**August 2023**

**An update from Community Pharmacy Liverpool**



**AnnualReport
2022 - 2023**

**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**

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

Peter Beeley (Boots)

Leah Davies (Rowlands)

John Devaney (Lloyds)

James Forshaw (Independent)

David Jones (Independent)

Anna Mir (Boots)

James Moir (Independent)

David Porter (Independent)

Gemma Whitehead (Cohens)

John Davey (Independent) also sat on the committee until October 2022, and Karan Bhatia (Independent) replaced him as a representative.

Gemma Whitehead was Chair, Anna Mir was Vice-Chair and James Forshaw Treasurer.

**OFFICERS**

Matt Harvey was the Chief Officer for the year in question. David Barker and Thomas Wareing were the Engagement Officers.

**INTRODUCTION**

Liverpool LPC is the statutory local representative organisation that represents community pharmacy contractors across the City of Liverpool. We represent a total of 122 contracts; 117 community pharmacies and 5 distance selling pharmacies. This report sets out the achievements of Liverpool LPC during the 2021/22 financial year. We negotiated and managed community pharmacy service contracts with numerous commissioners worth £1,958,478.46of income during the year in question.

**COMISSIONING LANDSCAPE**

During 2022/23, we maintained all commissioned services within the city, as well as achieving the commissioning of new services, and expanding the current offering of others. The Chief officer has persisted to develop and maintain relationships with commissioners, and this continues to bear fruit with new services in the pipeline.

Pharmacy First/CPCS

This year the GP practice uptake of Pharmacy First broke all records with 80 plus GP practices sending referrals throughout the year on a consistent basis. Overall, 17000 referrals were sent to community pharmacies across Liverpool. In December we saw a massive increase in referrals during the Strep A period with over 2,400 referrals being made. David’s primary  focus has been to drive the implementation of this service which has culminated with developing new relationships with practices and other new stakeholders at PCN level which has added to the success of the service.

Finally, our community pharmacy teams have done a fantastic job of managing this rapidly expanding service and completion rates exceeded 90% , feedback from patients has been very positive with the service particularly with the UTI service.

The Chief Officer had interviews and hosted representatives from the Department of Health and Social Care to demonstrate how well our Pharmacy First Service was working, which fed into the national service being announced.

There is a push locally to harmonise out Care at the Chemist and Pharmacy First services across Cheshire and Merseyside. The LPC has fed a lot of local data into the system surrounding our PGDs and the uptake of each. At the time of writing the LPC awaits the final harmonised specification.

Sexual Health

The new essential sexual health contract started at the beginning of the financial year and is being offered by the majority of pharmacies. There were some teething problems around invoicing and payment that the Chief Officer worked with both Axess and the council commissioner to rectify. The Chief Officer also successfully negotiated the commissioning of an enhanced service specification whereby local pharmacies can treat chlamydia, vaccinate against Hepatitis B and initiate both oral and injectable contraceptives. Work was also done to commission an implant service. Work is still ongoing with an expected launch in 2023/24.

Spacer Provision Service

This was recommissioned by Liverpool Place so pharmacies can provide spacers whenever there is a patient need and not just in conjunction with PQS. The LPC was also successful in negotiating the fee upwards.

Inhaler Technique

The LPC was successful in getting a childhood inhaler technique service commissioned across Liverpool and some neighbouring boroughs. This launched at the start of 23/24.

Smoking Cessation Service

Liverpool University Hospitals Foundation Trust were one of the first non-pilot trusts to start sending referrals to the national Smoking Cessation Service. Following a change in staff and some communication problems, the LPC team have re-engaged the team, and referrals will start again during the 23/24 financial year.

Increasing COVID Uptake Service

COVID Low Uptake Service: Liverpool City Council (LCC) commissioned the COVID Low Uptake Service Pilot from June 2022 and January 2023. This service was aimed at tacking COVID vaccination hesitancy in BAME & deprived areas of the city. 16 community pharmacies engaged with the pilot, with 149 successful interactions with patients, of which 91 had the pharmacy book a vaccination with the patient.

Community Pharmacy Liverpool WINS the Independent Pharmacy Awards “Best Supporting Local Representative Group” category.



It was an extremely proud moment when last September Community Pharmacy Liverpool won the Independent Pharmacy Magazine Awards Best Local Representative Group Award.  It was the culmination of a very successful year for the LPC and was testament to the work the team and committee do for the pharmacies of Liverpool.

Thank you to everyone that has contributed to us winning this prestigious award.

**PHARMACY COMMUNICATIONS**

The LPC team continued to support local pharmacies via various means depending on COVID restrictions at that time. Tom, our Engagement Officer completely revamped our website, and we were one of the first to go-live with the new PSNC/LPC website format. changed. We also produced further physical newsletters and maintained our weekly e-newsletter.

**CONTRACT MONITORING**

During this year, the Chief Officer guided a handful of pharmacies through the contract monitoring process. 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.

**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.

**FINANCES**

During 2022/2023, we took £95000 in levies from Liverpool pharmacies. This was static for the third year in a row. Of this, we paid the PSNC £37,098 leaving the LPC to work from £57,902 of income generated from the pharmacies that we represent. We also generated some income from our PharmOutcomes license. We once again ate into our reserves, but these are getting to be where they need to be. The committee will focus on costs during the next financial year to ensure that we remain one of the most cost-effective LPCs in England. Our aim has been to reduce our reserves, and we achieved this again by spending more than we received in income.

**HOW WE HAVE HELPED YOU**

We have been representing community pharmacy at place and ICB level throughout the year highlighting the challenges pharmacies are facing; we have challenged local prescribing committees when they have threatened to introduce branded generics instead of prescribing generically; we have sought and won increases to remuneration levels for local services where the specification is about to be renewed; we ensure that concession prices are added for Care at the Chemist and Pharmacy First to ensure you are paid fairly for the items you supply on these services.

At the beginning of the year we circulated two dashboards, the Locally Commissioned Services Dashboard and the Discharge Medicines Service Dashboard. These dashboards allow each pharmacy to see how well they are doing for each respective service/groups of services and to compare themselves to other similar pharmacies in their benchmark. In the coming months, there will be a new dashboard released each month that is a culmination of both dashboards. This will include even more service data taken from nationally commissioned services, that will provide a further insight on opportunities for business growth, and highlighting missed or incomplete referrals during the busy times ahead.

**COMMUNITY PHARMACY REPRESENTATION**

The Liverpool LPC committee have spent a lot of meeting time discussing and acting upon the recommendations of the Transforming Pharmacy Representation toolkits that PSNC produced during the year. This involved a thorough options appraisal of the options we had as a committee. The result of the discussion and voting meant that Liverpool would not be merging with any other local committees, and we would remain as-is. This was not a decision made lightly, and we understand some of our contractors were unhappy with this. The committee have committed to re-branding in order to come in-line with Community Pharmacy England. Over the next month or so, we will start to use the below branding:



**PLAN FOR 2023/2024**

Over the next year we plan to support contractors maximise local and national services. We expect announcements to be made after the Summer on the Contraception Service and Hypertension Case Finding Service; along with the new national Common Ailments Service. We will be ready to support our pharmacies through these changes, along with the launch of new locally commissioned services that we have in the pipeline.

We will be here to support and engage pharmacies in Liverpool just as we always have whatever happens.