

Essex LPC+

Annual Report & Financial Statement 2021-22

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Hello Colleagues,

Congratulations for handling another eventful year in Community Pharmacy very well, despite the well-known situation with staff and pharmacist shortage and recruitment and financial constraint.



Karen and the office staff of the now Community Pharmacy Essex (CPE) (formerly Essex LPC) have once again done a fantastic job of supporting the Contractors and my thanks goes to them on doing a grand job.

This year has also seen the outcome of the national vote hosted by PSNC following the Wright Review. I would like to reassure you all that the Committee will be doing their utmost to ensure that the changes that result from this vote will be implemented with all your input.

We have also seen several new services such as Hypertension service set up in this year. Karen has done some excellent sessions to support colleagues on this front. CPCS service has been a mixed bag with some areas having excellent uptake and other areas faltering and making a slow start. DMS service has seen some improvement, but this is currently being looked at. The situation with services is being monitored' and the Office has been giving input at the table and supporting colleagues on this front

The NHS transformation work is continuing, and we are striving to actively engage to anchor a place for Pharmacy at the table. We have had some reassuring messages from our colleagues at the NHS, which has been very positive indeed. This work is ongoing at present, and the Committee will endeavour to keep you abreast of relevant changes.

Finally, we have been able to meet colleagues face to face at forum meetings which has been very long awaited post COVID restrictions. These forum meetings have proved to be highly engaging moments of catch up for everyone. My request to you all is to please attend these forum meetings as this is an ideal way to meet and discuss with colleagues and also helps us listen and understand your queries and concerns.

The Annual General meeting and annual conference details will soon be posted for all of you to attend. I look forward to seeing you all at the Conference in September and here's to another interesting year of change ahead!!!

Bina Patel, Chair, Essex LPC
BPatel.pharmacist@hotmail.com

Dear Colleagues

Another year of changes that would have seemed unimaginable a short time back, but that we now see as getting back to normal. The team are in the office or on the road most of the time now, if any of you would like a visit or just need someone to talk to please get in touch with us. I would like to thank Angela, Frank, Mo and Lisa for their hard work, good humour and willingness to adapt and evolve, often at very short notice.



The third year of contractual flat funding set against increased fuel, wage, NI and other costs has left many contractors struggling, and the uneven commissioning or uptake of some of the new services, particularly the Discharge Medicines Service, GP Community Pharmacist Consultation Service and the Covid vaccination service, has hit some harder than others.

There remains increasing demand for services as GP practices continue to make informal and often inappropriate referrals, and as patients come to pharmacies as the place they can see someone face to face: this at a time when we are losing community pharmacy workforce to other sectors, in particular Primary Care Networks.

We have seen many contractors forced into a position where they have to permanently reduce supplementary hours as a way of reducing costs but recognising this makes the hours, they are open busier and makes services less accessible for many patients. We have also seen an increase in unscheduled and temporary closures: sadly, permanent closures are likely to follow.

However, we have also seen some great successes. Pharmacies that were commissioned to provide the covid-19 vaccination rose to the challenge of the accelerated booster campaign prior to Christmas, over 70 pharmacies started to provide the Community Pharmacy Hypertension Service between October and April, and Essex pharmacies completed nearly 5000 Discharge Medicines Service referrals during the year.

We have made progress regarding re-integration into primary care, with successful bids to the Pharmacy Integration Fund supporting SystemOne access to patient records on GP systems and the Oral contraception supply pilot, and with the emerging Integrated Care Systems, where additional funding was made available to enhance the role of community pharmacy primary care network leads in two systems, and the appointment of community pharmacy leads as a dedicated first point of contact in another.

We need to see the successes available to all contractors, not just those who were selected to provide covid-19 vaccines from all those who met the criteria and expressed an interest, not just those whose local GP practice has actively engaged with the GP CPCS, not just those located near a hospital that routinely makes DMS referrals. And we need to look out for each other: competition is healthy, rivalry is not.

It is impossible to sum up a whole year in one short report, I do hope the words and pictures help- and remind you that there are also other things going on in the world.

Karen Samuel-Smith
Chief Officer

Chief Officer Report, Karen Samuel-Smith

April

The LPC team recommence face to face contractor visits to high priority sites. Apart from this day...

Essex County Council and Southend council commission assisted lateral flow testing from community pharmacies as an add-on to the Pharmacy Collect service.



May



Most meetings and engagement remain online...

We spend a lot of time involved in bids for public health services, and getting ready for things opening up again.

June

Things open up again.

We managed to have the office Christmas Dinner AND an in-person all-day committee meeting.

Face to face pharmacy visits continue, and highlight some of the problems contractors are facing.

This particular pharmacy had an amazing **38 waste bins** awaiting collection.



July

Our first face to face contractor event! Two flu vaccination update training sessions on a very rainy Sunday in Colchester.

There was a third round of expressions of interest for Covid vaccine, pharmacies could apply to do 100 per week.

And football didn't come home.

August

Nothing EVER happens in August. So, we had the LPC office remodelled- two dark and dingy rooms turned into a covid-friendly bright and airy open plan office, and a



“zoom room” for online meetings. This was funded in part by a Covid grant from Chelmsford City Council.



September

A sense of back-to-school. We managed another face to face all day committee meeting, allocating workstreams and responsibilities to committee members.



We were also delighted to hold a proper conference and AGM and to see so many of you again. The keynote



speakers were Dipti Patel from Essex County Council, who thanked contractors for all the support during the pandemic, and Oge Chesa, Deputy Director of Primary Care and Medicines Management, who shared her vision of community pharmacy integration into the new Integrated Care Systems.

October

Further opening, our first regional LPC meeting, a first evening educational meeting at the Pearl Dragon in Southend, and we started receiving visitors to our new office.

We spent a lot of time working with our new Integrated Care Systems (ICS) to improved pharmacy integration, with funding for Community Pharmacy PCN leads being agreed in Suffolk and North East Essex and in Mid and South Essex.

Community Pharmacy Hypertension Service went live.

November

We managed to hold a full set of face-to-face Forum Meetings, in all five localities! There was also a PSNC/LPC conference, November also saw the setting up of steering groups for our three Pharmaceutical Needs Assessments, delayed for 18 months due to the pandemic.

Field Officer, Frank McLaughlan

At the beginning of this year I was concentrating on supporting contractors with the Discharge Medicines Service (DMS) a new essential service within the Community Pharmacy Contractual Framework (CPCF).

Essex had previously been very active in the pilot EMOP and TCAM services, and we are pleased to see that there is now national funding attached to the service.

This service aims to reduce incidents of avoidable harm caused by medication, reduce medicines waste, improve outcomes, and reduce hospital readmissions, following discharge from hospital. The service has three stages, a check against existing records when the referral is received, a check that the first prescription received from the GP after hospital discharge takes the changes into account, and a discussion with the patient to ensure they understand the changes and to address any concerns.

There was some variation occurring across Essex with the completion rates, and support and visits were offered where required. This saw acceptance rates increase from <78% at the start of the year to 96% by year end.

I also supported this year's Pharmacy Quality Scheme (PQS), in particular supporting the community pharmacy Primary Care Network (PCN) leads such that every Essex PCN had a nominated PCN lead able to claim the Pharmacy Quality Scheme payment.

On a regular basis I promote the profile of community pharmacy at the various meetings and events I have attended and supported public engagement events such as that held by Epping Forest District Council, highlighted below.

Community Pharmacy Essex, represented by Easter Pharmacy at the Staywell Winter Event hosted by Epping District Council.



This event was attended by approx. 150 members of the public and a very successful day of flu jabs, blood pressure monitoring, promotion of pharmacy services and advice was given by Tunde and team.

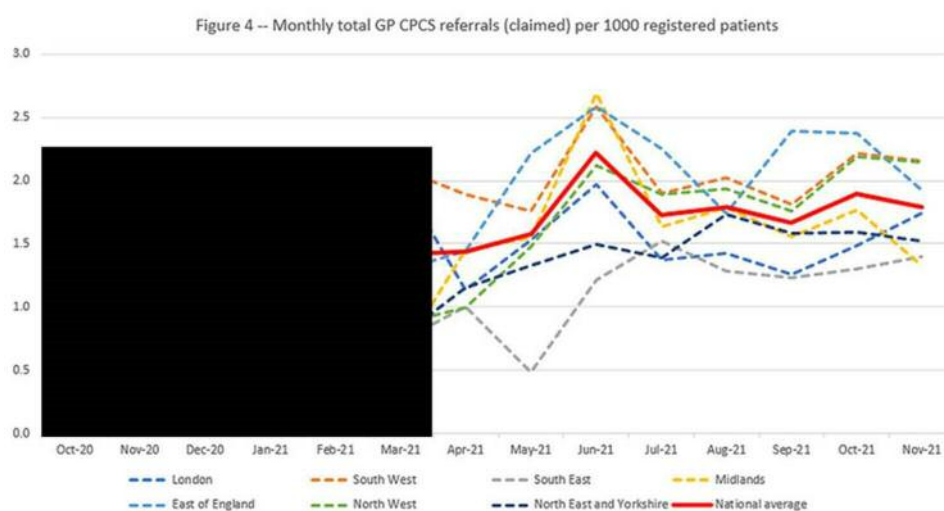


Frank McLaughlan
frank@cpesx.org.uk

GP CPCS Implementation Officer, Mo Raje

This year has seen me focus on getting practices on board, training them and supporting them. I know that a lot of contractors visualised this service to be a game changer for the profession and have been disappointed with the uptake of the service by practices. NHSEI ran a report from October 2020 to November 2021 to see how well the different regions in the country are performing. For the purposes of this annual report, I can only show data from this financial year and unfortunately it only goes up to November. Taking those factors into consideration, we

can see in the chart below we were the best performing region in the country for 4 out of 8 months. So, whilst I agree the performance of the service has not matched the expectation, rest assured we are performing really well in comparison to the rest of the country!



Real progress has been made across Essex and referrals have brought in a total of £90,104 for contractors. The number of referrals for 2021/22 below.

CCG / ICS	Grand Total
Mid and South Essex	3752
NHS Mid Essex CCG	2459
NHS Thurrock CCG	1139
NHS Castle Point and Rochford CCG	39
NHS Basildon and Brentwood CCG	13
NHS Southend CCG	102
Suffolk and North East Essex	2956
NHS North East Essex CCG	2606
NHS West Suffolk CCG	113
NHS Ipswich and East Suffolk CCG	237
Hertfordshire and West Essex	4111
NHS Herts Valleys CCG	2524
NHS East and North Hertfordshire CCG	1509
NHS West Essex CCG	78
Cambridgeshire and Peterborough	2842
Bedfordshire, Luton and Milton Keynes	2196
Norfolk and Waveney Health and Care Partnership	255
Grand Total	16112

One of the greatest footballers of this generation, Cristiano Ronaldo, said 'don't' criticise because the numbers don't lie' and as you can see above, the three ICS (Integrated Care System) that we work with are the best performing Systems in the East of England region. The figures for Essex as a whole is very impressive, despite the fact that pharmacies in West Essex have been severely disadvantaged because of their CCG's decision to put a hold on the service in 2021 due to safety concerns. It has been a slow and arduous process to turn things around but after a few hostile meetings we succeeded at the turn of the year and referrals have now started coming through.

Primary Care Commissioning (PCC) have now been given funding from NHSEI to help integrate this service further into the daily workings of GP practices. NHSEI have also realised that one of the barriers to practices not using this service is the lack of financial incentives for GP practices, which they have rectified via incentives in the new PCN DES contract. The PCC support combined with the strong foundations that have been laid by myself in addition to the incentives given to practices means that the figures will continue to improve at a rapid rate. This will improve access for patients, benefit contractors and enhance the standing of the pharmacy profession.

Mo Rajee
mo@cpesx.org.uk

What else has been happening?

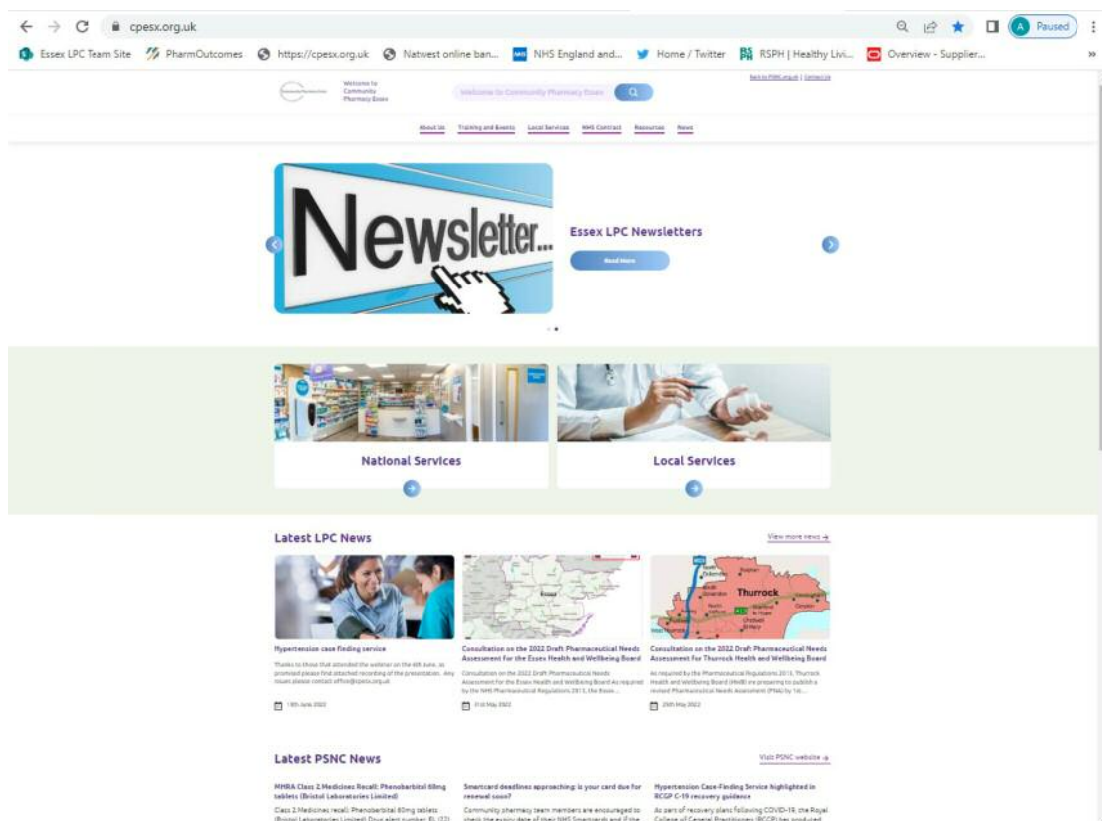
Community Pharmacy Essex

We've changed our operating name from Essex LPC to Community Pharmacy Essex, which better promotes what the organisation does, and as an operating name would allow us to use a single name with stakeholders for both Essex LPC and our provider company Healthy Living Partnership Ltd.



Website www.cpesx.org.uk

Our website has been re-born..... if you haven't already visited our site, please do so, www.cpesx.org.uk it includes local services, latest news updates and events due to take place in Essex.



2021-2022 Commissioned Services

Public Health Statutory Services

Authority	Essex County Council	Southend-on-Sea City Council	Thurrock Council
Service			
Stop Smoking	Healthy Living Partnership contracted by Provide Any willing provider.	Not currently commissioned	Commissioned directly by council.
Sexual Health	Healthy Living Partnership contracted by Provide. Any willing provider.		Healthy Living Partnership contracted by Provide Any willing provider.
Substance misuse/NSP	Essex STARS substance misuse, open road for NSP. Based on needs assessment. Contact jacqueline.smith62@nhs.net	Lloyds for substance misuse and NSP. Based on needs assessment.	MPFT (Inclusion) Based on needs assessment. contact
NHS Healthchecks	Provide CiC Based on needs assessment	Not currently commissioned	Not currently commissioned

Essex County Council

Essex STaRS

I am still receiving data sheets and invoices from the last financial year (2021-22), which I am still able to process, but to date, the monies paid was just over £76,000.

Jackie Smith, Essex STaRS
jacqueline.smith62@nhs.net



Stop Smoking

Last year presented huge challenges for pharmacies delivering this service with the cessation of Varenicline resulting in service drop out and uptake decline along with the additional challenge of staffing shortages. Under the circumstances, our dedicated pharmacies helped many people, largely from 30-60yr age range, to quit. The 16hr patch alongside the NRT inhalator became the most used products chosen by service users last year.

Sexual Health

Essex Sexual Health Service (ESHS) continues to have a contract with HLP Ltd to manage sexual health services in both Essex and Thurrock. This consists of provision of emergency contraception to women aged 19 and under, and the provision of chlamydia treatment via PGD.

122 pharmacies have a signed contract to provide the sexual health service, 40 have actively provided EHC advise or issued products.

During 2021/22, a total of 395 EHC consultations took place and 1 chlamydia consultation, 373 for EHC in Essex and 22 consultations in Thurrock. Total cost of products supplied £2,756.71

64 Community Pharmacies from the 122 signed up have distributed 538 condoms via the service using a smartphone app Ec-Card, 435 in Essex and 103 in Thurrock.

The HPV service pilot commenced in August 2022 with several community pharmacies involved with administering the 2nd and 3rd vaccine, in total 50 2nd vaccines and 17 3rd vaccines have been given.

Southend on Sea City Council

No data for the following services:

- Needle exchange and substance misuse services
- Sexual health service



Neither the stop smoking service nor Health checks were commissioned in Southend during 2021-22.

Thurrock Council

Stop Smoking Services



There are currently 4 pharmacies who are actively providing the stop smoking service on behalf of Thurrock Healthy Lifestyle Service, Thurrock Council within Thurrock and for 21/22 these pharmacies and their staff have been busy supporting the residents who smoke to quit smoking and improve their health. For 21/22 our pharmacies supported 20 smokers to set a quit date with 8 of those achieving a 4 week quit and 5 still smoke free at 12 weeks.

Pharmacies provide a valuable community resource for residents who cannot access services at times that are convenient to them, and we want to work with more Thurrock pharmacies to provide the service locally. Obviously, due to COVID-19, activity has had to reduce in pharmacy in order for them to prioritise work and redeploy staff and we are grateful for the work they do in continuing to have those making every contact count

conversations and signposting smokers into our service. For pharmacies who are interested in providing the stop smoking service for our Thurrock residents please contact Thurrock Healthy Lifestyle service on 0800 292 2299 or email thurrock.ph@nhs.net

Tina Lincoln - Thurrock Healthy Lifestyle Services

Needle Exchange and Substance Misuse services

		Comments
No of Pharmacies providing Supervised Consumption	10	13 Pharmacies in Thurrock – 3 currently have no clients supervised
No of pharmacies Supplying Needle Exchange	5	



NHS Healthchecks

These are not currently commissioned from community pharmacies in Thurrock

Sexual Health Services

See Essex County Council

Market Entry

Pharmacy Applications April 2021 to March 2022					
Application	Approved	Refused	Withdrawn/ Lapsed	Awaiting Decision	Applications Received
Application for Relocation - No Significant Change	3				3
Application Offering Unforeseen Benefits				1	1
Application for Distance Selling Pharmacy		1			1
Consolidation	1				1
TOTAL					6

67 pharmacies changed their supplementary hours. Notified of 26 pharmacies that were changing ownership, 14 of which have changed. 1 pharmacy closed

Essex LPC Newsletter

During the last year Essex LPC have produced 5 newsletters, all can be found on the website <https://cpesx.org.uk/about-us/essex-lpc-newsletters/> these were in addition to the many e-mails that are regularly sent.

Essex LPC Meetings

5 meetings have taken place over the last year, 3 face to face and 2 virtually.

LPC Annual Conference 2021

AGM Notes from Wednesday 15th September 2021 held at Ivy Hill Hotel, Margaretting, Chelmsford, CM4 0EH

LPC Committee Members Penny Skellern (PS) representing Chair

In attendance Essex Contractors, Ashok Pattani (APat), Karen Samuel-Smith (KSS)

Chair's Introduction

PS presented on behalf of Bina Patel by conveying her thanks and appreciation to all those present.

Last year's AGM minutes were accepted as accurate.

PS highlighted some key points made in the Chair's Annual report including the fact that it has been a such a difficult year for community pharmacy teams, however all have continued to be professional and did an outstanding job.

Acknowledgement was given to the LPC office team, who also adapted to changes and worked from home without impacting on the support they continued to offer to community pharmacists.

Thank you ALL for the sterling efforts and adaption to working practices and succeeding through an unprecedented year.

Essex LPC Annual Report

Bharat Patel proposed the Annual Report, and it was seconded by Rajat Patel.

Essex LPC Annual Report 2020/21 was therefore formally approved

Essex LPC Finance Report

APat explained that the financial accounts had been circulated to all independent contractors and CCA representatives, all responses received were to accept the accounts. No further queries were raised at the AGM.

Bharat Patel proposed the accounts, and Nanji Patel seconded

Deferring Elections

In line with the Wright review consideration to be given to defer the LPC elections for 1 year.

Dipak Pau proposed to defer, and it was seconded by Tunde Sokoya. Vote also took place and 12 attendees also agreed to defer.

Change of Name

Essex Local Pharmaceutical committee, to be known as Community Pharmacy Essex.

Dipak Pau proposed the change of name, Hinesh Patel seconded. Vote also took place and 11 attendees also agreed to the name change.

Community Pharmacy Essex Logo

A suggestion for the new logo was proposed, however there were mixed feelings about the design, and it should be deferred until a logo was produced nationally

Essex Local Pharmaceutical Committee

Detailed Income and Expenditure Account
for the Year Ended 31 March 2022

	2022		2021	
	£	£	£	£
Turnover				
Levies	323,373		240,428	
Sponsorships	<u>15,800</u>		<u>27,200</u>	
		339,173		267,628
Other income				
Sundry receipts	65		-	
Government grants	1,140		10,000	
Deposit account interest	<u>17</u>		<u>96</u>	
		<u>1,222</u>		<u>10,096</u>
		340,395		277,724
Expenditure				
Rent	2,489		587	
Insurance	667		1,053	
Utilities	1,118		765	
PSNC expenses (including levy)	102,398		101,245	
Wages and social security	110,003		89,325	
Pensions	17,263		4,366	
Newsletter and printing	1,996		940	
Administration expenses	10,333		9,019	
Office supplies	3,314		4,681	
Travel	4,085		55	
Room hire	2,949		83	
Repairs and renewals	4,124		1,455	
Miscellaneous	2,470		2,669	
Attendance fees	25,571		21,743	
Catering	5,018		-	
Training	1,206		3,883	
Consultancy	31,287		42,032	
Audit and accountancy	5,111		4,200	
Bank charges	<u>180</u>		<u>165</u>	
		<u>331,582</u>		<u>288,266</u>
		8,813		(10,542)
Depreciation				
Long leasehold	1,732		1,732	
Computer equipment	<u>3,802</u>		<u>3,072</u>	
		<u>5,534</u>		<u>4,804</u>
NET SURPLUS/(DEFICIT)		<u><u>3,279</u></u>		<u><u>(15,346)</u></u>

LPC Members attendance records 2021-2022

NAME	Elected or Appointed	Attendance Record
Babatunde Sokoya	Elected Independent	3 / 5
Bina Patel	Elected Independent	5 / 5
Penny Skellern	Elected Independent	5 / 5
Rajiv Sharma	Elected Independent	3 / 5
Sanjay Patel	CCA Appointment	5 / 5
Chirag Patel	CCA Appointment	5 / 5
Jon Lake	CCA Appointment	5 / 5
James Chaplin	CCA Appointment	4 / 5
Nyenyé Motsi Joined the committee September 2021	AIMp Appointment	3 / 3
Moksha Popat Left the committee March 2022	CCA Appointment	4 / 4

Sarah Read and Hema Jetha attend meetings as observers

Declaration of Interest (as at February 2022)

Name	Business Interests	Voluntary Organisations or Charities	Contracting For NHS Services
Nyenyé Motsi	Nil	Nil	Pharmacist for Day Lewis Pharmacy
Chirag Patel	Rowlands Pharmacy	Nil	Nil
Jon Lake	Books UK employee	Nil	Boots UK
Sanjay Patel	Work for Walgreens Boots Alliance	none	Work for Walgreens boots all who have NHS dispensing and services contract
James Chaplin	Lloyds Pharmacy, Lloyds Direct, AAH		nil
Ashok Pattani	Nil	Nil	HLP Ltd - Director
Bina Patel	Kalsons Ltd t/a Village pharmacy, Writtle Kalsons Ltd t/a Earls Hall Pharmacy, Southend on Sea Kalsons Ltd t/a Kalsons Chemist, Westcliffe on Sea	N/a	n/a
Rajiv Sharma	Great Berry Pharmacy	Nil	Nil
Penelope Skellern	Employee at Speedwell Pharmacy, Maylandsea	None/Nil	None/Nil
Tunde Sokoya	TSGK Enterprises Ltd t/a Easter Pharmacy - Director	Nil	Nil
Moksha Popat	N/A	N/A	N/A
Karen Samuel-Smith	Advisory board member, Novartis (declared to GSOC in advance) January 2021	Nil	Daughter works part-time as counter assistant at Village Pharmacy, Writtle
Angela Culleton	Nil	Nil	Nil
Sarah Read	Currently on maternity leave		
Hema Patel	Cross Chemist Benfleet Pharmacy CPPE		
Frank McLaughlan	Nil	Saint Clares Hospice - Bereavement Café Lead	Yes the hospice
Mohammed Raje	Ongar Health Care Essex Locum Ltd	Nil	Nil

LPC Members Contact Details

Status	Name	Locality	Contact Number	<u>E-mail Address</u>
Elected Contractor Rep	Bina Patel (Chair)	South East	01702 347676 07813 921993	BPatel.pharmacist@hotmail.com
Nominated CCA Rep	Jon Lake (Vice Chair)	South East	07887 451255	Jon.lake@boots.co.uk
Elected Contractor Rep	Penny Skellern (GSOC chair)	Mid	01621 743078 07766 711666	penny@skelhive.co.uk
Nominated AIMp Rep	Nyenyé Motsi	North East	01206 843130 07342 385168	nrmotsi@gmail.com
Nominated CCA Rep	Chirag Patel	Mid	01621 850559 07983 361414	Chiragpatel006@hotmail.com
Nominated CCA Rep	James Chaplin	North East	07408 859683	James.Chaplin@mckesson.eu
Nominated CCA Rep	Moksha Popat *	South West		
Nominated CCA Rep	Sanjay Patel		07557 744733	Sanjay.p.patel@boots.co.uk
Elected Contractor Rep.	Rajiv Sharma	South West	01268 544948 07845 970612	raj.sharma444444@gmail.com
Elected Contractor Rep	Babatunde Sokoya	West	020 8502 9997 07970 137492	gtsokoya@aol.com
Chief Officer	Karen Samuel-Smith		01245 460079 07900 218444	karen@cpesx.org.uk
Finance Manager	Ashok Pattani		07812 837452	ashok.pattani1@btinternet.com

*Please note: Moksha Popat left the Committee March 2022



Office Contact details

Office contact phone number: 01245 460079

General queries can be e-mailed to office@cpesx.org.uk or essex.lpc@nhs.net

Karen Samuel-Smith (Chief Officer)
karen@cpesx.org.uk mobile number 07900 218444

Angela Culleton (Office Manager)
angela@cpesx.org.uk mobile number 07566 798980
(Monday to Thursday 9am to 4pm)

Frank McLaughlan (Field Officer)
frank@cpesx.org.uk mobile number 07566 798979

Mo Raje (GP CPCS Implementation Lead)
mo@cpesx.org.uk mobile number 07566 798976
(Tuesday, Wednesday and Friday)

Lisa Lovell (Stop Smoking Consultant)
lisa@cpesx.org.uk

