

Annual Report

**For the Year Ended
31st March 2018**

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Representing
Supporting
Developing
Promoting
**Community
Pharmacy**

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ANNUAL REPORT

FOR THE YEAR ENDED 31ST MARCH 2018

1 Chairman's Report

This past year has been another very difficult year for community pharmacy and our contractors. Those reading this report who are contractors will have keenly felt the impact of the funding cuts and the medicines supply problems, as will many pharmacy teams working in the front line.

In September 2017 the LPC held a well-attended and successful AGM followed by the second year of the NoT LPC Pharmacy Awards. The awards were a way of positively recognising teams and individuals who despite the difficult climate, continue to provide outstanding service to the public. There were many high-quality entries and a new category of Healthy Living Pharmacy (HLP) of the Year was introduced. A really engaging presentation was also given by Mike McGuire, LPN Chair for Durham, Darlington and Tees, and a contractor in that area, sharing how he and his team were facing into the challenges of the funding cuts and looking to the future.

The impact of the contract imposition from the Department of Health as it was and from January 2018, the Department of Health and Social Care, has continued to be the main factor driving the LPC's work over this last year. The Judicial Review judgement in May 2017 and the permission given by Justice Collins for PSNC to appeal his judgement, has meant that there has been continued uncertainty over what the future holds. However, amongst other things, the LPC has concentrated on supporting contractors with the Quality Payments Scheme (QPS), both understanding QPS overall and also what is required to meet the criteria. The LPC has reviewed the local progress with QPS and offered and provided targeted advice and support to ensure that where possible, contractors could confidently make their declarations at the April 2017 and November 2017 review points and maximise their possible claims.

The agenda for the LPC is set by the committee and that requires strong representation and participation. I am pleased to say that we do have both, which is demonstrated through the passionate and informed approach across the committee. The regular bi-monthly LPC meetings have evolved to ensure that there is balance between the longer-term strategy and the pressing immediate concerns felt by contractors. The meetings include an opportunity for everyone to share the most important issues affecting pharmacy contractors that the LPC should be addressing. This helps ensure that we take action escalating, for example to PSNC where appropriate, as well as agreeing specific action that the LPC can take locally. All of the committee will welcome feedback on any issues that contractors would like to be raised with the committee. Contractors may also wish to attend the meeting as a non-voting observer. The committee has on occasion had guest attendees observing the workings of the LPC over the last year.

With regard to communication, our continued use of an app based communications system has meant that short messages, updates and views can rapidly be shared by LPC committee members between main LPC meetings and LPC Executive meetings. The previous newsletter has been replaced by regular

North of Tyne LPC email updates when required, with links to further information within the email. We recognise that the change to the website requires more work to ensure that this important connection to the LPC and the services across the area is brought fully up to date and maintained. This work is underway at the time of writing this report.

As a committee we continue to look carefully at our budget and challenge ourselves to make the best use of the funding provided through the levy. With costs in mind, the committee decided not to automatically replace the administrative assistant who left during 2017. A review of the LPC support structure and roles and responsibilities is ongoing. In September 2017 the office location was changed to Newburn, reducing travel and locating closer to the Newcastle and Gateshead CCG and NHS England offices at Riverside, Newburn. The LPC office is also the registered office for PSNE Ltd , our provider arm company.

NoT LPC along with Gateshead and South Tyneside and Durham LPCs has been working hard through the separate provider arm company, Pharmacy Services North East Limited (PSNE). The rapid set up of this not for profit company in the previous year allows for tendering for contracts for pharmacy services both at a local level and across a wider footprint. All income above running costs are returned to the respective LPCs. Other areas of the country have been less successful with their provider arm companies and the Managing Director (also NoT LPC Chief Officer) has been asked to share with other LPCs what has contributed to this success.

We work with all of our CCG's and councils in the LPC area, building and developing the relationships that we need for community pharmacies to be seen as valued partners. The relationships do vary across the stakeholder and is ongoing work to strengthen where we need to and to maintain and enhance those more advanced relationships. The continued financial pressures felt by CCG's and Local Authorities mean the LPC is regularly helping to explain the long term implications of short term funding solutions. As you would expect, where it is necessary the LPC committee holds firm with local commissioners on the maintaining of adequate fees for pharmacy contractors.

The move from the previously commissioned emergency medicine supply service (PERMS) to the NHS Urgent Medicine Supply Service (NUMSAS) happened towards the end of the last financial year 16/17. The LPC along with the other regional LPCs worked collaboratively with all stakeholders to make this happen successfully and continue to ease some of the pressure on the urgent and emergency care network. 2017-2018 has seen the strong pharmacy network coverage across the North of Tyne area and the North East as a whole, enable significantly more than half the volume of urgent medicine requests through NHS 111 to be referred to community pharmacies.

Community Pharmacy Referral Service (CPRS). NoT LPC has representation on the CPRS project steering group through our Head of Services and Support, Ann Gunning, along with Sandie Hall from Tees LPC. This service went live on Dec 4th 2017, after significant work from all parties, including engagement evenings with contractors and sessions with 111 call handlers by some LPC members from across the region. This service had over half of pharmacies in the North East registered by the date of launch, which reflects the enthusiasm from pharmacies to pilot a service that demonstrates how we can play an effective role as part of the NHS urgent and emergency care system. NoT pharmacies are playing a vital part in using our expertise to channel shift patients with low acuity conditions away from higher acuity services, moving care closer to home and promoting self-care. All of which fit perfectly with community pharmacy. The service has been extended to March 2019.

The transfer of care initiative of electronic referral from hospital to community pharmacy has continued, with the publication of the formative service evaluation in the BMJ in April 2017. We are keen to continue to work closely with our hospital colleagues to progress this valuable service further, to support these vulnerable patients when transitioning from one healthcare setting to another.

Some of the services above fit well with the NHS's 5 year forward view vision (5YFV) and should be reflected in the Strategic Transformation Partnership (STP) thinking and plans. Engagement on any meaningful level with the STP has been difficult, however progress has been made following a Newcastle city council health scrutiny meeting last autumn attended by myself and our Chief Officer Stephen Blackman. Stephen was subsequently invited to address a regional council led STP Oversight and Scrutiny Committee in March 18. This gave an opportunity to use the strategy work already underway by Stephen for the LPC to highlight how community pharmacy aligned with the STP's key delivery areas. This work is ongoing and now has to align with a larger Cumbria and North East (CNE) STP.

Provision of quality services in our LPC area in a consistent manner is vital to the credibility that we need if we are to be taken seriously by commissioners. I would like to thank all contractors and their teams for the quality of service that they provide and re-emphasise the great work that the pharmacies are doing every day in the name of patient care.

My thanks, on your behalf, must go to Stephen Blackman our Chief Officer, Ann Gunning our Head of Services and Support, our treasurer Christine Wardlaw and Vice Chairman for the period of this report Andy Watson, along with all the dedicated members of the LPC committee. The committee members and officers work very hard to represent all the NoT contractors, with the unwavering aim of securing and maintaining the best pharmacy service possible for our patients.

Keith Kendall

Chairman North of Tyne LPC

2 Financial Statements for the Year Ended 31st March 2018

Financial Statements for the year ended 31st March 2018 are included as Attachment 1. The LPC is in a sound financial position and operating with the PSNC recommended level of reserves.

3 LPC Officers

The LPC Officers who served during the year 2017-18 are listed below:

Name	Organisation	Position	Email
Keith Kendall	NoT LPC	Chair	keith.kendall@northoftynelpc.com
Andy Watson	Whitworth Chemists	Vice-Chair	andy.watson@northoftynelpc.com
Christine Wardlaw	NoT LPC	Treasurer	christine.wardlaw@northoftynelpc.com

Stephen Blackman	NoT LPC	Chief Executive Officer	stephen.blackman@northoftynelpc.com
Ann Gunning	NoT LPC	Head of Services & Support	ann.gunning@northoftynelpc.com

4 LPC Committee

The LPC Committee members who served during the year 2017-18 are listed below:

Name	Organisation	Affiliation
Amanda Lertoria	Lloyds	CCA
Daniel Stephenson (part-time)	Boots	CCA
David Pearse	Boots	CCA
Debbie Baird-Palmer	Boots	CCA
Farhaan Qureshi (Bobby) (part-time)	Lloyds	CCA
Geraint Morris	Boots	CCA
Hannah Lubbeke-Brown	Well	CCA
Nisha Sehgal	Boots	CCA
Simon Clark	Tesco	CCA
Alison Lowes (part-time)	MG & AD Burdon	Independent
Andy Watson	Whitworth Chemists	Independent
Chris Dodd	Gill & Schofield	Independent
Chris Holmes	Fairmans Pharmacy	Independent
Gary Dobinson (part-time)	Mills Pharmacy	Independent
Sharon Williams	Wellway Pharmacy	Independent

Dan Stephenson transferred to Lloyds in a different region and therefore joined Tees LPC. He was replaced by Farhaan Quresi (Bobby).

Alison Lowes resigned from the Committee and Gary Dobinson was appointed in her place.

The following table shows the frequency of attendance for Committee members. Actual attendance is given with the total of all possible attendances in brackets. Where a member missed more than three meetings in succession the LPC has received a satisfactory explanation.

Name	Total Attendances	Total Attendances Possible
Amanda Lertoria	3	6
Daniel Stephenson (part-time)	0	2
David Pearse	4	6
Debbie Baird-Palmer	5	6
Farhaan Qureshi (Bobby) (part-time)	2	4
Geraint Morris	4	6
Hannah Lubbeke-Brown	1	6
Nisha Sehgal	2	6
Simon Clark	5	6
Alison Lowes (part-time)	2	2
Andy Watson	6	6
Chris Dodd	6	6
Chris Holmes	5	6
Gary Dobinson (part-time)	4	4
Sharon Williams	6	6

Committee meetings are held on the first Wednesday of every second month and pharmacy contractors are welcome to attend as observers.

ATTACHMENT 1

FINANCIAL STATEMENTS

**NORTH TYNE LOCAL
PHARMACEUTICAL COMMITTEE
FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31 MARCH 2018**

BELL TINDLE WILLIAMSON LLP

Chartered Accountants
The Old Post Office
63 Saville Street
North Shields
Tyne & Wear
NE30 1AY

NORTH TYNE LOCAL PHARMACEUTICAL COMMITTEE
FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2018

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NORTH TYNE LOCAL PHARMACEUTICAL COMMITTEE

INDEPENDENT EXAMINER'S REPORT TO THE COMMITTEE

YEAR ENDED 31 MARCH 2018

We report on the financial statements for the year ended 31 March 2018 set out on page 3.

This report is made solely to the Committee. Our reporting work has been undertaken so that we might state to the Committee those matters we are required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Committee, for this report, or for the opinion we have formed.

RESPECTIVE RESPONSIBILITIES OF THE COMMITTEE AND EXAMINER

The Committee are responsible for the preparation of the financial statements and for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of North Tyne LPC.

The Committee are also responsible for safeguarding the assets of North Tyne LPC and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

It is our responsibility to carry out procedures designed to enable us to report our opinion.

BASIS OF INDEPENDENT EXAMINERS REPORT

Our examination includes a review of the accounting records kept by North Tyne LPC and a comparison of the financial statements with those records. It also includes considering any unusual items or disclosures in the financial statements and seeking explanations from the Committee concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the financial statements present a 'true and fair' view and the report is limited to those matters set out in the statement below.

INDEPENDENT EXAMINERS STATEMENT

In the course of our examination, no matter has come to our attention:

- 1) Which gives us reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records
 - to prepare financial statements which accord with the accounting records

have not been met; or

- 2) To which, in our opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

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Bell Tindle Williamson LLP
Chartered Accountants &
Registered Auditors

The Old Post Office
63 Saville Street
North Shields
NE30 1AY

4th August 2018

NORTH TYNE LOCAL PHARMACEUTICAL COMMITTEE

COMMITTEE APPROVAL CERTIFICATE

YEAR ENDED 31 MARCH 2017

In accordance with our terms of engagement, we approve the financial information which comprises the Receipts and Payments Account. We acknowledge our responsibility for the financial information, including the appropriateness of the accounting basis, and for providing Bell Tindle Williamson LLP with all information and explanations necessary for its compilation.

.....
Treasurer
On Behalf of North Tyne LPC

4th August 2018