July 2019

An update from Liverpool Local Pharmaceutical Committee



Annual Report
2018 - 2019

**Our Mission Statement**

We will be the key advocate of community pharmacy and support the delivery of quality services that benefit contractors, patients, and wider stakeholders.

**Membership**

13 members sat on the committee over the course of the year. Nine members sat on the committee for the full term:

John Davey (Independent)

Leah Davies (Rowlands)

Eric Goodwin (Independent)

David Jones (Independent)

Kathy McCarthy (Boots)

David Porter (Independent)

Dane Stratton-Powell (Lloyds)

Jonathan Tabiner-Shaw (Lloyds)

Gemma Whitehead (Cohens

Two members resigned mid-year:

Simon Magee (Boots)

John Parker (Independent)

Two members were nominated mid-year:

James Forshaw (Independent)

Anna Mir (Boots)

Kathy McCarthy was Chair, whist Lead Davies was Vice-Chair and Dane Stratton-Powell Treasurer.

**Officers**

Matt Harvey was the chief officer for the year in question. David Barker was the Engagement Officer, and we welcomed Joe Clarke as Business Support Officer from 1st June.

**Introduction**

2018/19 was a year of great success for the LPC. Following a number of years where the focus was on changing how the committee worked, the fruits of this organisational change were seen.

**Supporting our Contractors**

The amount of support we provided to pharmacies in Liverpool increased during the year. Matt continued to support contractors with contractual issues, whilst David was instrumental in helping pharmacies deliver the various new services commissioned during the year; whilst ensuring pharmacies met various service and contractual deadlines. The committee decided to employ a third officer to take over most admin tasks and improve our communications to pharmacies. This has led to a better skill-mix within the staff and has allowed a greater focus on communications through emails, social media and ensuring our website is properly maintained.

Quality Payments

David spent a substantial amount of time to help pharmacies through the February quality payments review point. This mainly focussed on independent pharmacies as the multiples were providing support in-house. He was successful in helping three more pharmacies cross the line and achieve a Quality Payment for the first time. The direct support to these contractors alone realised an income of £9000.

Increased Advanced and Locally Commissioned Service Income

Throughout the year, the LPC produced guides to help pharmacies provide and maximise uptake in various locally and nationally commissioned services. David has been supporting pharmacies to maximise uptake in all services, paying particular attention to those pharmacies that appear to be struggling to offer a service. He regularly reviews PharmOutcomes and NHSBSA data to spot pharmacies that may need support. We also liaised closely with the CCG and NHS England throughout the flu campaign to ensure patients that could not obtain a vaccine at their GP practice were appropriately signposted to a local pharmacy. Through these interventions, Liverpool pharmacies saw a 3.8% increase in MUR’s, a 7.9% increase in NMS completions, and an 18% like-for-like increase in flu vaccinations. This saw pharmacies earn over £31,000 more for these services than during 2017/18.

Another success during 2018/19 was the increased utilisation of the Not Dispensed service. During it’s first year, pharmacies earnt £122,000 from the service.

Contractual Reporting

Contractors were aided at each point there was a deadline for a contractual requirement. These included: Public Health Campaign returns, CPAF Lite, IG Toolkit, MUR/NMS reporting. Again, we have seen a continued increase in the number of Liverpool pharmacies completing these requirements prior to deadlines.

Branded Generics

Despite constant threats from the CCG, the LPC was successful in lobbying against any further cost-saving switches during 2018/189 and no further switches were agreed during this time. In particular, we were successful in preventing a branded generic version of metformin M/R being prescribed. This would have led to £160,000 of retained margin being lost by Liverpool pharmacies. Branded generic prescribing is an ever-increasing threat to community pharmacies across the city and we will continue to state the case against this at every opportunity.

Contract Monitoring

During the year, we supported several pharmacies on NHS England contract monitoring visits and local resolution meetings both in preparing for these and being present during the visit. The LPC can only be involved in this at the contractor’s request, and we cannot be told by NHS England who they will be visiting. As such, if you receive notification from NHS England that you are to be visited and wish LPC input, please contact the LPC before confirming a time with NHS England so we can ensure we can support.

PharmOutcomes

We have continued to work hard with all commissioners to ensure the PharmOutcomes platform is used for reporting service provision. PharmOutcomes has a host of benefits such as: correct reimbursement for items provided as part of a service; automatic invoicing; automatic GP notifications for those services that require it; LPC oversight on activity so we can help support pharmacies that may be struggling with service activity.

Let us Help You

We stand ready to help and support contractors through any challenges they face and will always aim to provide as much help and support as possible. The only way we can help is if we know there is a problem. Indeed, we were able to intervene in the above situations due to pharmacies contacting the LPC. We encourage all pharmacies to get in touch if they are having any issues as we can only help if we know there is a problem.

**Commissioning Landscape**

During 2018/19, we continued to see an increase in local commissioning from community pharmacy. This builds on work from previous years to improve relationships and dialogue with commissioners. The Chief officer, and to some extent Engagement Officer, have continued to develop and maintain relationships with commissioners.

Liverpool CCG

The CCG are content with the Not dispensed service, extending the life of the service for another six months. The LPC is certain that this service will continue beyond this. Aside from Not Dispensed, the CCG commissioned nine pharmacies to hold palliative care medicines to improve access to these in the out-of-hours period. They also commissioned a pilot Discharge Reconciliation service whereby pharmacies were paid £28 to reconcile a patient’s medicine on receiving an eTCP/TCAM referral. The results of this service are currently being evaluated by John Moores University. The outcome of this report will aid discussions in getting the service commissioned across Liverpool.

Liverpool City Council

The LPC has been working alongside commissioners to drive community pharmacy public health commissioning.

There was a breakthrough in emergency hormonal contraception commissioning during 2018/19. After years of discussions and lobbying with Liverpool City Council, the commissioners increased the number of participating pharmacies to 30; up from 6. Ulipristal was also added as a treatment option. There is a commitment to expand the number of participating pharmacies over the next three years until all pharmacies can offer the service if they wish. Discussions are continuing with commissioners over the role that pharmacies can play in sexual health and we aim to expand this offer over the next few years.

The LPC was pleased to secure the re-commissioning of the smoking cessation service; incorporating more pharmacies and enhanced payments. We have worked closely with the smoking commissioner and Smokefree Liverpool to ensure service opportunities are maximised.

NHS England

The LPC has been involved in discussions throughout the year with NHS England and the CCG over potential changes to the Care at the Chemist service in Liverpool. Talks continue, and it is unclear if any changes to the existing formulary will be made. Our intention remains to expand the service into higher acuity conditions such as urinary tract infection and impetigo treatments. We also liaised with Healthwatch in organising a survey of patients that use Care at the Chemist to gather their thoughts on the service. This should be with pharmacies during 2019/20

The Electronic Transfer of Care to Pharmacy (eTCP) service (now nationally known as Transfer of Care around Medicines – TCAM) rolled out to all remaining local hospitals through the year. All local hospitals are now live. The LPC has been working with NHS England and the Innovations agency during the roll-out process and has been involved in the engagement evenings for the service.

We continued to work alongside NHS England and the other LPC’s across Cheshire and Merseyside to develop cardiovascular services. The British Heart Foundation scheme has continued throughout the year, and further funding was obtained to allow more pharmacies onto the scheme. We have all been developing a new service that pharmacies can move over to once they have completed their British Heart Foundation quota. This will launch during 2019/20.

Other Partners

The LPC has continued to work with other partners to explore innovative services within Liverpool pharmacies. The main example of this is the PAMAN service with Protelhealth Ltd. PAMAN will remove the need for pharmacies to blister pack for patients. Instead the pharmacy will send a MAR chart to a monitoring centre, where they will watch the patient take the medicine using a remote video device. This is happening through the 5G network being installed around the city, and is a truly innovative service.

We have also built relationships with Addaction to promote safe and effective dispensing of opiate substitute medicines; holding a joint training evening in November for pharmacy staff to attend.

Primary Care Networks

GP surgeries are being organised into Primary Care Networks. This presents a massive opportunity and a massive risk to local pharmacies. During the year, the LPC has been working behind the scenes to produce guides for the networks to promote local pharmacy services; and guides for pharmacies to introduce them to the networks. The Chief Officer has also been to meet with the two networks that are furthest in development. The final list of networks will be announced in July 19. Expect to hear much more about this from us following that point.

**Finances**

Budget

Despite budgeting at a loss, the LPC continued to accrue reserves last year. Our aim is to reduce our reserves to a level of six months as per PSNC guidance. To aid this, members agreed there will be a levy holiday in the 2019/20 financial year.

**Plan for 2019/20**

There is a lot of change coming for community pharmacy throughout the next financial year. We expect there to be a new pharmacy contract, with changes to how pharmacies operate and the services they provide announced. More details of the emergent Primary Care Networks will also come about throughout the year.

We will be here to support and engage pharmacies in Liverpool to the new world we find ourselves in. Whilst doing this, we will also push for local increased service commissioning, and will champion community pharmacy at every Primary Care Network.