



Annual Report

1st April 2015

To

31st March 2016

Introduction

2015/16 has been a year of change in terms of committee members/staffing changes, relationship building with commissioners/stakeholders and services advancement. However, the event that has prevailed since December 2015 has been the national contract negotiation and the infamous letter of the 17th December 2015. The LPC and Contractors have shown great fortitude in rising to the call to actions and demonstrating their opposition to the DH's/NHS's proposals for community pharmacy. This report will highlight the above mentioned by reflecting upon the past year in an omnibus.

Chair's Report (Liz Colling)

2015/2016 was a challenging year for us.

As you are aware, we took the decision to reduce the committee size from 15 to 13 when both Adnan Yousaf and Bhavin Mojaria resigned from the committee. We lost two of our longstanding committee members, Derek Clarke and Gill Treharne, who between them clocked up over 50 years (indeed almost 60 years!) of service to the committee. Experience impossible to replace.

Annette Mauder, also left through the course of the year and we welcome new blood in the form of Tracey Chambers, Chris Kendall and Steve Collins; we greatly look forward to the experience they can bring to the committee.

James Sprangle, our Engagement Officer, moved on during the year and we were very fortunate to be able to recruit Laura Smart. Laura has a background in business and brings a fresh perspective to our communications - I think you will all have read the new improved weekly bulletin!

As you would expect, a great deal of time and energy has gone into our response to the Government's proposal to cut funding and perhaps reduce the number of pharmacies.

Thank you all for your stories of the amazing things that pharmacies do in their communities, for hosting MP or councillor visits, and for writing to MPs to make your views known. Jack and Laura have done an amazing job co-ordinating activity and collating information. A first class job which we are all proud of, well done!

That work will continue - it's a long campaign - and we will be organising MP visits for flu vaccinations in the autumn as another opportunity to get our key messages across. If you have not hosted a visit before, please consider putting your pharmacy forward.

On local issues, our CEO, with the support of committee members, many of whom take a lead on a specific area, has continued to make our presence known at commissioners across the patch, with mixed success.

We have an excellent relationship with NYCC resulting in the new Falls Service and an improving understanding with City of York Council.

The CCGs are very variable across the North Yorkshire area; money is scarce unless you happen to have Challenge Funding to spend on a minor ailment scheme, such as Hambleton, Richmondshire and Whitby CCG.

A great deal of our time is spent in protecting pharmacy from the impact of decisions that the CCG might make. Ranging from branded generic prescribing or a ban on all managed repeats as proposed by Scarborough and Ryedale CCG.

It is frustrating but presents an opportunity to further educate the commissioners on the potential of our contractors to support the local health agenda.

I am confident we have the structure, resources and expertise to develop pharmacy as an integral part of their future plans.

As always my thanks go to all the members of the LPC for their continued commitment to the work of the committee and their willingness to take on specific tasks. My thanks also go to Jack and Laura for their enthusiasm for our work.

It looks like 2016/17 will be an even tougher year for community pharmacy, but be assured that the LPC will continue to fight for and promote the benefit of the community pharmacy service across North Yorkshire.

New Vision Statement

In March 2016, the committee (as part of its strategic planning for 2016/17) reviewed and changed the previous vision statement.

Previous Vision Statement

Creating Opportunities to Flourish through Inspirational Leadership

In reflecting on the above, members thought that it did not fully represent the LPC's objectives. This was particularly in light of the proposed changes to the national pharmacy contract as detailed in the infamous letter of the 17th December 2015. After much debate and deliberation it was agreed that the new vision statement would be:

Supporting and Fighting for Pharmacy

It was felt that the above clearly represented what the purpose of the LPC was and the main objectives in all it does and undertakes on behalf of North Yorkshire community pharmacies.

National Contract Negotiation

The Department of Health (DH) and NHS England published a letter on 17th December 2015, *Community pharmacy in 2016/17 and beyond*.

The letter stated that funding for the community pharmacy service in 2016/17 will be reduced by £170m from the agreed sum in 2015/16, to £2.63bn, and it sets out a number of other wide-ranging policy ideas.

CPNY placed on record their objections to the way in which the proposals were first put forward in its response to the government consultation. It stated:

"This was an unprecedented way of delivering the news and runs contrary to custom and practice in past negotiations. To send out a letter, one week before Christmas Day, when community pharmacy teams were operating at full capacity is a dangerous and irresponsible way of treating dedicated health professionals; having huge ramifications for patients and the public. This behaviour has demoralised the workforce and destabilised the community

pharmacy network which is working hard, well, uncomplainingly and safely. At this time, one of the major national internet dispensing services failed and community pharmacies had to 'pick up the pieces', to ensure that patients received their medication over the Christmas period.

We do not accept that this is, in reality, a "consultation" when the Department of Health has already predetermined to impose these reforms by October 2016. Therefore, we can only view the "consultation" as paying lip service".

Following meetings with the Department of Health and NHS England, PSNC realised it had become clear that they have little interest in commissioning additional national community pharmacy services or in their constructive proposals to make better use of community pharmacy to help the NHS to make savings.

The Government appear unshaken in their determination to remove a sum of £170m from community pharmacy funding this year, and to do so via reductions in fees and allowances. As a committee for contractors, PSNC is extremely concerned about this and we continue to work with the other pharmacy organisations seeking to persuade policy makers of the value of community pharmacy and the dangers in implementing a funding reduction of this nature.

In an effort to support the work of PSNC locally and seek to persuade the Government to reflect on their approach, CPNY has mounted a local campaign on a number of fronts, working locally with North Yorkshire Pharmacies, Stakeholders and MPs to highlight what vital assets community pharmacies are to their communities. As well as detailing an alternative vision for community pharmacy. Below is a brief outline of the work undertaken during 2015/16.

Social Value of Community Pharmacies

In order to demonstrate how valued community pharmacies are to their communities, CPNY asked pharmacies to provide anecdotal stories.

Community pharmacies are at the heart of the social fabric of communities and are intrinsically valuable and contractors responded in huge numbers with various examples. Below are a few of the many that CPNY received and used in their consultation response:

"One afternoon a lady walked in with her daughter and was concerned about a rash she had. She suspected slap cheek syndrome and wanted a second opinion. The child had temperature and though not very drowsy and extremely weak, she looked ill. My dispenser called me and we tried to rule out measles etc. I asked if she had done a glass test which she said she had not. A glass test was carried out and as a result, she took her daughter to And E and yes she had meningitis. She came back to thank us for helping her daughter get the right treatment."

"Recently a man with advanced liver disease, living in sheltered accommodation was discharged from a hospital stay with medication for one week. The medication included antiepileptic and antiencephalopathic treatments. I was contacted out of hours by a carer a week later as his medicines had run out. Despite being closed I liaised with his GP and arranged an immediate supply of his medication. Without this he would almost certainly have been readmitted to hospital at best and suffered significant medical problems at worst. This intervention saved the NHS money and the patient considerable suffering."

"A few months ago, one of our regular customers with special needs was noted by one of our staff to look 'off colour'. One of our pharmacists spoke to him and realising that he looked jaundiced immediately contacted the surgery and arranged for a consultation. Within a few hours this customer was undergoing hospital investigations and subsequently he was successfully treated for cholestatic jaundice."

“Our services include free measurement of patient blood pressure. A patient who was feeling unwell presented with a blood pressure of 205/120. We rang the patient’s surgery asking for an urgent appointment with the doctor. The patient was seen within half an hour and was hospitalised immediately.”

For more examples please visit CPNY’s website <http://cpny.co.uk/about-us/contractors/good-news-stories/>

Petitions

Two petitions against the government’s proposals were launched early in January 2016, one online and the other a paper version. CPNY pharmacies responded with vigour and energy in asking patients to sign, in particular the paper version which at the end of March 2016 had reached 1.8 million signatures.

Our pharmacies have engaged with their patients and carers explaining the impact the proposed cuts will have on their pharmacy and as a result, a large number of these have signed the petition. It is estimated that North Yorkshire Community Pharmacies contributed over 35,000 to the national total.



Haxby Group Pharmacy, York



We, the undersigned, believe that local pharmacies are a vital frontline health service and part of the fabric of communities across England. Under new Government proposals, many pharmacies could be forced to close - depriving people of accessible medicines advice and other valuable support from trusted professionals. It would also put more pressure on GPs and hospital services. In the interests of patient care, we urge the Prime Minister and the Health Secretary to abandon plans that put pharmacy services at risk.

As a result of the above it has become apparent that there is substantial opposition to the initial proposed cuts by NHS patients and the communities that Community Pharmacies serve. CPNY has called for substantial impact assessments to be undertaken, particularly in rural areas.



Pateley Bridge Pharmacy

MP Engagement

A vital part of the campaign has been the engaging with and briefing of North Yorkshire MPs, working with Pharmacies to do so. CPNY produced a template letter to be sent to MPs and lots of contractors did so. This resulted in them responding and in some cases, visiting a pharmacy in their constituency to find out first-hand how the proposed cuts would affect the communities they serve. Two of our MPs and one of our MEPs took up the offer to visit one of their community pharmacies and after visits expressed their concerns on their websites/blogs and in debates in parliament on the issue.



Julian Sturdy MP for York Outer – Haxby Group Pharmacy, York



Rachael Maskell MP for York Central – Priory Pharmacy, York



Richard Corbett MEP – Pateley Bridge Pharmacy



Richard Corbett MEP – Dunnington Pharmacy, York

Overall the support for the campaign has been tremendous and many of these actions have made the national and local media. Especially as the Government's proposals will see some 3,000 pharmacy closures.

National TV Coverage

The Pharmacy and GP Surgery 'Bridge the Gap' media release issued by CPNY resulted in the story running on both the BBC and Sky national news.

Due to the collapse of the bridge at Tadcaster as a result of flooding, many residents who live on the west bank of the river have been cut off from essential medical services provided at the Tadcaster Medical Centre which is located on the east bank.

Realising this, Calcaria Pharmacy, 7-9 High Street, Tadcaster, LS24 9AP, situated on the west bank, is working with local GPs based at Tadcaster Medical Centre to host GP Surgeries in its pharmacy consultation room.

Local Coverage



Neil Beecham of Beecham Pharmacy holds a petition opposing cuts to services

To view the article in the Gazette and Herald (Malton) please click on the link below:

http://www.gazetteherald.co.uk/news/14514429.Ryedale_pharmacies_back_a_campaign_opposing_cuts/

CPNY continues to keep our local MPs up to date with developments via briefings. The campaign is not over and there will be further action in 2016/17 in terms of lobbying MPs:

- Conservative MP lunch Tuesday 7th June
- Approaching Health Select Committee with ideas
- Greater London Assembly considering enquiry

Communication and Engagement

CPNY is constantly exploring new ways and methods of engagement to ensure that its communication with pharmacies is effective, relevant and timely. To this end, it introduced a weekly

digest email to pharmacies and other relevant individuals (i.e. area managers). The digest is emailed every Friday and as the name suggests is a digest of emails/information which is relevant to pharmacies. This replaced the previous method of forwarding information on an ad hoc basis and at different times of the week. The digest format has proved to be very popular, in particular the reminders of deadlines trailed weekly until the deadline. It has also improved two way communications with pharmacies, as well as increased hits on the website.

The website is now a much used resource for pharmacies and currently receives over 1,100 plus hits per month. This is a huge increase on the previous year which had an average of 215 per month. The main use of the website has been pharmacies accessing information and resources, instead of keeping copies of the information locally. For example:

- Service Level Agreements
- NHS, CCGs and Local Authority Contacts
- Training Information

The bi-monthly newsletter still remains popular and pharmacies find the posted version very useful to circulate to staff and keep them updated.

All of the above improvements are as a direct result of the decision to employ a part-time Engagement Officer. In September 2015, James Sprangle moved on from this post to take up full-time employment and Laura Smart replaced him. Laura brought a refreshing approach to the role and is now on first name terms with many pharmacy owners, staff and area managers. The experience and skills she brings to the role has further advanced CPNY's engagement with pharmacies.

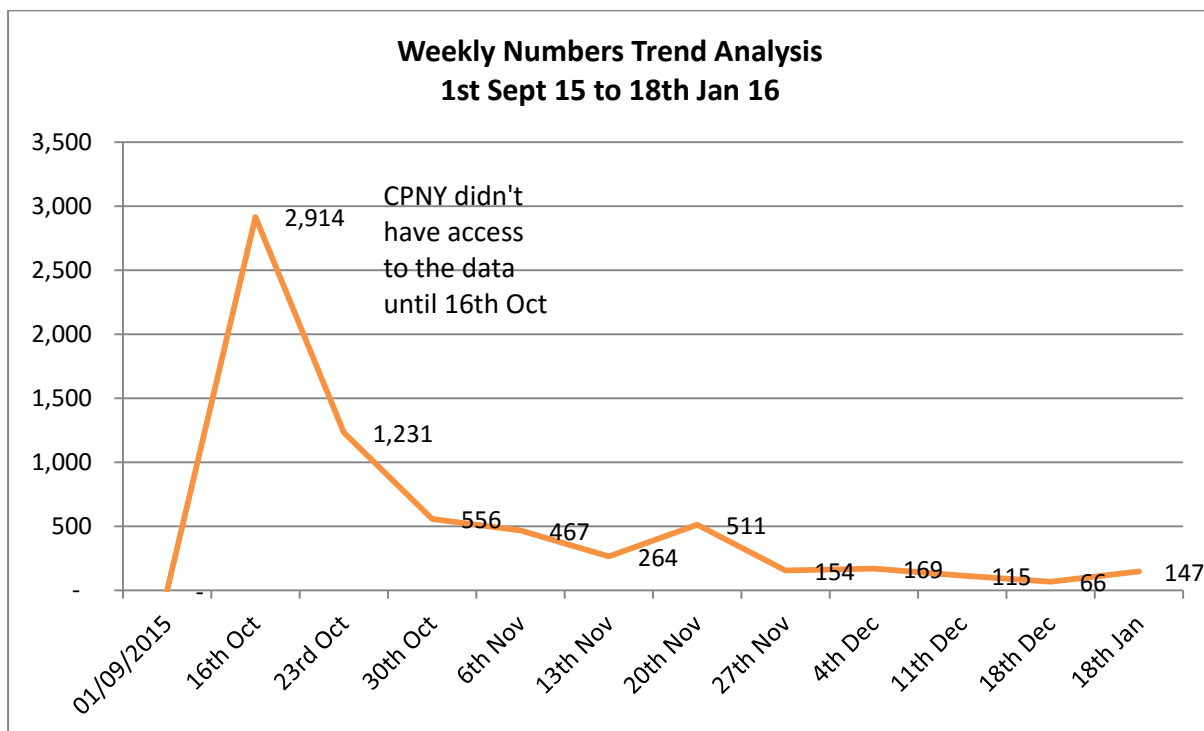
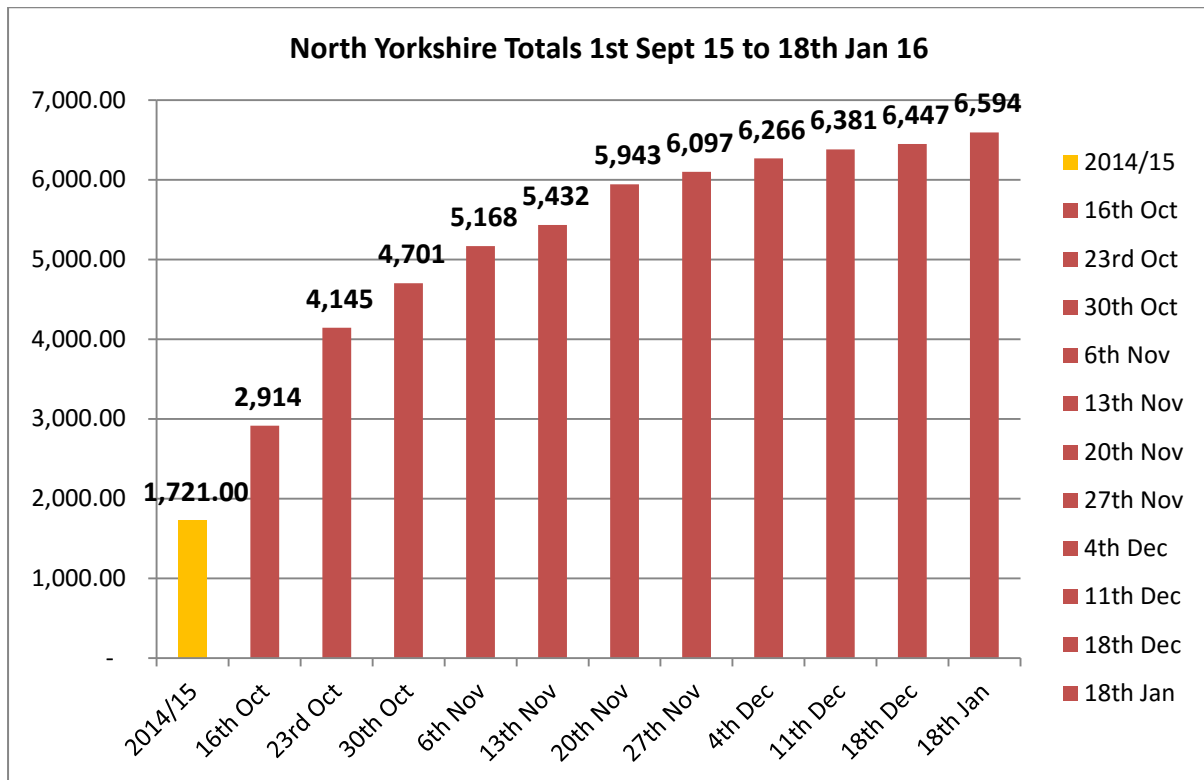
CPNY Strategy

In March 2016, the committee had a whole day dedicated to reviewing the previous year's strategic aims and objectives, and developing new aims and objectives for 2016/17. The committee were very pleased with the progress it had made over the previous year and that a large proportion of the aims had been met in full or partially. Using last year's aims and objectives as a guide it also looked at what the role of the LPC should be in terms of the future of community pharmacy. The net result for this activity was the development of a new strategic plan which can be viewed on CPNY's website. Click on the link below to view

<http://cpny.co.uk/about-us/key-documents/>

National Flu Vaccination Service

The introduction of a national flu vaccination service proved to be very popular with pharmacies. Over the flu vaccination period, 89 pharmacies offered the service which resulted in 6,594 vaccinations. This is an increase of 4,873 on last year, and is a 283% increase.



The organising of local vaccination training by CPNY was well attended and was a major contribution to more pharmacies delivering the service and a major success in the record numbers attending pharmacies for their flu jab.

Another success from last year that helped to boost numbers was the promotional events we did with a number of our MPs



Nigel Adams MP for Selby and Ainsty – Rowland Pharmacy, Selby



Kevin Hollinrake MP for Thirsk and Malton – Boots Pharmacy, Easingwold



Julian Sturdy MP for York Outer – Hepworth's Pharmacy, York



Robert Goodwill MP for Scarborough & Whitby – Scarborough Delivery Chemist

Engagement with Commissioners and Enhanced Service

CPNY now meets with all the health service commissioner regularly on a 6 weekly/bi-monthly cycle basis. These meetings have helped to build relationships and develop a greater understanding of what services pharmacies can offer. The exception to this is Harrogate CCG who has resisted any attempt by CPNY to engage in discussions relating to services. That said, our other commissioners have welcomed the engagement.

Many of our commissioners are experiencing funding cuts and major overspend. The Vale of York CCG has reported an overspend of £38m and Scarborough and Ryedale CCG an £8m overspend. Both Public Health departments at North Yorkshire County Council and City of York Council have had their budgets cut.

In the case of York City Council there has been a 60% cut in the public health budget which resulted in all but one service being cut. As a result of these cuts, Public Health at the City of York Council has been reviewing their whole service provision, and has indicated the any future services it commissions with pharmacy will be targeted to areas of deprivation.

Other consequences of cuts and overspend in CCGs is that there is a more concentrated focus on medicines management. CPNY envisages this to continue in 2016/17.

Current Local Enhanced Services (1st April 2015 to 31st March 2016)

Public Health North Yorkshire County Council

- Alcohol IBA service (NYYCC Expenditure - £56.56 spent on the service in the 7 months from September 2015 to end March 2016)
- Supervised Consumption (NYYCC Expenditure - £70,894 spent on the service in the 7 months from September 2015 to end March 2016)
- Needle Exchange (NYYCC Expenditure - £17,987.20 spent on the service in the 7 months from September 2015 to end March 2016)

- Sexual Health – EHC NYCC Expenditure EHC - £10,903.76 spent on the service in the 7 months from September 2015 to end March 2016)
- Smoke Free North Yorkshire – via Solutions4Health (NYCC Expenditure £26,703.71 spent on the service commissioned directly by NYCC in the 4 months from September 2015 to end December 2015. In terms of information about the service commissioned from Solutions4Health from 1 January 2016, we don't have access to this financial information so it would need to be requested directly from Solutions4Health.

Public Health York City Council

- Supervised Consumption
- Needle Exchange

Vale of York CCG

- Minor Ailments Pilot (withdrawn April 2016 due to cost savings)
- Palliative Care

Scarborough and Ryedale CCG

- Palliative Care

Hambleton, Richmondshire and Whitby CCG

- Minor Ailments Pilot (Total Funds £30,000)

The Committee

During 2015, two committee members resigned and the committee took the decision to reduce the size of the committee from 15 to 13. Further, due to retirement and a reorganisation within Boots the committee saw two very long standing members, Gill Treharne and Derek Clarke retire and Annette Mauder attended her last meeting in March 2016 before moving to another LPC area. All three of these members have been replaced and they joined the committee in April 2016.

Committee Members April 2015 to March 2016

Members	Role	Body Representing	Area
Tamzin Burn	Committee Member	CCA	Scarborough/Whitby
Derek Clarke	Committee Member	CCA	Ripon
Liz Colling	Chair	CCA	Scarborough
Warren Cunningham	Committee Member	CCA	Thirsk
Shaun Davies	Committee Member	CCA	Harrogate
Ian Dean	Vice Chair/Treasurer	IC	York
Lorraine Gell	Committee Member	CCA	Selby
Elliot Goran	Committee Member	IC	York
Tom Hajdas	Committee Member	AIMp	Scarborough
Richard Harrison	Committee Member	IC	York
Samina Khan	Committee Member	IC	Pateley Bridge
Annette Mauder	Committee Member	CCA	York
Bhavin Morjaria*	Committee Member	IC	Harrogate
Gill Treharne	Committee Member	IC	Boroughbridge
Adnan Yousaf*	Committee Member	CCA	York

Code CCA = Company Chemist Association representative

AIMp = Association of Independent Multiple Pharmacies

IC = Independent Contractor representative

Bhavin Morjaria resigned as of May 2015 and Adnan Yousaf September 2015

Committee Members' Attendance at Committee Meetings and Strategic Planning Day

CPNY Member	May-15	Jul-15	Sep-15	Nov-15	Jan-16	Strategic Planning Mar 16	Mar-16	Total
Warren Cunningham	1	1	1	1	1	1	1	7
Shaun Davies	1	1	1	1	1	1	1	7
Ian Dean	1	1	1	1	1	0	0	5
Lorraine Gell	1	1	1	1	1	1	0	6
Elliot Goran	1	1	1	1	1	1	1	7
Richard Harrison	1	1	1	1	1	1	1	7
Tamzin Burn	1	1	1	1	0	1	1	6
Tom Hajdas	1	1	1	1	0	1	1	6
Liz Colling	1	1	1	1	1	1	1	7
Samina Khan	1	1	1	1	0	1	0	5
Annette Mauder	1	1	1	1	0	N/A	1	5
Gill Treharne	1	1	0	0	N/A	N/A	N/A	2
Derek Clarke	1	0	1	1	N/A	N/A	N/A	3
Adnan Yousaf	1	0	N/A	N/A	N/A	N/A	N/A	1
Total	14	12	12	12	7	9	7	73

Meetings for the year 2015/16

May 21st 2015 - Boroughbridge (Plus evening EGM)

July 16th 2015 - Boroughbridge (afternoon meeting and evening AGM)

September 17th 2015 - Harrogate

November 19th 2015 - York

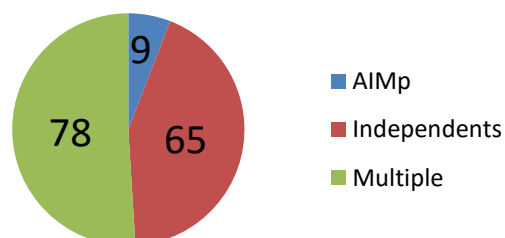
January 21st 2016 - Northallerton

March 19th 2016 - Richmond

CPNY Membership

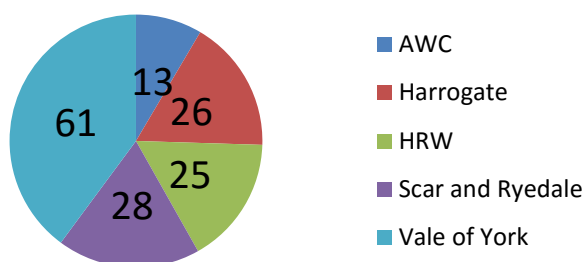
Membership Type	Total
AIMp	9
Independent	65
Multiple	78
Total	152

Membership Type



CCG	Total
Airedale, Wharfedale and Craven	13
Harrogate	26
Hambleton, Richmondshire and Whitby	25
Scarborough and Ryedale	27
Vale of York	61
Total	152

Membership by CCG Area



Committee Expenses

Surname Name	Forename Name	Designation	Travel	Locum Cover/Meeting Attendance (£250 Per Day)	Accommodation	Misc	Total	Comments
Burns	Tamzin	Member	£ 104.40	£ 1,434.00			£ 1,538.40	
Clarke	Derek	Member	£ 370.05	£ 4,250.00	£ 65.00		£ 4,685.05	
Colling	Liz	Chair	£1,424.23	£ 8,750.00	£ 350.15	£ 414.65	£10,939.03	Misc = Retirement Gifts
Cunningham	Warren	Member	£ 235.95	£ 1,750.00			£ 1,985.95	
Dean	Ian	Vice Chair & Treasurer	£ 683.30	£ 2,050.00		£ 192.77	£ 2,926.07	Misc = IT and Stationary
Dean (YorCare Ltd)	Ian	Vice Chair & Treasurer	Zero	£ 1,750.00			£ 1,750.00	
Gell	Lorraine	Member	£ 177.30	£ 1,500.00			£ 1,677.30	
Goran	Elloit	Member	£ 143.10	£ 1,750.00			£ 1,893.10	
Hadjas	Tom	Member	£ 137.25	£ 1,000.00			£ 1,137.25	
Harrison	Richard	Member	£ 355.30	£ 3,737.50	£ 95.00	£ 41.24	£ 4,229.04	Misc = Companies House Fees & Postage
Khan	Samina	Member	£ 82.50	£ 1,000.00			£ 1,082.50	
Mauder	Annette	Member	£ 22.50	£ 2,100.00			£ 2,122.50	
Treharne	Gill	Member	£ 22.50	£ 750.00			£ 772.50	
Totals			£3,758.38	£ 31,821.50	£ 510.15	£ 648.66	£36,738.69	

Treasurer's Report (Ian Dean)

This year has seen more transition in terms of the accounting process and banking being undertaken online. CPNY has not issued any cheque payments all year. The result is an accurate year end bank balance as we now operate a real-time accounting process. This therefore allows for real-time decisions in relation to financial matters.

Operating with a real-time system has meant accurate reporting at each committee meeting and has allowed committee members to be more informed on CPNY's finances, as well as being reassured that our financial status is healthy. Throughout the year we have maintained the 50% reserves as stipulated under our governance guidance.

As in past years, the committee's bank balance at year end is in excellent shape.

North Yorkshire LPC

Summary of receipts and payments for the year ended 31st March 2016

	2016	2015
Receipts		
Levy	£ 132,000.01	£126,000.01
Interest	£ 410.83	£605.79
Miscellaneous	£ 9,397.60	£439.45
<i>Total Receipts</i>	£ 141,808.44	£127,045.25
Payments		
PSNC Levy	£ 20,372.00	£40,017.00
Secretaries honorarium	£ -	£31,835.62
Staff wages	£ 33,388.01	£15,095.67
Secretaries expenses	£ 7,883.87	£6,054.81
Members expenses	£ 4,397.53	£7,816.69
Members locum re-imburement	£ 31,993.10	£42,108.76
Room hire/meeting costs	£ 4,251.18	£1,877.16
Training/conference	£ 4,613.70	£2,491.20
Telephone	£ -	£805.03
Insurance Bank Charges and taxes	£ 49.60	£444.40
HMRC	£ 7,392.33	£3,956.47
Auditor	£ 622.00	£444.00
Recruitment	£ 2,081.75	£509.90
Sundry	£ 583.35	£0.00
Service Gift	£ 130.00	£261.04
Legal entity set up costs	£ -	£40.00
Office fees	£ 3,320.04	£1,440.00
Pharmoutcomes	£ -	£2,217.60
unpresented cheques w/off	£ 192.30	-£807.55
<i>Total Payments</i>	£ 121,270.76	£158,694.80
<i>Difference between Receipts and Payments</i>	£ 20,537.68	-£31,649.55
<i>Opening Bank Balance</i>	£ 40,957.83	£98,301.42
Deduct unpresented Cheques	£ 1,063.70	£26,757.74
	£ 39,894.13	£71,543.68
	£ 60,431.81	£39,894.13
Add unpresented cheques		£1,063.70 *
<i>Closing Bank Balance</i>	£ 60,431.81	£40,957.83