



DORSET LOCAL PHARMACEUTICAL

COMMITTEE

ANNUAL REPORT

AND

ACCOUNTS April 2020 – March 2021

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MEMBERSHIP OF THE COMMITTEE

The following served on the Committee from 1st April 2020:

Independent Contractors

Mr Frank Dwomoh (resigned 15/02/2020)
Mr Robin Mitchell
Mr Roger Mitchell

AIMp Contractor

Mr Richard Maiden

Company Chemists Association

Mr Jose Aguiar
Mrs Janette Best
Ms Jane Hallett
Ms Gabriella Horvath (resigned 01/12/2020)
Mr Nabeel Hussain (appointed 29/10/2020, resigned 07/12/2020)
Ms Amanda Jones (appointed 05/03/2021)
Ms Eleanor King (appointed 27/07/20, resigned 15/09/2020)
Mr Piyush Patel (appointed 16/12/20)
Mrs Dianne Wood (appointed 16/06/20)
Mrs Claire Woollard (resigned 14/05/2020)

OFFICERS OF THE COMMITTEE

Chair	Mr Robin Mitchell
Vice-Chair	Mrs Janette Best
Treasurer	Mr Roger Mitchell
Chief Officer	Mrs Amanda Moores

Introduction

We started and ended the 2020 – 2021 year in national lockdown due to the Covid-19 pandemic, with the introduction of Tier systems and local restrictions in between. Whilst there was some reprieve and a return to some normality during the summer months as cases dropped, the workload for community pharmacy has never diminished. It has been one of the most challenging and difficult years.

Early in the year community pharmacies received loaned advance payments on monies that were due to them. We are still unclear as to what, how or when this money may need to be paid back. This along with the practical challenges of being one of the only health care settings continuing to provide services for patients during the pandemic has added to the stress and uncertainty for the sector.

Nationally cases of Covid-19 began to rise again in October 2020. Christmas was cancelled at the last minute and some of the county was placed into Tier 4 with significant restrictions on normal life introduced.

Set out below is a summary of the work that Dorset LPC has completed during 2020 - 2021.

1. Working with Commissioners

a) NHS England & Improvement South West (NHSE&I South West)

With having only just moved to be part of NHSE&I South West prior to the start of the year, not being able to meet face to face has added to the challenges of getting to know and building relationships with a new team. Over the past year representatives of the committee have met regularly with representatives from NHSE&I South West. These meetings have all been held virtually.

It has been far from “Business As Usual” during the year with some activities being put on hold and others not needing to be completed. The meetings at the start of the year were focused on the challenges and issues arising from the pandemic, looking at business continuity as well as ensuring that community pharmacies were getting timely information and support.

Over the year the regular meetings have been adapted and there are now monthly Strategic Meetings at the start of each month, with monthly Operations Meetings held midway in the month.

We have worked with the NHSE&I South West team to support community pharmacies in Dorset become Covid-19 vaccination sites. The first three pharmacies started vaccinations in January 2021, with two more sites starting in subsequent weeks. The

pharmacies offering the vaccinations have been doing a fantastic job, providing a much needed service for the population of Dorset and have already delivered a significant number of vaccinations.

In July 2020 we were asked by NHSE&I South West to become involved with piloting a service that would build on the established NHS111 Community Pharmacist Consultation Service (CPCS), and have patient referrals for minor conditions sent to pharmacies from GP practices. Working very closely with Dorset CCG, Weymouth & Portland Primary Care Network (PCN) was identified as the potential site for the pilot.

Over a short period of weeks a small team worked to engage with and train the six practices and 17 community pharmacies in the PCN to be ready to provide the service. In September 2020 GP CPCS went live across Weymouth & Portland with practices and pharmacies working very closely together to deliver a service to support the local population. The data collected from the pilot site added to the data collected from other pilot sites across England. GP CPCS was commissioned nationally as an Advanced Service for community pharmacies from November 2020.

With the challenges of a second wave of Covid-19 infections any work to roll out the service further was paused. In March 2021 an engagement event was held for the remaining 17 PCNs in Dorset and as result of that meeting several other PCNs started working towards launching GP CPCS, and this work will continue in to 2021/22.

In February 2021 the Discharge Medicines Service (DMS) became an Essential Service as part of the Community Pharmacy Contractual Framework. The service is based on the work and evidence gathered from TCAM, the Transfer of Care Around Medicines. This service supports patients who have recently been discharged from Acute Hospitals on new or changed medicines. Dorset County Hospital (DCHFT) had already been working with community pharmacies on TCAM and the move to DMS has been relatively smooth, with a significant number of referrals being made to community pharmacies.

b) Public Health Dorset (PHD)

During 2020 - 2021 there have been some difficult and frustrating meetings with PHD. The impact of changes to weekly collection rather than daily supervision of Opioid Substitution Therapies has been huge both in terms of day to day management of the service and financially for community pharmacies. Throughout the year we have challenged the thinking of PHD and the decision to not continue with payments or provide alternative funding, to no avail. A significant amount of LPC resource and time has been spent on preparing data and information, which has not been accepted as reason to support community pharmacies.

On a positive note we were able to secure funding for costs incurred by pharmacies needing to purchase additional or larger CD cabinets and/or methadone pumps to support the changes in frequency of collection of Opioid Substitution Therapies.

c) Dorset Clinical Commissioning Group (CCG)

Dorset LPC has met regularly with representatives of Dorset CCG throughout 2020 – 2021, as well as representatives of the committee attending a number of CCG meetings e.g. Medicines Safety Officers, Polypharmacy, Flu Planning. All meetings have been held virtually.

As part of the response to the pandemic Dorset CCG has been actively promoting and supporting the implementation of electronic Repeat Dispensing (eRD) in GP practices and community pharmacies. This work has seen significant rises in the utilisation of eRD in some areas and this has helped with managing workload, preventing over ordering, issuing prescriptions too early and stock shortages of key medicines.

2. Working with other organisations

a) Dorset Integrated Care System (ICS)

During 2020 - 2021 Dorset LPC has been involved in various work streams as part of the ICS. At the start of the year the Chief Pharmacists from the three Acute Trusts, Community & Mental Health Trust, Dorset CCG and the Chief Officer of Dorset LPC met virtually on a weekly basis. During the year, the frequency of the meetings has flexed to meet the needs and demands of the time.

These meetings have been invaluable in terms of providing peer support and updates on the ever changing situation within Dorset. They have also further strengthened the relationships and understanding across all sectors of pharmacy.

To support community pharmacies during the pandemic we have worked with the ICS to secure access for registered professionals in community pharmacies to be able to use the Dorset Care Record (DCR). The DCR was launched in March 2018 and is an electronic repository providing a consolidated view of information from health and social care systems across Dorset. Through collaboration of the partner organisations, DCR is enabling better sharing of information for health and care professionals, to enable details of a person's medical or care needs, to be summarised in the same place and improve the care of people in Dorset. DCR currently brings together information from Dorset hospitals and GPs. Work is underway to bring in further information from hospitals, community health teams and social care information from Dorset councils.

The community pharmacy teams that have been accessing the DCR have found it an invaluable resource allowing them to access up to date information and support patients, especially during the pandemic.

b) Wessex Local Medical Committees (LMCs)

The LPCs and LMCs in Wessex have met throughout the last year. All meetings have been held virtually and have focussed on challenges of the pandemic. We have also used a WhatsApp group to be able to communicate and share information promptly.

The LMC have been supportive when pharmacies have been facing challenges with changes to ways of working by practices that have created unintended consequences.

We have discussed the nationally commissioned GP CPCS and the LMC have been part of the Dorset implementation planning team.

c) Dorset Local Optical Committee (LOC)

We have maintained contact with the LOC throughout the year. The potential for opportunities for joint working on projects has been paused, with hope that this may be possible in the near future.

3. Contract applications

The LPC has been notified of the following contract applications and changes to contractors in Dorset. The LPC has responded to applications where relevant:

August 2020: CAS-3047174-D3Z0V6 P & D Cards Ltd, Blandford – Distance Selling Pharmacy – **granted**

November 2020: SHA24427 Rowlands, Boscombe – Appeal – **still to be determined**

December 2020: CAS-3129157-B4Q3N5 Automeds, Three Legged Cross – relocation – **granted**

December 2020: CAS-3023806-F1H2C9 Avicenna/AMG, Talbot Medical Centre, Bournemouth – change of ownership – **granted**

December 2020: CAS-3023907-B7G4R5 Avicenna/AMG, West Howe, Bournemouth – change of ownership – **granted**

December 2020: CAS-3023954-V2W3X7 Avicenna/AMG, Bearwood, Bournemouth – change of ownership - **granted**

January 2021: CAS-44742-L3V0W0 Lloyds, Boscombe - change of ownership - **granted**

January 2021: PCC-201718-169 Rowlands, Bournemouth – consolidation of two Rowlands pharmacies – **still to be determined**

February 2021: CAS-55486-B3G2X0 Day Lewis, Wareham – change of ownership – **granted**

March 2021: CAS-3284124-M7M5R4 Rowlands, Boscombe – relocation – **still to be determined**

In July 2020 following consolidation, one of the three Boots pharmacies in Blandford closed. As of 31st March 2021, there are 146 community pharmacies and 3 dispensing appliance contractors in Dorset.

4. Consultation responses

During 2020-2021 there have not been any consultations to which Dorset LPC has submitted a response.

5. Annual Meeting

The Annual Meeting of Contractors was held at 1.30pm on 5th November 2020, this was on the same day as a committee meeting. The savings from not having a separate event for the AGM have been used to channel resources into training evenings and contractor support. At the AGM the Annual Accounts and Report for 2019-2020 were approved.

6. Training & engagement events

This year Dorset LPC has had to adapt to working remotely and this has included providing training support events for contractors virtually. The committee invested in a virtual meeting platform license to support committee meetings and delivery of training events for contractors. The committee has learnt a lot in the last year and whilst the face-to-face contact has been missed, being able to continue to support contractors has been key.

April 2020 – We hosted an eRD evening for LPC members, PCN Community Pharmacy Leads, PCN pharmacists, Dorset CCG, Dorset Healthcare.

June 2020 – We hosted a Weymouth & Portland PCN event bringing together 35 colleagues including Clinical Director, Prescribing Leads and community pharmacies.

July 2020 – With the Dorset Care Record (DCR) team we delivered two webinars for contractors to introduce them to DCR and the benefits of using it.

August 2020 – We hosted a Weymouth & Portland PCN engagement event and delivered webinars for community pharmacies, to support the launch of the GP CPCS pilot.

September 2020 – Socially distanced flu vaccination training was delivered in conjunction with the NPA. These training sessions were challenging, however have crucially supported contractors to be able to deliver the Advanced Service for the 2020/21 Flu Season.

November 2020 – February 2021 – As part of the requirements of Pharmacy Quality Scheme (PQS), we supported Community Pharmacy PCN Leads to bring together contractors within each PCN to discuss Business Continuity and Flu Vaccinations.

March 2021 – We delivered two contractor events to prepare pharmacy teams for the introduction of GP CPCS and to be able the pharmacies to claim for Annexe F in the Service Specification.

March 2021 – Working with Dorset CCG and an Implementation Manager appointed by NHSE&I South West we hosted an engagement event for PCNs, to introduce GP CPCS PCN and to discuss the roll out of the service across Dorset.

As well as the virtual events listed above the online training platform VirtualOutcomes has again been made available for contractors across Dorset. 82% of pharmacies in Dorset are regularly using the training platform to support the development and training of their staff. Over the year 323 training courses have been accessed, ranging from just five in January 2021 to 49 in February 2021.

7. Contractor Representation & Support

The LPC met with the Area Managers/Owners of community pharmacies across Dorset as part of the Steering Group meetings held in April and September 2020, and January 2021. The meetings give the opportunity for sharing information and also getting a better understanding of any local issues. This year it was also an opportunity to “check in” with contractors to see how they were.

Late in 2019 Professor David Wright, Professor of Pharmacy Practice at the University of East Anglia, was asked to conduct an independent review of Pharmaceutical Services Negotiating Committee (PSNC) and LPC structure and support for community pharmacy contractors. The independent review was commissioned to find ways for PSNC and LPCs to work better together for the benefit of contractors. In June 2020 Professor Wright published the findings of his independent review, which set out 33 recommendations for the future. These recommendations focused largely on the workings of PSNC and

LPCs. In July 2020 PSNC and LPCs met to discuss and reflect on the findings, and there was agreement that there was merit in some of the recommendations.

LPCs and contractors were given the opportunity to comment on the recommendations and plans for next steps. As a result a Review Steering Group (RSG) has been established. The purpose of the RSG is to steer and commission a programme of work following the review. The RSG will develop proposals to put to contractors, ensuring that these proposals take into account the feasibility of delivery, cost, and benefits to contractors along with timescales.

This work will continue during 2021/22 and it is essential that pharmacy contractors do have their say about what they want representation to look like both nationally and locally.

9. PSNC, South Central and South West LPC Forums

The South Central LPCs have not met face to face during the last 12 months. Instead there have been weekly virtual meetings where information from the PSNC Rapid Action Team (RAT) has been disseminated.

The RAT was developed in April 2020 and consisted of one Chief Officer from each PSNC region meeting virtually with the PSNC team on a weekly basis. After each RAT meeting all Chief Officers from the South Central region would meet to discuss any information shared and review any necessary actions. The RAT has offered a good means of regular two way communication between LPC Chief Officers and PSNC.

During the year RAT developed into PLOT, PSNC & LPC Operations Team, which has a similar format to RAT but is not focussed on rapid actions but more about moving forwards and continuing to maintain regular contact with the PSNC team.

There has also been regular contact with the six LPC Chief Officers in the South West Region, as Dorset aligns with NHS England & Improvement South West.

10. Funding the Committee's activities

In the last twelve months the full committee has met a total of six times, these meetings have all been held virtually via Zoom. In addition to the LPC meetings, representatives of the committee have attended over one hundred meetings with a variety of different people and organisations. All of these meetings have been held virtually, which has significantly reduced the costs for attending such meetings.

We have been able to utilise pharmaceutical industry sponsorship to defray some of the costs for these meetings and for this the committee is extremely grateful.

Throughout the year the Treasurer has been reviewing expenditure and budgets on a regular basis. This work has ensured that the committee finances have finished the year in a position that will allow the committee to continue to robustly represent and support contractors for the final year of its term.

12. And finally from the Chief Officer

Once again this report has been written as the country is in lock down. This is the third national lockdown and personally it has felt like the most difficult with the short days, and cold wet weather.

The last year has required pharmacy teams to work under exceptionally challenging circumstances and you have done this heroically. I would like to thank you all for everything you have done and I am exceptionally proud to have been part of the team that represent you. You have done an amazing job and you should be very proud of all that you have done and achieved. We still do not know or understand the full impact of the pandemic and this will no doubt be impacting us all in some way for years to come, both personally and professionally.

During the last twelve months we have seen several changes amongst the committee members. Very sadly we have said farewell to one of our longest serving members of the committee. With changes to her day job Claire Woollard has stepped down from the committee. Claire has been with Dorset LPC for many years having taken on roles as Chair, Vice-Chair and Services & Implementation Lead. I would personally like to say a huge thank you to Claire for everything she has done for the committee and contractors over the years, Claire will be missed.

We have also said farewell to Gabriella Horvath and Frank Dwomoh. Thank you to you both for your contributions in the time you have been part of Dorset LPC, and we wish you the very best for the future.

We have welcomed 5 new CCA members in the course of this year, Dianne Wood and Amanda Jones are the latest to join the committee.

Amanda Moores

INCOME AND EXPENDITURE ACCOUNT
for the year ended 31st March 2021

	2021		2020	
	£	£	£	£
P.P.A. composite levy		170,004		170,004
Other income				
Sponsors		3,300		13,458
Other revenue		12,926		10,994
Bank interest		0		0
		<u>186,230</u>		<u>194,456</u>
Expenditure				
Employment costs	16,916		15,381	
Contracted services	89,678		82,479	
Bank charges	96		96	
Rent	4,680		4,680	
Utilities	164		-	
Repairs & maintenance	-		18	
Advertising	-		1,407	
Computer & stationery	1,528		2,238	
Education & training	2,273		2,260	
Attendance allowance	12,304		18,945	
Travel & subsistence	105		5,250	
Meeting expenses	80		9,734	
Telephone & internet	987		1,017	
Accountancy fee	840		750	
Legal & professional	35		35	
PSNC levy	44,599		43,863	
HMRC interest paid	-		1	
HMRC penalties paid	-		100	
		<u>174,285</u>		<u>188,254</u>
Depreciation				
Computer Equipment	-		181	
		<u>-</u>		<u>(182)</u>
NET SURPLUS/(DEFICIT)		<u>11,945</u>		<u>6,021</u>

CAPITAL STATEMENT
as at 31st March 2021

	2021		2020	
	£	£	£	£
TANGIBLE FIXED ASSETS				
Computer Equipment	909		909	
Accumulated depreciation	(909)		(728)	
Depreciation charge	-		(181)	
	<u> </u>		<u> </u>	
	<u> </u>		<u> </u>	
CAPITAL ASSETS				
Trade debtors	-		600	
PAYE/NIC	1029		1029	
Petty cash	40		40	
Bank balance	86,025		76,282	
	<u>87,094</u>		<u>77,951</u>	
	<u> </u>		<u> </u>	
CURRENT LIABILITIES				
Expenses	60		2,715	
Pension contributions	-		-	
Deferred Income	-		-	
Accruals	810		957	
Tax on deposit interest	-		-	
	<u>870</u>		<u>3,672</u>	
	<u> </u>		<u> </u>	
NET ASSETS		<u>86,224</u>		<u>74,279</u>
		<u> </u>		<u> </u>
CAPITAL ACCOUNT				
Brought forward	74,279		68,258	
Net Surplus/(Deficit)	<u>11,945</u>		<u>6,021</u>	
		<u>86,224</u>		<u>74,279</u>
		<u> </u>		<u> </u>

These accounts have been approved by Chartered Accountants, Albert Goodman LLP.