



**Devon Local Pharmaceutical Committee**

**Annual Report 2019**

**Incorporating Annual Accounts**

**April 2018 - March 2019**



## **LPC Vision**

***“To move from community pharmacy in Devon to a community wellbeing centre”***

## **LPC Mission**

***“To inspire community pharmacy to become the easily accessible place in the community that people seek out for their wellbeing needs”***

## **LPC Objectives**

- To align our provision to provide patient centred care with a whole population health focus
- To upskill and reformat the multi-disciplinary pharmacy team to ensure it plays a full role in the new health system
- Seamless integrated services – with wider health system with pharmacy at its heart
- To be seen as a “Valued” health care provider by the public, commissioners and partners.

## Chair's Report

This is my first report as chair and I think it is only right that I start by thanking the outgoing chair of Devon LPC, David Bearman. He has dedicated many years to Devon LPC and Community Pharmacy as a whole. David has many successes and his guidance and vision have meant that Contractors across Devon have been represented and supported locally and nationally. I therefore know that all of Community Pharmacy Devon would like to thank David for that. David is not going far and still maintains a role within the LPC as Strategic Director and supports myself, Sue and the Committee in making sure that we are still working towards achieving our vision.

2018/19 has continued the recent years within Pharmacy as being a very challenging year, with the uncertainty around the future funding model for Pharmacy the LPC has continued its core function of maximising the support of contractors to enable you to support the health and wellbeing of the residents of Devon. We have also focused on the need to engage at the right level locally with the bodies responsible for Health and Social Care to make sure that the voice of Pharmacy is loud and clear. I hope that you all value this and we always welcome your feedback on this.

One of the key areas that we have been working on this year and that will be crucial in the local and national agenda is around the formation of the new Primary Care Networks (PCN). The landscape is becoming clearer around these and the opportunity for pharmacy to get closer to true integrated working with local Primary Care is moving from Vision to Potential Reality. We at the LPC are working with the newly formed PCNs to start engaging with them and explaining what Pharmacy can do to help them achieve our common goals. We also recognise at the LPC that this is also a massive change for yourselves and so alongside this we have and will continue to work and support you in realising this opportunity over the coming months

Obviously the other big change that is coming in is the Community Pharmacy Contractual Framework (CPCF). Now we will all have our opinions on whether this is a good or bad deal for Community Pharmacy but what is clear is that this is the deal that the NHS has made with us and therefore the challenge for us as an LPC is to support all contractors in Devon to make sure that together we maximise this contract and get as much value out of it for you and the patients of Devon. The LPC has been working closely with the PSNC and we are committed to firstly helping you understand the detail of what is contained within this including the Pharmacy Quality Scheme (PQS) and the new Community Pharmacy Consultation Service (CPCS); and then supporting you to get these new opportunities maximised. We are also looking to support you in helping all other Stakeholders, including the NHS and Patients, to understand what this means to them and how we can collaborate to achieve the best outcome.

In summary 2018/19 feels like a year of change but it does feel at the end that we do at least now have a clear road map of what we need to achieve and myself, Sue and the rest of the LPC look forward to supporting and working with you through 2019/20 to make Pharmacy the true centre of Health and Wellbeing in the community.

**Andrew Howitt**  
**Chair Devon LPC**

## Overview from the Chief Officer 2018-2019

The year was an incredibly challenging one for community pharmacies and their teams with funding cuts, Category M clawbacks, stock shortages, workforce pressures and other issues in a time when patient expectation and demand continues to increase.

Despite all of the above, we believe our pharmacy teams in Devon offer a phenomenal service to Devon patients, and we would like to thank you all for your continuing hard work and efforts. Some of these thanks were I hope reflected in our very successful and enjoyable inaugural Pharmacy Awards event that was held in November 2018.

During the year we saw some changes in our membership as people's roles and priorities change. I'd like to take this opportunity of thanking Alex James and John Varnish who both resigned from the committee.

Over the past few years they have both made a significant contribution to the LPC and our Devon pharmacy teams and they are missed! We wish them all the best for the future.

To fill the gaps left by Alex and John, the LPC welcomed Allan Welsh and Mike Charlton to the committee and we are looking forward to working with them over the coming years.

Mark Stone also stepped down from the role of LPC Consultant Pharmacist as he moved over to Cornwall. Mark worked for the LPC for 10 years and did an incredible job supporting both the Secretariat Team and our contractors achieve higher than average of uptake of services like the New Medicines Service, Seasonal Flu Vaccination and the QPS. Mark has been replaced by Tom Kallis who is continuing the great work started by Mark.

The LPC Secretariat team continues to provide day to day support to contractors; and in particular we were able to support pharmacies with the Quality Payment Scheme which saw Devon maximising the return from the contractual framework. In particular we were delighted that 93% of our contractors declared themselves Healthy Living Pharmacies in 2018-19.

During the year we worked closely with the local NHS England team as Devon was selected as one of four national pilot areas for the Digital Minor Illness Referral Service. The success of this and the other pilot areas has influenced the development of the national Advanced Service, the Community Pharmacist Consultation Service, being launched in October 2019. Devon is also now a pilot area for the GP CPCS which enables direct referrals from general practice to community pharmacy and we have two pharmacies in North Devon providing enhanced access for patients which is being commissioned locally by the local GP collaborative.

We see these services very much as placing community pharmacy in the centre of the self-care, public health and urgent care agenda and are looking forward to seeing how this develops. The Pharmacy First service continues to be commissioned by the NHS Devon CCG and we are hoping to build on the success of this service to extend the range of PGDs which will broaden the scope of the service to support primary care networks.

In the latter half of the year the Transfer of Care Around Medicines service was refreshed and relaunched in the Western Locality; we continue to be hopeful that this service will be rolled out across the whole of the county in a robust manner.

The LPC continues to offer contractors resources along with training and educational events and you'll see later in the report that we arranged in excess of 30 training events during 2018-19. Our commitment will continue during 2019-20 and at the time of writing we have just completed a series of events on the new Community Pharmacy Contractual Framework which came into being on the 1<sup>st</sup> October 2019; along with Red Whale clinical update training and local evening to support community pharmacy engagement with the emerging primary care networks. The latter will be a key challenge for community pharmacy with the requirement to work collaboratively together.

There is no doubt that 2019-20 will be even more challenging; but it is an exciting time to be a pharmacist - we will continue to help and support you along the way.

Last but not least I would like to take this opportunity of thanking the Secretariat Team; Kathryn; David; Adrian and Tom for working so hard, for the late nights, and continual top ups of the coffee cups.

**Sue Taylor**

### **The Digital Minor Illness Service (DMIRS) in Devon**

After several months of negotiation and planning, Devon pharmacies were able to choose to provide the Digital Minor Illness Service (DMIRS) from November 2018. The service was provided as part of a pilot, funded by the Pharmacy Integration fund and NHS England was the commissioner. Devon was chosen as one of just three pilot sites (along with the East Midlands and London) to further trial the service after its inception in the North East region.

What made DMIRS a significant step forward for community pharmacy is that the patient was referred formally to a pharmacy from NHS 111. This formal process integrates pharmacy into a care pathway within the NHS for the first time.

Devon LPC worked with NHS England to encourage pharmacies to sign up to the service and ran a series of evening events around the county to provide training for pharmacy teams so they were ready to run the service.

As the service became established the LPC continued to support pharmacies individually to ensure that the service completion rate was as high as possible and worked with Vocare, the local NHS 111 provider for the duration of the pilot, to identify ways of increasing the number of referrals into DMIRS from NHS 111.

Feedback from the pilot service was discussed with NHS England on a weekly basis and this helped to inform developments and shape the service that has now been launched nationally as the Community Pharmacist Consultation Service (CPCS). CPCS replaced DMIRS on 29<sup>th</sup> October 2019.

So, a big 'thank you' to all pharmacies who were involved in the DMIRS pilot (and separately the NUMSAS pilot) in Devon. Although in absolute terms it was not a huge service DMIRS was vitally important in showing the potential for pharmacy's involvement in NHS pathways of care for patients. This has enabled the profession to move forwards in ways that seemed very unlikely just a few years ago.

Summary of LPC events 2019

**Table 1: Workshops**

|  |  |   |
|--|--|---|
| <b>Annual Contractors meeting</b>                        | <b>26<sup>th</sup> November 2018</b>   | <b>Exeter Court Hotel, Kennford</b>                               |
| <b>DRIVE Pharmacy events</b>                             | <b>16 January 2019<br/>23 January 2019<br/>24 January 2019</b>                             | <b>Barnstaple<br/>Plymouth<br/>Exeter</b>                         |
| <b>Digital Minor Illness Referral Service Engagement</b> | <b>18 September 2018<br/>19 September 2018<br/>25 September 2018<br/>26 September 2018</b> | <b>Plymouth<br/>Barnstaple<br/>Torquay<br/>Exeter</b>             |
| <b>Revalidation, GDPR &amp; FMD Workshops with the</b>   | <b>17 April 2018<br/>18 April 2018<br/>23 May 2018<br/>4 June 2018</b>                     | <b>Plymouth<br/>Exeter<br/>Torquay<br/>Barnstaple</b>             |
| <b>Healthy Conversation Skills – making Every Count</b>  | <b>24 April 2018<br/>1 May 2019<br/>9 May 2018<br/>15 May 2018<br/>23 May 2018</b>         | <b>Torquay<br/>Ivybridge<br/>Exeter<br/>Barnstaple<br/>Exeter</b> |
| <b>Drinkwise Age Well training</b>                       | <b>28 June 2018</b>  | <b>Exeter</b>   |
| <b>Healthy Living Pharmacies – the next steps</b>        | <b>14 June 2018</b>  | <b>Exeter</b>   |
| <b>Patient Safety Event</b>                              | <b>19 April 2018</b>   | <b>Barnstaple</b>   |
| <b>Flu Vaccination training</b>                          | <b>7 August 2018<br/>8 August 2018<br/>9 August 2018<br/>15 August 2018</b>                | <b>Exeter<br/>Barnstaple<br/>Plymouth<br/>Torquay</b>             |
| <b>Basic Life Support Training</b>                       | <b>7 August 2018<br/>9 August 2018<br/>15 August 2018</b>                                  | <b>Torquay<br/>Exeter<br/>Plymouth</b>                            |
| <b>Contraception Choice Educational meeting</b>          | <b>5 March 2019</b>  | <b>Plymouth</b>   |
| <b>Interprofessional learning Event WEB Locality</b>     | <b>5 March 2019</b>  | <b>Exmouth</b>  |
| <b>Interprofessional learning Event HOSMS Locality</b>   | <b>12 March 2019</b>   | <b>Honiton</b>  |
| <b>RedWhale Clinical Update</b>                          | <b>9 February 2019</b>   | <b>Exeter</b>   |
| <b>Transfer of Care Around Medicines (TCAM)</b>          | <b>4 April 2019</b>  | <b>Barnstaple</b>   |

**1075 attendees at our workshops**

### Control of Entry

The consideration of applications is very onerous on the LPC and takes a lot of time and commitment to ensure that every application receives a fair consideration by the committee and that these considerations are provided to the NHS England in a timely fashion.

**Table 2: Pharmacy contractual applications considered by the committee during 2018-19**

| Type of application                                    | Total number of applications | Total number granted | Appeals  | Oral Hearing | Opened by 31/03/19 |
|--|------------------------------|----------------------|----------|--------------|--------------------|
| Distance Selling                                       | 0                            | 0                    | 0        | 0            | 0                  |
| No significant relocation                              | 0                            | 0                    | 0        | 0            | 0                  |
| Application offering unforeseen benefits               | 1                            | 0                    | 8        | 2            | 0                  |
| Application offering to meet an identified future need | 0                            | 0                    | 0        | 0            | 0                  |
| Consolidations   | 2                            | 2                    | 0        | 0            | 2                  |
| <b>Totals</b>  | <b>1</b>                     | <b>0</b>             | <b>8</b> | <b>2</b>     | <b>1</b>           |

### Members Attendance at LPC meetings

Members of the committee (listed in Table 4) are required to attend the LPC meetings regularly as well as provide input and attend meetings on behalf of the LPC and local contractor and other roles.

**Table 4. Members of Committee during 2018-19**

| <b>Committee Member</b>                   | <b>Area Represented</b> | <b>Elected or appointed</b> |
|---|-------------------------|-----------------------------|
| Chris Babbs                               | Torbay                  | AIMp Appointment            |
| David Bearman                             | Plymouth                | CCA Appointment             |
| Mike Charlton                             |                         | CCA Appointment             |
| Ali Hayes                                 | East Devon              | Elected Independent         |
| Andrew Howitt                             | Exeter/Mid Devon        | CCA Appointment             |
| Alex James<br>(Resigned January 2019)     | Plymouth                | CCA Appointment             |
| Ron Kirk                                  | Plymouth                | Elected Independent         |
| Fraser Perman                             | Plymouth                | CCA Appointment             |
| Sian Retallick                            | Plymouth/Torbay         | Elected Independent         |
| Matt Robinson                             | Plymouth                | CCA Appointment             |
| Adrian Tebby                              | Teignbridge             | CCA Appointment             |
| John Varnish<br>(Resigned September 2018) | Plymouth                | CCA Appointment             |
| Allan Welsh<br>(Appointed November 2018)  | Mid Devon               | CCA Appointment             |

**Table 5. Devon LPC Meeting Attendance 2018-19**

| <b>Committee Member</b>           | <b>Elected or appointed</b> | <b>Attendance/<br/>Possible</b> |
|-----------------------------------|-----------------------------|---------------------------------|
| David Bearman                     | CCA Appointment             | 6/7                             |
| Chris Babbs                       | AIMp Appointment            | 7/7                             |
| Mike Charlton (appointed Feb 19)  | CCA Appointment             | 1/1                             |
| Ali Hayes                         | Elected Independent         | 6/7                             |
| Andrew Howitt                     | CCA Appointment             | 4/7                             |
| Alex James (resigned Jan 19)      | CCA Appointment             | 5/6                             |
| Ron Kirk                          | Elected Independent         | 5/7                             |
| Fraser Perman                     | CCA Appointment             | 5/7                             |
| Sian Retallick                    | Elected Independent         | 6/7                             |
| Matt Robinson                     | CCA Appointment             | 6/7                             |
| Adrian Tebby                      | CCA Appointment             | 7/7                             |
| John Varnish (resigned Sept 2018) | CCA Appointment             | 4/4                             |
| Allan Welsh (appointed Nov 2018)  | CCA Appointment             | 2/2                             |

## Treasurer's Report – Andrew Howitt

***Members of the committee are required to attend the LPC meetings regularly as well as attend meetings on behalf of the LPC and contractors. Operating under Nolan Principles, the LPC consider that members carrying out duties on behalf of pharmacy contractors should not be out of pocket. The LPC operates within a robust Accountability and Governance Framework that is regularly monitored.***

The Devon LPC is funded entirely by contractor levy. In respect of income, the contractor levy for Devon has again remained unchanged at 15p per £100 (0.15%) of net ingredient cost and this sum is collected monthly from all contractors and remitted to the LPC by the Prescription Pricing Authority.

The PPA income received by the LPC for 2018-19 showed a decrease on the previous year, mainly due to the predicted decrease in the PPA levy.

Some additional monies are received unconditionally from the pharmaceutical industry when working in partnership with the LPC, in particular, to support training and educational events for pharmacists and pharmacy staff, LPC meetings and our Annual General meeting (AGM). In total, for the year ended March 2019 the LPC received £5,735.00 in respect of educational grants. Since February 2013 the Local Optical Committee have staff working in the Secretariat office, providing further income on a monthly basis.

The PSNC levy was £73,238.00. There was no increase from the previous year.

The rent on the premises increased during 2017-18, (this includes, rent, rates, water rates, heating) this is the first increase for several years.

Income received for specific projects is shown as a separate line from general sponsorship. In 2018/19 we were successful in obtaining significantly more funding via this route than in previous years. Expenditure on Staff Salaries and Professional Support has increased significantly as a result of this extra income and allowed us to effectively support services such as DMIRs and NUMSAS, and the Quality Criteria Scheme. We were pleased that this helped contractors to maximise their income from these services.

For the year ending 2018-19, the LPC had a surplus of income over expenditure for the year of £4091.35. The bank balance at the year-end was £150,315.17

My thanks go to the Officers and committee members for their ongoing support and governance of the finances of the LPC. I am always happy to answer any financial queries from contractors at any time and a full set of accounts can be viewed on request.

***Andrew Howitt***



## DEVON LOCAL PHARMACEUTICAL COMMITTEE

### THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

#### KEY INFORMATION

|                |  |
|----------------|--|
| Chairman:      | Mr David Bearman   |
| Vice Chair     | Mr Adrian Tebby  |
| Treasurer:     | Mr Andrew Howitt   |
| Chief Officer: | Mrs Sue Taylor   |
| Accountants:   | Easterbrook Eaton Ltd<br>Chartered Accountants<br>Old Fore Street<br>Sidmouth<br>Devon<br>EX10 8LS |
| Bankers:       | LloydsTSB<br>309 Market Place<br>Reading<br>Berkshire  |

DEVON LOCAL PHARMACEUTICAL COMMITTEE

MAIN INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2019

| <u>Income</u>   | Year Ended 31 March 2019 | Year Ended 31 March 2018 |
|---|--------------------------|--------------------------|
| PPA Levies  | 274,226.83               | 282,122.58               |
| Bank Interest   | 303.80                   | 1,338.05                 |
| Sponsorship   | 5,735.00                 | 4,225.00                 |
| Grants & Specific project support income                      | 19,731.99                | 806.09                   |
| Local Optical Committee                                       | 9,172.16                 | 6,058.04                 |
| Cornwall LPC (Work not undertaken by Devon<br>LPC wef 1/4//18 | 0                        | 4,848.00                 |
| <b>Total Income</b>   | <b>309,169.78</b>        | <b>299,397.76</b>        |
| <br>  |                          |                          |
| <u>Expenditure</u>  |                          |                          |
| <b>LPC Members Expenditure</b>                                |                          |                          |
| Locum & Travel Expenses                                       | 8,158.99                 | 7,431.11                 |
| LPC Daytime Meeting expenses                                  | 0                        | 3,389.91                 |
| LPC Meeting Expenses  | 3,406.61                 | 969.32                   |
| Contractor Support - Events                                   | 11,028.27                | 10,504.15                |
|   | <b>22,593.87</b>         | <b>22,194.48</b>         |
| <b>PSNC</b>   |                          |                          |
| Levy  | 73,238.00                | 73,238.00                |
| Conference Costs  | 0                        | 647.87                   |
| PSNC workshops  | 875.00                   | 1,095.00                 |
|   | <b>74,113.00</b>         | <b>74,980.87</b>         |
| <b>Secretariat Expenses</b>                                   |                          |                          |
| Staff Costs   |                          |                          |
| Staff Salaries and Professional Support                       | 165,493.00               | 151,721.96               |
|   | <b>165,493.00</b>        | <b>151,721.96</b>        |
| <b>Office Expenses</b>  |                          |                          |
| Rent  | 18,543.45                | 18,067.05                |
| Telephone, Internet & Broadband                               | 1,675.06                 | 1,554.16                 |
| Photocopier Charges   | 2,415.88                 | 2,457.38                 |
| Postage   | 3,601.69                 | 3,505.40                 |
| Stationery  | 1,702.50                 | 1,531.46                 |
| Computer Hardware and software                                | 1,818.37                 | 2,394.36                 |
| IT Support  | 2,982.00                 | 2,963.40                 |
| LPC Office Equipment & maintenance                            | 334.30                   | 17.10                    |
|   | <b>33,073.25</b>         | <b>32,490.31</b>         |
| <b>Other Expenditure</b>                                      |                          |                          |
| Accountancy   | 1,624.00                 | 726.00                   |
| Bank Charges  | 405.00                   | 426.80                   |
| Subscriptions   | 35.00                    | 324.80                   |
| Insurance   | 716.04                   | 716.87                   |
| Corporation Tax on Gross Interest                             | 254.53                   | 349.60                   |
| Secretariat Business Costs                                    | 6,770.64                 | 4,822.44                 |
| Staff Training  | 0                        | 250.00                   |
|   | <b>9,805.31</b>          | <b>7,616.51</b>          |
| <b>Total Expenditure</b>                                      | <b>305,078.43</b>        | <b>289,004.14</b>        |
| <br>  |                          |                          |
| Net Surplus of Income over Expenditure for the year           | <b>4,091.35</b>          | <b>10,393.62</b>         |

**DEVON LOCAL PHARMACEUTICAL COMMITTEE**

**MAIN BALANCE SHEET AS AT 31 MARCH 2019**

|   | <u>31.03.19</u>           | <u>31.03.18</u>           |
|---|---------------------------|---------------------------|
| <b>Assets</b>                                 |                           |                           |
| Lloyds's Bank Account<br>LPC Current 4102069  | 150,315.17                | 146,223.82                |
| <b>Total Current Assets</b>                   | <u>150,315.17</u>         | <u>146,223.82</u>         |
| <b>NET CURRENT ASSETS</b>                     | <b>£150,315.17</b>        | £146,223.82               |
| <b>Represented By</b>                         |                           |                           |
| <b>Devon LPC Accumulated Funds</b>            |                           |                           |
| Bought Forward                                | 146,223.82                | 135,830.20                |
| Surplus for the Year                          | 4,091.35                  | 10,393.62                 |
| <b>Total Devon LPC Funds</b>                  | <u>150,315.17</u>         | <u>146,223.82</u>         |
| <b>Total Accumulated Fund carried forward</b> | <u><b>£150,315.17</b></u> | <u><b>£146,223.82</b></u> |