not only what you needed, but also what you could offer in terms of support. This led to the forging of new relationships, new services and a new system wide understanding of the value of community pharmacy. Never before had the sector been so visible and you really stepped up to the plate, managing surging dispensing, dealing with the closed door working in other services and supporting the needs of your communities regardless. This is how we supported you over that year.

LPC Priorities April 2020-October 2020

April

- Supported pharmacies with COVID safe preparations including screens, patient returns, use of NHS Volunteers plus Easter opening and CD storage. Sent out filtered communications to highlight actions needed by contractors.

April

- Worked within the ICS to integrate the Pandemic Delivery Service with Home But Not Alone and NHS Responders. Negotiated continued payment for locally commissioned services to maintain the levels of income from the previous year.

April

- Worked within the ICS to ensure that pharmacy staff had the same access to PCR testing as other healthcare professionals. Supported discussions with Social Care about the need for pharmacies to assess compliance aid patients to reduce dispensing workload.

May

- Supported the #pharmacyheroes campaign to highlight the role of community pharmacy teams and ensure equal access to PPE. Set up a funded Palliative Care service across Suffolk and NEE to allow patients to stay in the community.

May

- Supported contractors with claims for the CPCS service and the May Bank Holiday payments to maximise contractor income and maintain cash flow. Began working with the ICS to support pharmacies access to free PPE deliveries to maintain safety.

June

- Engaged with the ICS around the setting up of the Test and Trace system to ensure that pharmacy staff were not forced to isolate unnecessarily. Highlighted the need for staff risk assessments especially for BAME staff.

June

- Worked within the ICS to highlight the need for integrated flu vaccination provision by all providers to ensure maximum uptake. Supported the launch of the Wright Review Report on national and local contractor representation.

July

- Supported messaging around completion of the PSNC Audit to strengthen funding negotiations. Supported the launch of PQS to ensure contractors had the relevant information as soon it was announced.

August

- Worked on resources to support contractors with the PQS criteria. Promoted Virtual Outcomes training to support PQS claims. Published Annual Report and Accounts and arranged the LPC AGM online with Simon Dukes as key speaker.

September

- Arranged MP communications and visits to promote the flu Service. Supported PQS1 claims. Engaged with PCN Clinical Directors around PQS2 requirements. AGM and contractor vote on excess reserves.

September

- Supported messaging around the launch of the new PPE portal. Increased engagement with national and local media to promote the value of community pharmacies and highlight the funding challenges.

October

- Supported the appointment of PCN Pharmacy Leads and engaged with them and contractors to prepare to meet PQS domain 4&5 criteria. Increased integrated messaging about flu vaccination delivery.

LPC Priorities October 2020-March 2021

November

- Started ICS conversations about the launch of the GP-CPCS service and delivered a webinar for contractors to explain the service. Supported pharmacies to prepare for the second lockdown and worked with the system to support patients.

November

- Supported PCN leads to collect contractor information needed to complete criteria for Domain 4 and 5 of PQS2. Suffolk LPC announced the winners of the Community Pharmacy Awards, sending prizes to all winners and promoting their success.

December

- Supported contractors with the application process for pharmacy Covid vaccination sites. Began system promotion of Christmas pharmacy rotas. Continued to support Covid safety measures in pharmacies. Championed the role of community pharmacy in Covid vaccination within the ICS.

December

- Continued the promotion of the flu vaccination service within the ICS focusing on joint communications to patients. This supported pharmacies across the SNEE ICS to deliver more flu vaccinations per pharmacy than any other ICS area in England.

January

- Worked within the ICS to ensure that community pharmacy staff had early access to Covid vaccination, alongside other frontline health professionals. Continued to work with Home But Not Alone to build integrated local support for CEV patients.

January

- Supported messaging about the extended cohort for the flu vaccination service as GPs started Covid vaccinations. Promoted the new DMS service to system partners and prepared contractors for the transition from EMOP.

February

- Promoted the delivery of Covid vaccination through pharmacies as our first two pharmacies went live. This generated lots of media interest and led to integration of the pharmacies into the ICS offer and support available to other providers.

February

- Delivered contractor events on the local GP-CPCS roll out programme to ensure all pharmacies could claim the set up fee. Supported contractors to claim PQS2 payments. Supported a further expression of interest for Covid vaccination sites.

February

- Negotiated a permanent End of Life Care Medication Service for contractors with extended hours across East and West Suffolk. Worked with the lead pharmacist at Addenbrooks to set up the pathways for the Hepatitis C service.

March

- Relunched the HLP2 framework with online Health Coaching training. Supported communications around second vaccinations for pharmacy staff. Encouraged sign up to the locally commissioned service contracts.

March

- Supported communication around Easter opening and promoted this to patients. Continued to support the integration and promotion of new pharmacy Covid vaccination sites. Arranged support for the locally commissioned Public Health Services.

March

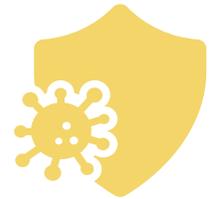
- Supported the launch of the Lateral Flow Device distribution service in all Suffolk pharmacies and integrated the service with other providers. Supported media interest in the provision of this service and promoted it to patients.

ADDING VALUE FOR CONTRACTORS



LPC Officers worked with the local system to supply PPE to pharmacies in urgent need where wholesaler supplies were unavailable. Contractors were supported to sign up to the PPE portal to reduce unnecessary pharmacy expenditure.

100% of pharmacies engaged with the early roll out of Covid vaccinations to protect their staff. Engagement with key leads within the ICS meant that staff in community pharmacies were prioritised alongside other frontline health professionals in other NHS settings.



15 pharmacies were designated as Covid vaccination sites between February and June 2021. The LPC worked with the ICS vaccination leads to make sure that these sites were provided the same support as other settings including media promotion, access to vaccine and support around workforce.

128 pharmacies qualified for the GP-CPCS set up funding by the required deadline. Over 200 people attended Suffolk and Norfolk joint webinars to support engagement and ensure this funding could be claimed. The GP-CPCS roll out has now started in Suffolk and is gaining momentum.



The LPC supported 19 PCN leads to meet PQS criteria, giving all Suffolk pharmacies access to the full amount of funding. This included information webinars, support for information gathering and support for engagement with Clinical Directors.

100% of Suffolk pharmacies signed up to deliver the Lateral Flow Device Distribution Service by the early sign up date securing maximum funding. LPC officers worked with the system to integrate and promote the service to ensure maximum customer awareness.



Suffolk LPC supported continued service delivery throughout the pandemic, maintaining locally commissioned service payments throughout the first wave and negotiating a new End of Life Drugs service. Integrated flu messaging led to SNEE pharmacies delivering more flu vaccinations per pharmacy than any other area in England.

INFORMAL FEDERATION

Suffolk and Norfolk LPC employed Officers have continued to work closely together over the last year to prevent duplication of workload, to stimulate innovation, share good practice and to make best use of skill mix to improve outcomes for contractors. Equally this year it has been vital to support officer resilience and prioritise the welfare of our teams.

Discussions between both committees to consider more formal federation have been ongoing. However, to tie in with the work of the RSG and the delegation of direct commissioning of community pharmacy services to the ICS from April 2022, further decisions have been delayed until the picture is clearer. However, in the interests of better governance, both committees agreed a joint statement to outline the current principles on which our joint working is based. LPC officers from both LPCs currently meet weekly to discuss key workstreams along with workload management. Contractor communications and integration of community pharmacy messaging to external stakeholders is the initial focus for fully integrated working.

PRIORITIES FOR 2021-22

This year presents a number of challenges for the NHS as it struggles to cope with the legacy of Covid. This in turn will create both opportunities and risks for contractors and the LPC will continue to work with all relevant local stakeholders to maximise the opportunities and minimise those risks while focusing on integrating community pharmacies into patient pathways. Our priorities will continue to be:

- Supporting the transition of direct commissioning from NHSE to ICSs
- To support the integration of both nationally and locally commissioned services into patient pathways to optimise the benefit for patients, contractors, and the wider healthcare system.
- To facilitate the engagement of Suffolk contractors with the RSG process to improve contractor representation.
- To champion the need for sustainable funding for community pharmacy services both locally and nationally.
- To support contractors to access all available funding within the community pharmacy funding framework.

TREASURER'S REPORT

Background

Budgeting for 2020/2021 was undertaken before the true extent of how Covid-19 was going to impact all of our working and social lives was understood. Consequently, the expenditure over the last financial year varied from our budget on expenditure lines for meetings, travel, and associated costs. We did increase our expenditure on technology to make sure officers had the right equipment to meet the demands of the new online meetings. There was also an increase in expenditure on social media and the website which led to associated costs of licences to allow delivery. There has been little opportunity over the year for income from sponsorship or as grants due to the focus on business as usual which did impact our income for 2020/2021.

Income

Income from the LPC levy remained strong over 2020/2021 due to the increase in demand for prescriptions. Our income from the LPC levy was £164,475. Once extra income from sponsorship and grants for 2019/2020 have been removed was an increase of £7,538 year on year.

Expenditure

There was a significant change in how the LPC delivered priorities due to Covid-19. The change to all meetings being online, no contractor visits and a move to delivering priorities via online mechanisms lead to significant savings within our budgeted costs. There was an increase in expenditure in IT, website and social media to allow the Officers to maximise productivity, impact and allow meetings using modern platforms. The LPC levy remained the same for 2020/21 at £39,665.

The LPC expenditure for 2020/21 was £163,768. This was £19,026 less than 2019/20.

Overview

The LPC is holding £21,806 in funds 'ring fenced' to the HLP project which is ongoing, and this is held as part of the current LPC balance. The end of 2020/21 financial year the LPC balance was £128,951. This is £707 higher than the previous year.

As part of the LPCs endeavour to deliver best value and protect contractors, the committee has undertaken to do two things in 2021/22 due to the high level of the LPC balance. The first is to arrange a 'LPC Levy holiday' which will be communicated once arranged. The second is to open a second bank account in a second unconnected bank to take advantage of the FSCS scheme guaranteeing holdings up to £85,000.

LPC Suffolk Treasurer

Nicholas Smith.

Audited Accounts

The audited accounts for the year ended 31st March 2021 are available on the LPC website and can be accessed by clicking on the link below.

[Suffolk Local Pharmaceutical Committee - Accounts for the year ending 31 March 2021](#)



Suffolk LPC Officers

Tania Farrow, Chief Officer - tania@suffolkipc.org.uk

(Tuesday to Friday)

Myra Battle, Service Support Officer - myra@suffolkipc.org.uk

(Monday to Thursday)

Kristina Boulton, Communications Officer- kristina@suffolkipc.org.uk

(Monday/Wednesday/Thursday)

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