

Annual Report

1st April 2019 To 31st March 2020

Introduction

The year started with the search for a new CEO to replace the retiring Jack Davies. Following a robust recruitment process, CPNY appointed Ian Dean (at that time the Chair of CPNY) to start with a three-month Handover in October 2019. Jack retired on 31st December 2019. The committee asked Jack to Chair the committee until the next AGM in 2020 and he agreed.

The change in CEO also led (as Jack had used offices at his property) to the need for a new office which CPNY moved into in November 2019 and the office was fitted out and branded with signage outside and in.

Also, and quite significantly during the year, PSNC and all LPC's embarked on an Independent Review of Community Pharmacy representation. Professor David Wright from the University of East Anglia was selected to undertake the review. The outcome of the review would be published during the next financial year.

In July 2019, PSNC, NHS England and NHS Improvement (NHSE&I) and the department of Health and Social Care (DHSC) agreed a five-year deal for Community Pharmacy. This was the first time that the sector had ever had a deal that lasted longer than one year and was a significant change. Whilst the level of funding remained the same over each year of the five year deal, it meant a guarantee of no actual reduction as had been the trend during previous negotiations; although some viewed it as a reduction in real terms as no allowance for inflation was built in.

CPNY continued to develop relationships with local Commissioners and also to work with Pharma reps regarding new services and although progress with the former has been slow, some has been made. CPNY continued to have good engagement with MPs although a change would happen as the country went to a General Election in December 2019.

A major success during the year was the delivery of the national Flu Vaccination service in Community Pharmacies. During the Flu 'season' of September to March, CPNY Pharmacies delivered over 25,000 flu jabs. This was an increase of more than 5,000 on the previous 2018/19 'season'.

The year ended as Covid-19 started to take hold and Community Pharmacies saw a massive increase in demand as the public struggled to come to terms with what the Pandemic meant as the whole country was put into "Lockdown" at the end of March 2020. The success of the Flu Vaccination service would be about to take on a new significance!

Chair's Report (Jack Davies)

This annual report runs from 1st April 2019 to 31st March 2020. For the first 9 months of this period, I was CEO and the last 3 months Interim Chairperson. Without fear of contradiction, I can say that it has been a year of significant changes, framed by the magnificent response by Community Pharmacy in serving their communities with distinction during the pandemic.

CPNY begun the year by going through an interview process to recruit a new CEO as I decided to retire, after 6 years as CEO, on the 31st December 2019. The Committee decided that they wanted to appoint a new CEO that allowed for 3 months handover. Several high calibre candidates applied, and Ian Dean was appointed. Given that he was the Chairperson at the time, the Committee asked me if I would take up the position as Chairperson for an interim period, to which I agreed.

The new CEO has settled into the post very well and will continue the development of CPNY in the coming years.

As well as appointing a new CEO and Interim Chair, CPNY also relocated to a new office, and moved into it in November 2019. The new CEO set about establishing and branding the office with zest and zeal, and I am pleased to say it is now fit for purpose and very cost effective.

Another significant event was the collective proposal of PSNC and all LPCs to undertake a review of the structures, composition, and performance of the network. Professor Wright was appointed to undertake a review, with a view to proposing enhanced new structures, composition, and a performance framework for the future. During the year, the process began and CPNY was consulted, and Professor Wright attended the Strategy Day in February 2020. He only personally visited a small number of LPCs and found the day he spent with us very informative.

Once again, one of the biggest challenges faced last year by Contractors was the constant battle to obtain medicines to fulfil prescriptions at a price that didn't leave them out of pocket. This proved to be a big challenge and we have again lobbied MPs and made representations to other bodies highlighting the issue.

I am pleased to also report that despite some early problems with availability of vaccines, our Contractors have had another record year administering Flu vaccinations.

The Committee continues to work in a strategic way and during this year's Strategy Planning Day our strategic plan was once more updated. This outlines the way CPNY will continue to meet the demands of changing landscapes now and in the future. Given that this happened in February 2020, it gave CPNY the opportunity to start the planning process for dealing with COVID-19 and how it would respond and support Contractors.

We continue to engage with local Commissioners, although often to no avail. However, there have been some more positive discussions due to the Prevention, Identification and Monitoring strategy developed by the Committee. We have had much more positive discussions with Commissioners in conjunction with Pharma Companies and some new services are in the embryonic stages.

Finally, but not least has been Community Pharmacies excellent response to COVID-19 and their continued service to their communities. In North Yorkshire, we had an early warning of the virus as the first cases in the UK were in York. CPNY, in the early stages, worked hard to ensure that it lobbied local and national politicians to guarantee that Pharmacies were supplied with PPE, and setup local networks with the LMC, CCGs, Public Health and the NHS Area Teams to ensure the coordination of our response. We also made sure that CPNY pharmacies were represented in the local media making sure that their voice was not drowned out.

As the pandemic took hold, CPNY worked to guarantee that the voice of pharmacies was represented and that the coordination of the response of Primary Care was managed. However, this continued response will be for next year's Annual Report.

National Contract Negotiation

In July 2019, PSNC, NHS England and NHS Improvement (NHSE&I) and the department of Health and Social Care (DHSC) agreed a five-year deal for Community Pharmacy. The CPCF (Community Pharmacy Contractual Framework) secures £2.592bn per year for pharmacies (almost £13bn over five years) — significantly more than original Government plans. The agreement sets out a clear vision for the expansion of clinical service delivery through pharmacies over the next five years in line with the NHS Long Term Plan.

Other key elements of the deal can be summarised as follows:

- The five-year deal represents a series of agreements in principle, with detail of new services and payments to be negotiated on an annual basis by October each year.
- Although the overall quantum of funding and the key elements within that have been agreed for 2019/20, accelerated discussions are ongoing and further details will be made available to contractors over the coming months.
- From October 2019, there will be some immediate structural changes to funding including the phasing out of MURs and the Establishment Payment, but these monies are being reinvested into the sector.
- Contractors will receive monthly transitional payments in the second half of 2019/20 and again in 2020/21 in recognition of costs associated with changes such as integration into Primary Care Networks, preparation for Serious Shortage Protocols and implementation of the Falsified Medicines Directive.
- Contractors can earn additional payments for meeting quality targets under the renamed Pharmacy Quality Scheme (formerly the Quality Payments Scheme).
- A new national NHS Community Pharmacist Consultation Service is being commissioned from this autumn, which will bring together the national NUMSAS and local DMIRS pilots into one national service
- An increasing use of technology and other enablers, to seek to make the dispensing process as efficient as practicable.
- Other elements of the deal include the continuation of the Pharmacy Access Scheme (PhAS) and the use of the Pharmacy Integration Fund to fund pilot services which may, if successful, be commissioned nationally from pharmacies.
- All agreements are outlined in a joint CPCF Agreement Document.

Further information can be found at https://psnc.org.uk/our-news/contractor-announcement-funding-negotiations-result-in-five-year-cpcf-deal/

Local MP Support

Despite a General Election in December 2019 the North Yorkshire MPs remain unchanged:

- Rachael Maskell MP York Central
- Andrew Jones MP Harrogate
- Rishi Sunak MP Richmond
- Julian Sturdy MP Outer York
- Kevin Hollinrake MP Thirsk and Malton
- Julian Smith MP Skipton and Ripon
- Nigel Adams MP Selby and Ainsty
- Robert Goodwill MP Scarborough and Whitby

They have consistently supported the value and benefits of Community Pharmacies and have, on behalf of CPNY and contractors, lobbied the government on this matter. They have also been very willing to promote pharmacy campaigns when asked. Moreover, they have raised the issue of the drug tariff reimbursements and supply issues.

Once again, they also supported the Community Pharmacy flu vaccinations as demonstrated below...



Top to bottom left to right: Andrew Jones MP, Kings Road Pharmacy, Harrogate – Julian Sturdy MP, Poppleton Pharmacy, York - Rachael Maskell MP, MJ Roberts Pharmacy, York - Rishi Sunak MP, Boots Pharmacy, Richmond – Robert Goodwill MP, Delivery Chemists, Scarborough

Drug Tariff and Supply Issues

CPNY contractors, along with contractors from other LPCs, have on a weekly basis continually reported generic supply issues to PSNC in order that they can tackle the problem and lobby for concessions appropriately. This issue has seen many pharmacies expending extra hours searching for stock, which has put a strain on staff and resulted in delays in medicine delivery for patients.



These medicine supply chain issues have resulted in a major impact on the drug tariff margin and has seen a significant reduction in income and cash flow problems for a number of pharmacies. The consequences of which are that pharmacies are not replacing staff. CPNY has taken every opportunity

to raise this with our MPs and all of them wrote to the Minister highlighting the difficulties this means for businesses and patients.

CPNY has constantly urged Contractors via its Weekly Update email to report generic supply issues to the PSNC Pharmacy Funding Team by using the PSNC Reporting Spreadsheet. CPNY has stressed how important it is that Contractors continue to do so as often as is practically possible - getting this information to PSNC is vital to help them in their dedicated work to ensure fair price concessions.

Whilst this has aided the concessions process, it has not tackled the real issue that the current system is broken. In negotiation with Government and the NHS, PSNC have made this point, offering alternative systems. All to no avail as the government and the NHS do not believe that is the case.

Independent review of Contractor Support

In November 2019, following a debate at PSNC's annual LPC Conference, Professor David Wright from the University of East Anglia, was appointed to lead an independent review of the roles and structures underpinning PSNC and LPCs.

The purpose of the review was to result in recommendations to optimise PSNC and LPC contractor representation and support and ensure that the national network structure was working as efficiently as it can and is fit for the future.

Due to the arrival of Covid-19, the results were delayed and are now to be published after the end of the financial year.

Brexit

What more can still be said about Brexit! The General Election in December 2019 altered the dynamic and an extension to the 21st January 2020 for the official exit was announced.

Nationally PSNC brought the community pharmacy sector together to ensure a coordinated effort and liaison with the Department of Health and Social Care (DHSC) through the Community Pharmacy Brexit Forum.



Organisations represented on the Forum include: National Pharmacy Association (NPA); Company Chemists' Association (CCA); Association of Independent Multiple Pharmacies (AIM); Royal Pharmaceutical Society (RPS); Pharmacists' Defence Association (PDA); Dispensing Doctors Association (DDA); Healthcare Distribution Association (HDA); Proprietary Association of Great Britain (PAGB); Community Pharmacy Wales (CPW); Community Pharmacy Scotland (CPS); Community Pharmacy Northern Ireland (CPNI); the General Pharmaceutical Council (GPhC); and the British Healthcare Trades Association (BHTA). NHS England as well as DHSC attend Forum meetings.

The Forum's work

- The Forum has discussed a variety of Brexit-related issues, such as:
- The impact of Brexit across the community pharmacy sector;
- Updates on DHSC contingency planning for medicines and medical devices;
- Ensuring that the supply of medicines to community pharmacies for patients post-Brexit;
- The management of the 6-week stockholding for manufacturers;
- DHSC Operational Readiness Guidance;
- Practicalities around the introduction of Serious Shortage Protocols;
- The potential impact of Brexit on the number of pharmacy registrants in the UK;
- The use of representatives from the sector to assist DHSC's work;
- Manpower issues; and
- Issues for the devolved countries.

Forum members have indicated their support for DHSC's plans and will continue to work with DHSC to identify and address relevant issues.

CPNY has ensured that messaging on medicines supply and Brexit has been relayed to pharmacies to ensure they have been informed on the current situation. For the patients, key objectives for messaging have been to highlight the hard work that community pharmacies are doing to source medicines for patients; to avoid any scaremongering; and to make clear that while Brexit may be a contributing factor, it is not the only cause of supply problems. CPNY has done this by issuing media releases and informing North Yorkshire MPs.

Pharmacy Quality Scheme

The new name for Quality Payments is "The Pharmacy Quality Scheme"

CPNY continued to support contractors to maximise their quality points, by offering advice on how to achieve certain criteria and in particular, checking that pharmacies had met the gateway criteria (Advanced services, NHS mail, NHS Website entry and Safeguarding).

The main criteria for claiming were in six domains.

- 1. Risk management and safety;
- 2. Medicines safety audits complementing Quality and Outcomes Framework (QOF) Quality Improvement (QI) module;
- 3. Prevention;
- 4. Primary Care Networks (PCNs);
- 5. Asthma; and
- 6. Digital enablers.

Full details of the scheme can be read at https://psnc.org.uk/wp-content/uploads/2019/09/PSNC-Briefing-041.19-The-Pharmacy-Quality-Scheme-2019-20.pdf

Contractors were required to claim between 3rd and 28th February 2020. This year though, the contractors were able to claim an "aspiration payment" between 30th September and 1st November 2019.

The online training package, Virtual Outcomes, commissioned for use by the LPC since July 2018 was a useful tool for contractors in 'getting to grips' with the new criteria required. A useful overview video was available, together with online training to help contractors meet the challenge of the new criteria.

With the arrival of Covid-19, the results for the February 2020 are yet to be published at the time of writing this report.

Communication and Engagement

The 'Weekly Update' email issued every Friday continues to be CPNY's main channel of communication, which ensures regular, relevant and targeted messages and reminders are issued, designed to aid/prompt and direct contractors. At present, this communication is received by 403 recipients. The recipients include not only pharmacies, but Area Managers, Superintendents, CCA Service Managers, Owners and Locums. It is considered a reliable source of information and is used by Commissioners to communicate updates on matters to pharmacies.

Significant news for community pharmacy in July 2019 was the announcement of the new CPCF (community pharmacy contractual framework) five-year deal. With lots of new information for contractors to digest, CPNY organised some information evenings in October 2019 to outline the main changes. These events were very well attended and well received by contractors according to feedback.

A new development as part of the CPCF, was the launch of the new advanced CPCS (community pharmacist consultation service). CPNY actively encouraged pharmacies to sign up and 94% did so before the end of 2019.

Raising awareness of Primary Care Networks (PCNs) among contractors and ensuring pharmacies were ready for their introduction in 2019 was another challenge for CPNY. The annual AGM held in June 2019 was dedicated to this topic and attendance was excellent (80+ delegates) demonstrating that contractors appreciated the importance of understanding what PCNs would mean for community pharmacy going forward. Following the AGM, PCN Pharmacy Leads were appointed and training organised and delivered by CPNY in December 2019.

Strategic Plan

In February 2020, the Committee had its annual strategic planning day. The objective of these days is to develop a strategic plan and work-plan for the coming year.

The overall goal of the plan is...

To Ensure CPNY And Its Contractors Are Fit For Purpose To Deliver The Proposed Changes that The NHS 10 Year Plan, PCNs and the 2019 CPCF 5 Year Contract Impose.

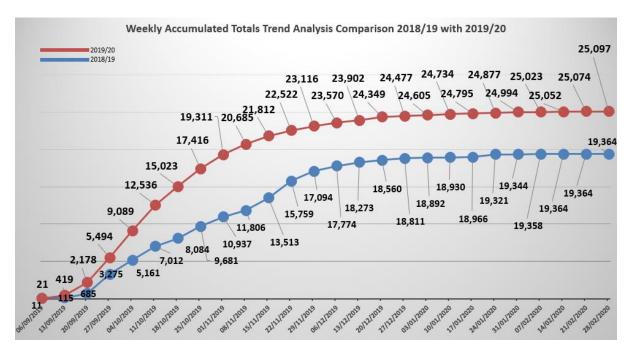
With six major objectives...

- Seek to work Collaboratively with Stakeholders to Deliver the Strategic Plan
- Effectively support Contractors to deliver both PCN, CPCF Objectives and Local Commissioned Services
- Deliver a Portfolio of New Services.
- Secure Financial Resources and Efficiencies Other than the Levy to Deliver The Strategic Plan
- Deliver Effective Communication, Engagement and Development with Contractors
- Full Compliance with CPNY's Constitution and Value for Money Delivery For Contractors

A full copy of the plan can be viewed on our website by clicking here. https://cpny.co.uk/wp-content/uploads/sites/53/2020/06/Strategic-Plan-2020-21-FINAL.pdf

National Flu Vaccination Service

Pharmacies have had another record year administering flu vaccinations and keeping more people than ever safe this winter from flu. The total flu vaccinations administered in North Yorkshire was 25,097, a 29% increase on last year's numbers of 19,364. Over the flu vaccination period, 122 pharmacies offered the service which is an increase of 7 on last year.



Engagement with Commissioners and Enhanced Services



Engagement with local commissioners remains buoyant if not fruitful. At the end of March 2020, three CCGs in North Yorkshire merged to become the North Yorkshire CCG. Many people from the old CCGs remain. The Prevent, Identify and Monitor (PIM) strategy that the Committee developed at their strategic planning event last year helps. Prevention, Identification and Monitoring is premised on the high footfall of people entering their local Community Pharmacy every 28

days to collect their prescription and those customers entering to purchase over the counter items.

This places Community Pharmacy in a unique position to support the CCGs and Public Health Commissioners in three cost effective areas of healthcare by implementing the following PIM strategy...

- Prevention of illnesses 85% of Community Pharmacies in North Yorkshire are certified Healthy Living Pharmacy (HLP). As such, HLPs pro-actively support and promote behaviour change, improving health and wellbeing via running regular health campaigns and signposting/referring on to support services.
- **Identification** of illnesses/conditions and referrals for early treatment (The footfall in Community Pharmacies puts them in a unique position to undertake this)
- Monitoring once identified Community Pharmacies can monitor and feedback to GPs

Current Services by Commissioner

Public Health North Yorkshire County Council

- Alcohol IBA service
- Supervised Consumption
- Needle Exchange
- Sexual Health
- Smoking Cessation North Yorkshire (County Council Inhouse Service)
- Flu Vaccination (NYCC Staff)

Public Health City of York Council

- Supervised Consumption
- Needle Exchange
- Healthy Start Vitamins supply
- Champix Dispensing

Vale of York CCG and North Yorkshire CCG

Palliative Care

Hambleton District Council

Sharps Disposal

Kyowa Kirin International

Opioid Induced Constipation Service

The Committee

There were two changes to the committee during the year other than the Change of CEO and Chair. Jonathan Taylor resigned as an Independent committee member and was replaced by Mohammed Ali from Stone Pharmacy in Selby. Tamzin Burn left Boots and therefore the committee as a CCA representative and at the end of the financial year CPNY were awaiting a new appointment by CCA as Covid-19 started to interfere.

Committee Members Composition at March 2020

Organisation	Who	Company		
	Vacancy			
	Shaun Davies	Lloyds		
CCA Reps	Charles Christian	Boots		
	Chris Kendall	Boots		
	James Usmar	Boots		
AIMs Pons	Tom Hajdas	Lincoln Co-op		
AIMs Reps	Tommy Ling	Day Lewis		
Tracey Chambers		Copmanthorpe Pharmacy		
Independent	Jack Davies	Co-Opted as Chair		
Reps	Richard Harrison	Haxby Group Pharmacy		
	Mohammed Ali	Stone Pharmacy		

Code CCA = Company Chemist Association representative

AIMp = Association of Independent Multiple Pharmacies

IC = Independent Contractor representative

Committee Members' Attendance at Committee Meetings and Strategic Planning Day

CPNY Member	Jun-19	Sep-19	Nov-19	Jan-20	Strategic Planning Feb 20	Mar-20	Total	Maximum Attendances	% Attendance	Comments	
Shaun Davies	1	1	1	0	1	0	4	6	66.7		
Ian Dean	1	1	1				3	3	100.0	Became CEO	
Richard Harrison	1	1	1	1	1	1	6	6	100.0		
Tamzin Burn	1	1	1	1	1		5	5	100.0	Resigned as left Boots	
Tom Hajdas	1	0	1	1	1	0	4	6	66.7		
Charles Chriristian	0	1	1	0	1	0	3	6	50.0		
Tommy Ling	1	1	1	1	1	1	6	6	100.0		
Chris Kendall	1	1	1	1	1	1	6	6	100.0		
James Usmar	1	1	1	1	1	1	6	6	100.0		
Tracey Chambers	1	1	1	1	1	1	6	6	100.0		
Jonathan Taylor	0	1					1	2	50.0	Resigned	
Jack Davies				1	1	1	3	3	100.0	First meeting Jan 20 as Chair	
Mohammed Ali				1	0	0	1	3	33.3	First Meeting Jan 20	
Total	9	10	10	9	10	6	54	64	84.4		

Committee Expenses

Name	Designation		Travel		-	Locum Cover For Attending Meetings		Total	
Chris Kendall	Committee Member		£	59.40	£	750.00	£	809.40	
lan Dean	Chair		£	443.11	£	2,100.00	£	2,543.11	
Ian Dean (Yorcare Ltd)	Chair's Employer		£	31.05	£	1,075.00	£	1,106.05	
James Usmar	Committee Member		£	139.50	£	1,250.00	£	1,389.50	
Jonathan Taylor	Committee Member		£	37.80	£	362.50	£	400.30	
Richard Harrison	Committee Member		£	40.50	£	1,500.00	£	1,540.50	
Shaun Davies	Treasure		£	38.00	£	950.60	£	988.60	
Tamzin Burn	Committee Member		£	50.80	£	875.00	£	925.80	
Tom Hajdas	Committee Member		£	103.05	£	250.00	£	353.05	
Tom Hajdas (Lincolnshire Coop)	Employer		£	15.30	£	750.00	£	765.30	
Tommy Ling	Committee Member		£	393.30	£	1,500.00	£	1,893.30	
Jack Davies	Chair		£	308.42	£	5,062.50	£	5,370.92	
Mohammed Ali	Committee Member		£	42.84	£	250.00	£	292.84	
Tracey Chambers	Vice Chair		£	213.75	£	2,300.00	£	2,513.75	
		Totals	£	1,916.82	£	18,975.60	£	20,892.42	

CPNY new office

CPNY's new office address is 307 Grovehill Road Beverley HU17 0JG



First Floor above Tax Assist Accountants, There are Two spacious office areas, a meeting area and staff facilities.

CPNY Membership

Membership Type	Number	Percentage
AIMp	27	17.9
Independent	51	33.8
Multiple	73	48.3
Total	151	



Treasurer's Report (Chris Kendall)

As the treasurer of CPNY it is incumbent upon me to maintain probity of the LPC finances so that contractors are getting value for their levy payments and that the LPC expenditure is justified. I have adhered to our policies and procedures to ensure our dealings are transparent and open to scrutiny. All expenditure, including those of committee members, is agreed and accounts reviewed. The committee receive at regular intervals a summary of cash flow month by month and they have been communicated to the full LPC committee and verified annually by an independently appointed accountant. These accounts are included in the annual report for examination by contractors.

Our income is primarily from the LPC levy and was £168,000 and additional incomes from Kyowa Kirin and other funding generated an additional £52,346. Our year end reserves after verified accounts of expenditure of £205,352 are at £146,415; this is somewhat higher than the PSNC recommended level of approx. 50% of annual expenditure but it includes significant unpaid funds for the Opioid Induced Constipation Service and we have reduced expenditure for committee meetings due to continued sponsorship. With the introduction of Primary Care Networks a significant investment of resource from the LPC will be required, this will have a large impact on our reserves in 2020-21.

After deductions of our greatest expenditure of PSNC levy and staff wages, the largest outlay has been for contractor support training at around £22,000, this has been focussed on support for contractors enabling Payment Quality Scheme income to be received by almost every contractor in our region and PCN Lead support and the new CPCF. LPC members expenses were at £20,427: the majority of which is for locum backfill when attending training and meetings, many members regularly donate a substantial amount of personal time to the LPC also.

Presented below for contractors is the abridged income and expenditure account for the year ending 31st March 2020.

SUMMARY INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2020

ACCOUNTANT'S REPORT

We have prepared, without carrying out an audit, the attached Income and Expenditure Account from the records, information and explanations supplied to us.

Sowerby, Chartered Accountants, Beckside Court, Annie Reed Road, Beverley, East Yorkshire, HU17 OLF

14th May 2020

		2020		2019
INCOME				
Levy	168,000		168,000	
Interest	-		124	
Miscellaneous	52,346		37,630	
		220,346		205,754
EXPENSES				
PSNC Levy	40,744		40,744	
Staff Wages	58,058		59,385	
Staff Expenses	6,882		4,627	
Pension Contributions	1,796		667	
Members Expenses	2,452		2,618	
Members Locum Reimbursement	17,975		17,263	
Contractor Support/Training	22,093		9,852	
Room Hire/Meeting Costs	4,218		2,073	
Training Conference	1,412		1,604	
Insurance, Bank Charges and Taxes	64		88	
HMRC (PAYE & Corporation Tax) Auditor	20,905		14,778	
Payroll Costs	600		840	
Legal Fees	180		480	
CEO Recruitment Fee & Interview Costs	3,935		-	
Sundry	3,733		375	
Stationery and IT	7.009		3.099	
Office Fees	3.468		3,309	
KKI Adcal & OICS	7,388		3,307	
WIMS Backfill	5.855			
		205,352		161,802
NET PROFIT FOR THE YEAR		14.994	-	43,952
			-	43,732
BANK RECONCILIATION				
Balance brought forward	131,421		87,469	
Deduct unpresented cheques	-		-	
Plus profit above	14,994	146,415	43,952	131,421
Balance carried forward		146,415	-	131,421
			_	