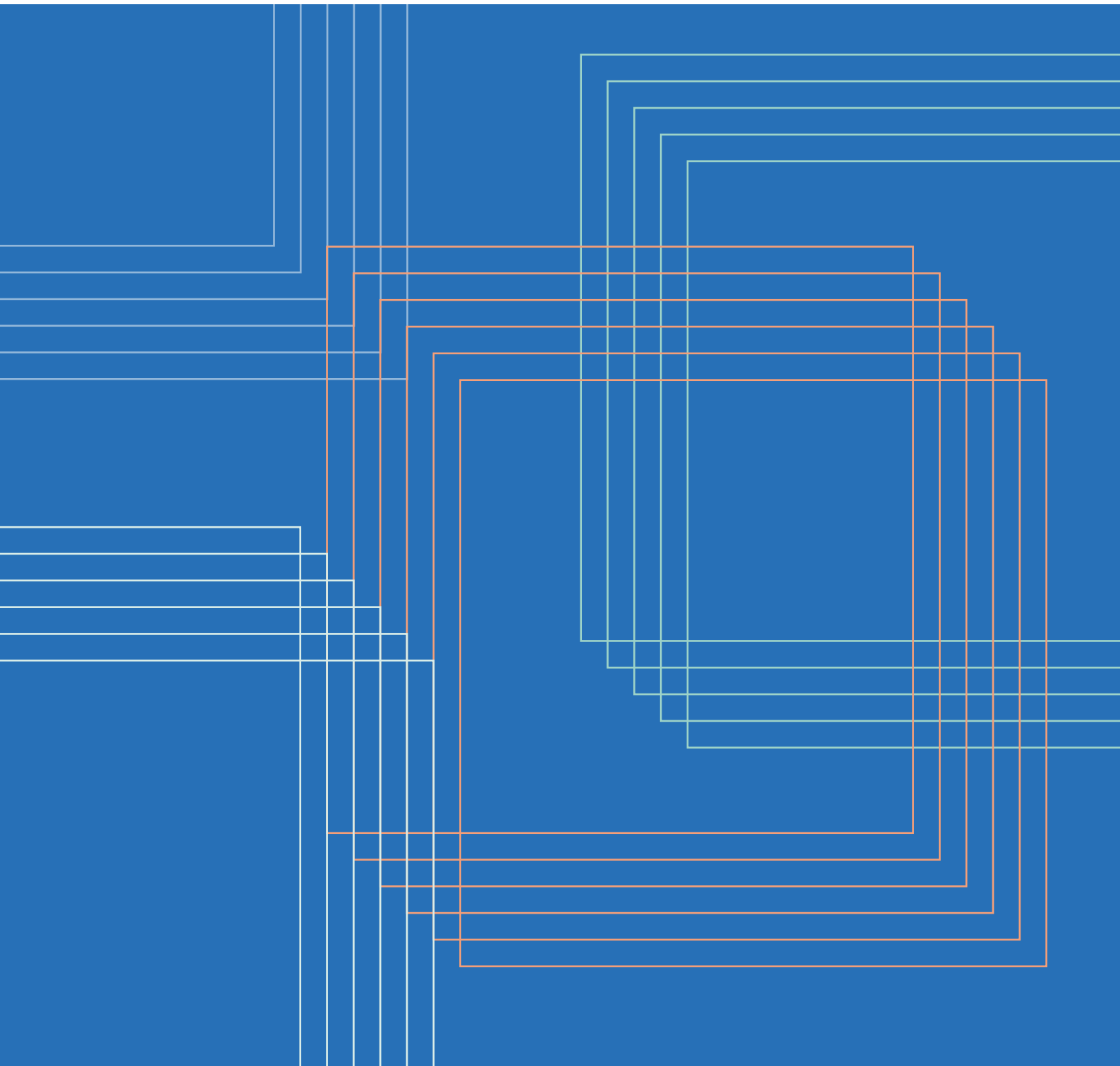




Annual and Financial Report **2023|2024**



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■ Introduction



by **Jon Lake**,
Chair of Community Pharmacy Essex

A significant period of change in the world of community pharmacy has been reflected here at Community Pharmacy Essex with the formation of a new committee on 1st April 2023. I am very proud to be Chair and work alongside a group of dedicated people who are all passionate about the role pharmacy can play in looking after our patients. I am determined to continue the work of the previous committee, brilliantly led by Bina Patel, to ensure all contractors are effectively supported as we work together and navigate through these challenging times.

This past year has been very much around laying some solid foundations. Working through the Transforming Pharmacy Representation (TAPR) Programme and exploring new ways of working with our neighbouring Community Pharmacy Locals (LPCs) and external stakeholders. We have also seen the introduction of Pharmacy First and other Primary Care Recovery Plan developments. I would like to thank you all for embracing new services and finding a way to deliver these despite the various challenges we face.

I would like to thank Karen and Angela for everything they do. The office really is our engine room. I would also like to recognise both Frank and Mo for the brilliant work they did as Field Officers last year.

This year will continue to see more change and further developments. Community Pharmacy Essex is committed to supporting all contractors and by working together I am sure we will bring continuing success to the sector. I look forward to seeing many of you at our Annual Conference in October.

■ Opening



By **Karen Samuel-Smith**
Chief Officer of Community Pharmacy Essex

Dear Colleagues

We started the year with a new committee and a new chair, it was refreshing to see a young, diverse committee with 6 new faces, demonstrating that Community Pharmacy Essex, your Local Pharmaceutical Committee, continues to be relevant to contractors in Essex.

We would like to take this opportunity to thank those previous members who did not stand for election, our former chair Bina Patel, and Rajiv Sharma and Penny Skellern, for their dedication and commitment to previous committees: We are sure they will continue to keep us on our toes as contractors and pharmacists working in Essex. We would also like to thank Hema Patel, who now sits on the committee as a non-voting representative of Healthy Living Partnership Ltd., our provider company.

On a personal note I would like to say a great big thank-you to Angela Culleton, our office manager, who has continued to keep the organisational wheels running smoothly, and created an environment that makes the office a joy to work in and enables the committee to operate more efficiently.

We have also said au revoir to our two field officers, Frank McLaughlan and Mo Raje. Mo continues to be a committee member representing Shadforth's, and Frank has moved on to a role with Community Pharmacy Hertfordshire. We are sure you will want to join us in thanking them for their work supporting contractors and service implementation, they will be greatly missed.

One of the features of the year was undoubtedly the closure of several pharmacies, the seven Lloyds in Sainsburys pharmacies and seventeen branches of Boots. We have worked with the pharmacies most impacted by these closures, particularly where there has been only one other pharmacy nearby, including communications with relevant ICBs and GP practices, and with industry colleagues when, for example, quotas needed to be amended.

As a result of closures, and reductions in supplementary hours as a response to the funding situation in community pharmacy we have worked closely with the Pharmaceutical Needs Assessment steering group and Health and Wellbeing board at Essex County Council to ensure that the PNA is reviewed regularly, and that any

supplementary statements are both issued promptly and considered together to reflect on the cumulative effects of closures.

We remain acutely aware of the financial pressures that you are increasingly under, and lobby our national negotiators at every opportunity. Our Community Pharmacy England (CPE) regional representative, Anil Sharma, has attended two of our committee meetings and has been left with no doubt about the committee's passionate opinions on this. We will continue to work to get your voices and your concerns heard at CPE.

Our role, however, remains to get the best outcomes from local negotiations and relationships: We would strongly encourage you to read the Healthy Living Partnership Ltd annual report which will detail work we have been doing with local authority and other commissioners to develop public health and other services.

We have further consolidated our work with the three Integrated Care Boards (ICBs) in Essex, as they took on delegated responsibility for Community Pharmacy in April 2023, 10 years since the demise of Primary Care Trusts. This offers us a real opportunity to get deeper into the local NHS organisations than we have perhaps been able to do in recent years, and while there is still work to do there have also been some early wins, perhaps most notably the policy shift in all three ICBs away from branded generics which have further etched away the limited margin for years.

It is relevant to note that we are not only attending medicines optimisation meetings, but also have a voice on the Primary Care Commissioning Committees in each ICB, enabling us to promote the newer Community Pharmacy Advanced services as part of the Primary Care Recovery Plan and as part of integrated pathways. We have also had the opportunity to co-present with the NHS Regional Pharmacy Integration Lead on both the Hypertension and Pharmacy First services at the Pharmacy East Network (PhEN), a regional network of senior pharmacists from all sectors of pharmacy in the East of England.

You have amazed and impressed us with your engagement, uptake and delivery of the new services, in particular Pharmacy First, and it was fantastic to see so many of you and your teams at our two Pharmacy First days, in January and March. We had really positive feedback from those who attended as delegates, but also from colleagues at EQUIP/ Essex LMC, CPPE, Provide CIC and Midmeds who supported the events in different ways. You will be asked to consider if we should arrange more days like this in the coming year.

2024/2025 offers an opportunity to consolidate the committee development and stakeholder relationship-building of the previous year, to demonstrate that we can deliver on our commitments to ICB primary care delivery plans, and through Healthy Living Partnership Ltd delivery a range of locally commissioned patient-centred health and lifestyle services.

Thank you for your support, your challenges and, yes, those of you that ask very strange questions at unusual times of day (or night!). It has been a privilege to represent you for another year.

■ Some key activities during the year

■ April 2023

Karen hosted a “New Members” webinar for those members that had been recently elected and appointed. The purpose of the webinar was to explain the role of Community Pharmacy Essex, how we work with community pharmacy teams and the expectations of what a Committee Member does.

Open Road (Needle Exchange) hosted an event at County Hotel and pharmacy teams were invited to attend. Office staff also attended to benefit from the training session.

■ May 2023

Wednesday 17th May was the first committee meeting with new members.

■ June 2023

Changes to pharmacy regulations: 100 hour pharmacies and rest breaks, therefore Karen hosted a webinar for pharmacy teams explaining the changes.

Sexual health Service in Southend-on-Sea went live.

Office appraisals took place.

MSE Integrated funds £1500 to pharmacies (last payment made to all Mid and South pharmacies in October 2023)

Radio broadcast – Hema Patel talking about Hay fever and then Karen features on the radio talking about pharmacy closures (Lloyds)

Vaccination training 11th and 25th June 2023 in Colchester and Brentwood (4 sessions in total)

■ July 2023

Grays PCN Hypertension meeting at Masons – well attended multi disciplined

■ September 2023

Pfizer Migraine Independent Prescribers proposal at the Lion Inn, Boreham.

Daiichi Sankyo Cardiovascular pathway meeting at Mumtaz Mahal, Benfleet.

Committee members visited pharmacies, which proved to be very successful from members point of view as well as contractors, a virtual meeting took place during the evening.

Community Pharmacy Assurance Framework (CPAF) follow up meetings by Frank McLaughlan and Mo Raje, they were assisting pharmacies that had not completed the initial 10 question screening process in preparation for any monitoring visits.

Flu vaccination and C-19 vaccines finally started after a variation of potential commencement dates.

■ October 2023

Conference on 1st October – all the committee members were introduced to the attendees.

Frank McLaughlan attended an event in Epping with Tunde Sokoya

■ November 2023

Liam Stapleton was commissioned to provide online training for pharmacy teams



“Understanding your FP34 statement and optimising your claims”, this was really well received.

Joint committee meeting with Hertfordshire to look at ways of working more effectively together.

■ December 2024

Pharmacy First event announcement and preparation around this continued throughout January.

■ January 2024

Pharmacy First event took place on Sunday 28th January, the organising and scheduling attendees onto the sessions took up most of January

Over 130 pharmacists attended the event, with the majority undertaking the Ear, Nose and Throat (ENT) training with CPPE.

Liam Stapleton was commissioned to support 6 Mid and South Essex Primary Care Network Leads.

Asthma session/Tackling SABA overuse with Sanjeev Rana at Lian Restaurant 31st January, sponsored by Chiesi

■ February 2024

Committee adopted the Governance Framework policy from Community Pharmacy England (formerly known as PSNC) and will strive to work to the standards expected.

Frank McLaughlan attended the Hertfordshire and West Essex Primary Care Leads event.

The Lipids health inequalities project was launched just for Benfleet and Rayleigh, due to the low rate of treatment to target in these particular areas.

■ March 2024

A second Pharmacy First Event took place on Sunday 28th March 2024, this event was funded by our provider company, Healthy Living Partnership Limited.

2023 – 2024 Commissioned Services



Stop Smoking Service



The Essex Wellbeing Service commissioned by Essex County Council is the lead provider for Stop Smoking for Essex (Excluding Thurrock and Southend) .

In the last financial year the service successfully supported over 4000 clients to quit smoking, with the help of 20 pharmacies supporting clients and submitting quit smoking claims. Approximately 100 clients quit in pharmacy settings.

Supervised Consumption

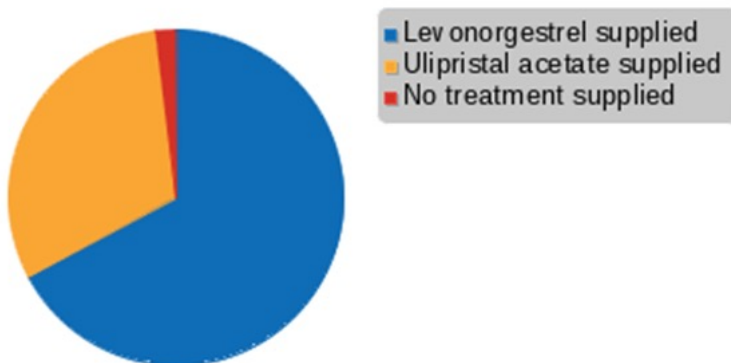
We are currently awaiting a new Contract to be approved, so we have not had any new Pharmacies join the scheme. To date, we have spent just over £52,000 for the last financial year (2023-24), but I am still receiving data sheets and invoices, which I will process for payment.

Sexual Health Service

Healthy Living Partnership Ltd has continued to manage sexual health services in Essex, excluding Thurrock and Southend.

The service covers the provision of emergency hormone contraception (EHC) to women aged 19 and under, and the provision of chlamydia treatment via PGD.

127 pharmacies have a signed contract to provide the sexual health service in Essex, however only 29 pharmacies have provided EHC advice or provided products.



During 2023-2024, a total of 143 consultations took place. Emergency hormonal contraception (EHC) was supplied in majority of cases, 98 (67.1%) Levonorgestrel and 45 (30.5%) Ulipristal, there were 3 cases where no treatment was supplied.

Total cost of products supplied was £1,375.85

69 community Pharmacies have distributed 638 packets of condoms via the service using a smartphone app eC-Card.

Healthchecks

During 2023/2024 40 pharmacies were accredited to deliver healthchecks, of which 22 actively provided the service. 715 interventions occurred, none of these clients had had a NHS healthcheck in the last 5 years.

318 clients attended a healthcheck following an invitation via the post and 334 were opportunistic appointments offered to them.

Demographic Analysis

Age Ranges at time of service provision based upon provided date of birth

Age Range	Number of Patients
35-39	2
40-44	125
45-49	113
50-54	111
55-59	126
60-64	115
65-69	80
70-74	43

BMI Ranges

Age Range	Description	Number of Patients
0 - 15	Very Severely underweight	0
15 - 16	Severely underweight	0
16 - 18.5	Underweight	5
18.5 - 25	Normal	226
25 - 30	Overweight	293
30 - 35	Obese Class I	134
35 - 40	Obese Class II	41
40+	Obese Class III	16

■ 2023 – 2024 Commissioned Services



Southend STARS

This was the second year of the Southend contract.

Currently there are 23 pharmacies covering client services across the area, with 7 of these providing needle exchange services on top of supervised consumption.

Over the course of the year there were a total of 19 reported pharmacy incidents,

Although there is a small number of incidents compared to how many prescriptions are issued, some themes seem to repeat themselves such as misplaced prescriptions, dispensing to unauthorised relations and incorrect doses handed out.

As always, we require a pharmacy incident form to be completed and sent back to ourselves within 24hrs of the incident, which should include learnings and actions put in place to avoid repeating the same type of error. Only one incident report was received and poorly completed.

Communication between pharmacies and **forward** remains key.

Sexual Health Service

Sexual health Service in Southend had a soft launch in June 2023, 9 pharmacies expressed an interest in delivering the sexual health service in Southend, only 2 pharmacies have signed up to deliver the service and have provided consultations and issued products to 5 people during December 2023 to March 2024.

Stop Smoking Service

Nine pharmacies in Southend on Sea are offering the stop smoking service. Community pharmacists successfully supported 81 residents to quit smoking between April 2023 and March 2024. Overall, 135 residents set a quit date, 60% quit and 40% did not quit or were lost to follow up.

2023 – 2024 Commissioned Services



Needle Exchange and Substance Misuse Services

No information available

Other services

During 2023/2024 no pharmacy contracts were in place for Healthchecks, Sexual Health Service or the Stop Smoking Service in the Thurrock area.

Advanced Services

Pharmacy First Service

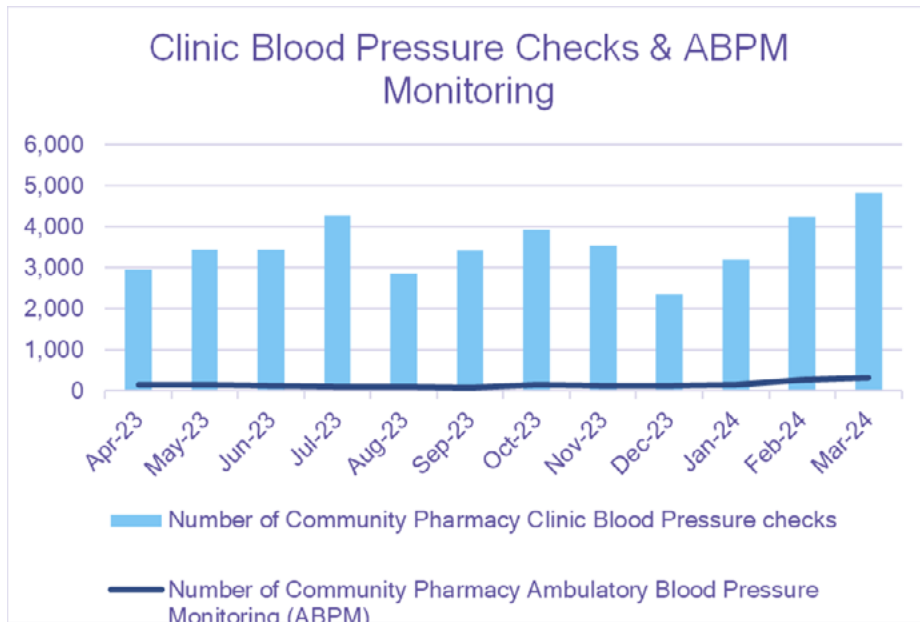
By the end of March 2024, 293 community pharmacies in Essex had registered on Manage Your Service (MYS) portal to indicate they intend to provide the Pharmacy First Service.

Data captured in February and March 2024 is as follows:

Pharmacy First Service	Feb 2024	March 2024
Clinical Pathways Consultations – Acute Otitis Media	1,047	1,170
Clinical Pathways Consultations – Acute Sore Throat	1,881	2,367
Clinical Pathways Consultations – Impetigo	236	203
Clinical Pathways Consultations – Infected Insect Bites	103	120
Clinical Pathways Consultations – Shingles	148	141
Clinical Pathways Consultations – Sinusitis	874	759
Clinical Pathways Consultations - Uncomplicated UTI	1,004	1,084
Urgent Medicine Supply Consultations	2,594	2,783
Minor Illness Referral Consultations	4,063	4,099

Hypertension Case-Finding Advanced Service

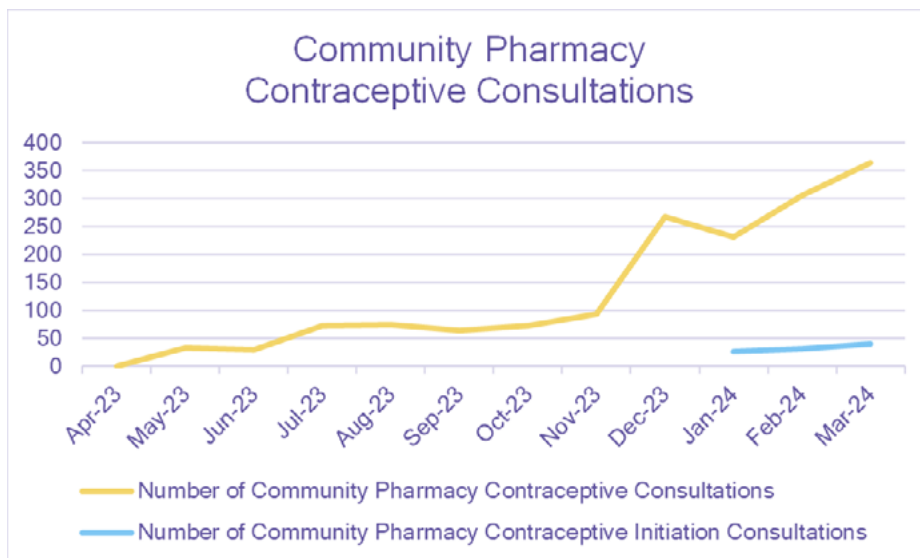
279 pharmacy owners registered on the Manage Your Service (MYS) portal to indicate they will be providing the NHS Community Pharmacy Hypertension Case-Finding Advanced Service by the end of March 2024.



The chart above shows the blood pressure readings that have been taken in a pharmacy setting, as well as the ABPM monitoring that has occurred.

Pharmacy Contraception Service

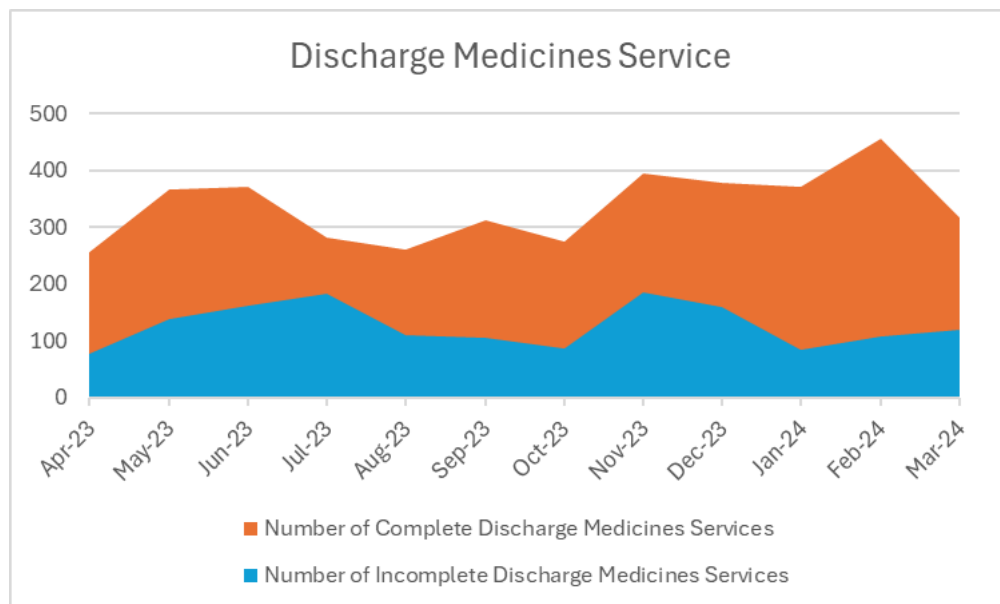
190 pharmacies signed up to deliver the NHS Community Pharmacy Contraception Advanced Service. The uptake increased later in the year when additional funding was agreed nationally



In April 2023, the Tier 1 service was launched, ongoing monitoring and supply of repeat oral contraception. From 1st December 2023, the service incorporates initiation and repeat supplies of contraception.

Essential Services: Discharge Medicines Service (DMS)

There is still a notable difference in DMS referrals from the hospitals and community trusts in Essex, which leads to an inequitable distribution of funding from the global sum. Further work is needed to ensure that contractors claim the activity recorded on PharmOutcomes via MYS to optimise service income.



Data source: NHSBSA for the advance services above

Market Entry Data

Pharmacy applications between April 2023 to March 2024

6 applications were received during the year.

- 1 was for no significant change relocation, which was approved.
- 5 for unforeseen benefits, which are all still waiting determination, including one delayed due to a request to review a controlled location.

Pharmacy contract changes between April 2023 to March 2024

- 43 changes of ownership, of which 21 have taken place
- 23 pharmacies have closed, 7 Lloyds branches and 16 Boots branches.
- 39 pharmacies have changed their hours
 - 22 reduced from 100 core hours
 - 12 reduced their supplementary hours
 - 5 increased their supplementary hours

■ Annual Conference and AGM

Sunday 1st October 2023 at Ivy Hill Hotel, Margarettng, Essex

- Great turn out at our recent annual conference and AGM on 1st October 2023. Thanks to everyone who attended and to all our speakers for turning out on a Sunday. Pharma companies supported the event during the Trade Fair.
- The day started with workshops, including NHS 111 CPCS services, current patterns in drug seeking behaviour by the CD Liaison Officers and new treatment for migraine patients.
- Guest speakers were, Ade Abimbola NHS England Regional Pharmacy Integration lead, and James Wood from Community Pharmacy England.
- The annual report for 2022-23 and accounts were approved unanimously.
- Concluded the day with an Oral contraception face to face training session.



Overall we think it was a successful event and hope everyone who attended would agree.

Minutes of Essex LPC Annual General Meeting held on Sunday 1st October 2023 Ivy Hill Hotel, Margarettng, Chelmsford, CM4 0EH

In attendance

Jon Lake Chair
Essex Contractors
Ashok Pattani (Finance Manager)

Chair's Introduction

Jon Lake thanked Bina Patel for her contributions and dedication whilst being on the committee. All the new committee members introduced themselves to the Essex Contractors who were in attendance.

Jon Lake explained the Community Pharmacy Essex Annual Report and Accounts for 2022-2023 had been posted and emailed to all pharmacies in Essex at the end of August 2023.

Essex LPC Annual Report

No queries were raised with the content of the Annual Report 2022-2023 and it was therefore formally approved.

Essex LPC Finance Report

No queries were raised with the content of the Financial Report 2022-2023 and it was therefore formally approved unanimously.

Bina Patel proposed the accounts, and Baba Akomolafe seconded.

■ Other meetings, forums and events

During the year, a total of 28 events have taken place across Essex.

These have ranged from a webinar welcoming our new committee members * see later in the report for contact details.

- Our annual conference and AGM
- 2 Pharmacy First events, including ENT training, one of these was hosted by our provider company, Healthy Living Partnership Limited, due to the huge demand for the training and development.
- 5 committee members, 1 of these was a virtual meeting, as the members had spent the day visiting some of their local pharmacy teams.
- 5 Governance and Scrutiny Committee (GSOC) meetings
- 2 Breathe Easy North East Essex Respiratory (BeNEER) Group meetings including a debate on the Greener NHS agenda and Long Covid 1 year on.
- 2 face to face vaccination training events
- 5 pharmacy forum meetings, these have covered tackling SABA overuse, cardiovascular pathway engagement. During all these meetings Contractors have received local updates and news that is affecting their area, excellent opportunity for pharmacy teams to network and discuss issues with each other.
- 5 ad hoc meetings, including a Primary Care Network event in Grays, Independent Prescribers meeting, virtual FP34 training, a lipids management services event in Benfleet and Rayleigh and a multi-disciplinary heart failure meeting.

As well as the above meetings that have been organised by Office, members of the committee attend meetings in the community.

Newsletters

Seven newsletters were produced and circulated to all Essex Pharmacies and interested stakeholders. These can be found on our website <https://cpesx.org.uk/about-us/essex-lpc-newsletters/>

■ Annual Financial Report 2023 – 2024

Income and Expenditure Statement for the Year Ended 31 March 2024

	Notes	2024 £	2023 £
INCOME		370,750	348,550
Administrative expenses		<u>343,326</u>	<u>312,747</u>
OPERATING SURPLUS	3	27,424	35,803
Interest receivable and similar income		<u>4,572</u>	<u>914</u>
SURPLUS BEFORE TAXATION		31,996	36,717
Tax on surplus		869	174
SURPLUS FOR THE FINANCIAL YEAR		<u>31,127</u>	<u>36,543</u>

Balance Sheet 31 March 2024

	Notes	2024 £	2023 £
FIXED ASSETS			
Tangible assets	4	74,490	74,870
CURRENT ASSETS			
Debtors	5	1,278	1,548
Prepayments and accrued income		28,518	28,059
Cash at bank		<u>254,655</u>	<u>226,911</u>
CREDITORS		284,451	256,518
Amounts falling due within one year	6	<u>7,001</u>	<u>10,575</u>
NET CURRENT ASSETS		<u>277,450</u>	<u>245,943</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>351,940</u>	<u>320,813</u>
RESERVES			
Other reserves		296,939	296,939
Income and expenditure account		<u>55,001</u>	<u>23,874</u>
		<u>351,940</u>	<u>320,813</u>

The financial statements were approved by the committee members and authorised for issue on and were signed by:

A Pattani - Finance Manager

■ Committee Members

Meeting attendance

5 meetings have taken place during the year. Four of these were face to face and 1 was virtual, instead the members visited a few pharmacies within their allocated area and met with the teams to find out more about issues they are facing as well as building up valuable working relationships.

Name	Contact e-mails	Attendance Record
Onome Sankey (CCA)	onome.sankey@nhs.net	5/5
Jon Lake (CCA)	chair@cpesx.org.uk	5/5
Sarah Read (Independent)	sarahread.savages@gmail.com	4 and then has been on maternity leave
Sanjay Patel * (CCA)	sanjay.p.patel@boots.co.uk	4 and part of a day
Mo Raje (Independent)	mo@cpesx.org.uk	5/5
Husain Master (Independent)	husain.master@nhs.net	4/5
Kevin Western (AIMp)	kevin.western@nhs.net	4 and was on a training event
Ivy Tuffour (AIMp)	ivy@tuffourgroupp.com	4/5
Babatunde Sokoya (Independent)	sokoyaat94@gmail.com	4/5
Chirag Patel * (CCA)	chiragpatel006@hotmail.com	3 left committee in February 2024

Hema Patel attends the meeting in her capacity as a Director representing Healthy Living Partnership Limited.

Anil Sharma (Community Pharmacy England Regional Representative) has been able to attend meetings on a couple of occasions and provided insight details to the committee.

* No longer members on the committee

Declaration of interest

Name	Declared Interest (Name of the Organisation and nature of business)	Type of Interest (see guidance notes below – please mark 'X')			Is the interest direct or indirect? (see guidance notes below)	Nature of Interest	Date of Interest	
		Financial Interest	Non-Financial Professional	Non-Professional			From	To (Insert end date if interest will be time limited)
Jon Lake	Boots UK – Pharmacy	X			Direct	Service commissioning	1.4.2023	
Chirag Patel	Rowlands Pharmacy	X			Direct		Sept 2012	present
Sanjay Patel	Nil							
Ivy Tuffour	Tuffour Pharmacy Group VYCO Limited	X X			Direct Direct	HR Director Director		Present Present
Kevin Western	Day Lewis	X			Direct	I am an employee so "potential"	1994	Present
Husain Master	Essex Pharmacy	X	X	X	Direct	Owner	June 2020	
Babatunde Sokoya	TSGK Enterprises Ltd t/a Easter Pharmacy Sub Healthcare Limited	X X			X X	Director Director	1.12.2005 1.2.2022	ongoing ongoing
Onome Sankey	Nil							
Sarah Read	Savages Pharmacy Fiveways Pharmacy NHS Contracted Pharmacies	X			direct	Employment	May 2019	ongoing
Mo Raje *	Abridge Surgery Essex Locums PCN Direct Locum Pharmacist for CCA, AIM and independents	X X X X			Direct Direct Direct Direct	Clinical Pharmacist CEO Director Community Pharmacist	2021 2022 2023 2012	

Non-voting members and officers									
Hema Jetha	Sheevnali Ltd	X	X	X	Direct & Indirect	Pharmacy Business	1.3.2017		
Ashok Pattani	Community Pharmacy Essex	X			Honorarium & attendance payment	Finance Manager	2011		
	Healthy Living Partnership Ltd	X			Honorarium payment	Finance Manager	2023		
Karen Samuel-Smith	Partner is safeguarding lead for Healthy Living Partnership Ltd			X	Indirect	Provides advice and writes policies for HLP Ltd (remunerated)	October 2022		
Karen Samuel-Smith	ModernaTX				direct	Clinical trial participant (expenses paid)	October 2023	May 2024	
Angela Culleton	Nil								
Frank McLaughlan *	Saint Clare's Hospice			X	Indirect	Volunteer bereavement leader	July 2021		

**No longer works at Community Pharmacy Essex. Mo Raje, however remains a member of the committee*

■ Contact Us

Office Contact Points

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)

Lisa Lovell **lisa@cpesx.org.uk** (Lifestyles Services Lead)

Address 17 Clematis Tye, Springfield, Chelmsford, Essex, CM1 6GL

 [@CommPharmEssex](#)  [Community Pharmacy Essex](#) **Website** www.CPEsx.org.uk

