

# Annual Report 2020-21

Incorporating the Annual Accounts 2020/21



**KENT LOCAL PHARMACEUTICAL COMMITTEE**



## Chair's Report



I am pleased to be writing my first Chair report.

What a year it has been!!

Who would have imagined an unprecedented COVID-19 pandemic, national lockdowns, a Kent variant, COVID vaccine and vaccine rollout all happening in one year? 2020 was truly an eventful year for everyone and has earned a place in history.

Let us pause and reflect on the lives lost to COVID-19. There have been 3.33million COVID-19 related deaths worldwide with 139,000 deaths in the UK (data was accurate as at 13/05/2021). Our thoughts and prayers are with those that have lost loved ones.

In a recent article published in November 2020 by Healthwatch Kent and Medway, 92% of contractors did not receive information, support, or equipment they needed to respond to the first wave of the pandemic. Despite this, Community Pharmacy (CP) has rapidly responded to healthcare needs of their communities by staying open while GPs were able to reduce seeing patients face to face and instead use remote consultations leaving CP to pick up the pieces.

The COVID pandemic redefined how we practice. There was a severe shock to the system which included a seismic shift to electronic prescriptions almost overnight; pharmacies were bombarded with phone calls from anxious patients, medicine shortages, staff off due to COVID, furloughed colleagues, hospital discharge medicines and Manage Your Service (MYS) claim system. These are some examples of colossal changes that CP had to navigate instantly which we did brilliantly. CP worked closely with CCGs to ensure patients received their medicines especially maintaining the delivery of palliative services, supporting the Prescription Ordering Direct (POD) and medicines management. The nation owes CP a debt of gratitude. Thank you!!

Despite the incredible work done by CP we have continued to face the severe reduction in funding. A lot of contractors and the LPC were not pleased with the support given to community pharmacy especially in managing the impact of the pandemic. However, at the LPC, we focused heavily on what was within our control with the aim of giving our contractors strong representation and support by engaging in the activities below.

### **PR campaign to raise awareness of contribution of CP**

The Healthwatch Kent and Medway report in November 2020 also indicated that 72% of community pharmacies reported that morale was low and what staff needed most was recognition from fellow NHS professionals and for the public to be made more aware of the work they do.

Kent LPC led local and national conversations highlighting the important work CP are doing in helping the nation and their communities get back on its feet. Some of the media appearances are as below.



I am extremely proud of Shilpa, Jo and Committee members who worked together as one Kent LPC team to mobilise a robust strategy in driving much needed support for our contractors in this unprecedented time. I want to use this opportunity to say a huge thank you to them. I am honoured to be working with a group of people with high integrity and sound knowledge of CP.

### EU exit

The LPC has been working in the background to act on events relating to EU exit as appropriate which included working with key stake holders in ensuring medicine supply is uninterrupted and local options on how to get pharmacists and their team into work in an event of another operation stack in M20.

### Service development

We know that new service development and enhancement of current services is important to our contractors, so we have created a new Services Pharmacist role to help support our service agenda. I strongly believe that CP need to be properly remunerated for the work we do and there needs to be a level playing field with service funding.

Pharmacist Independent Prescriber (IP) led services seem to be hugely popular among contractors. Kent LPC have been innovative in running the first ever IP led smoking cessation service. We are in the process of evaluating this service and the

findings will be used to make a case for more funding in training IPs in Kent. We will continue to work on Patient Group Directives (PGDs) alongside this, so no contractor is left out of newly commissioned services.

I want to use this opportunity to say a massive congratulations to those IPs in Kent who became the first in the country to write Patient Specific Directions (PSDs) for COVID vaccines. This is thanks to a great collaboration between the LPC and William Harvey Hospital. Well done!! "The Difference is You".

### **Building a future proof LPC with a strong audit and professional standards**

I am pleased to announce to you that Kent LPC is GREEN in all quadrants on PSNC self-evaluation audit. We have set up sub-committees below to ensure robust system in decision making and accountability. The LPC has a business continuity plan.

- Finance and performance sub-committee: members are Barrie Smith, Amish Patel and Mukesh Sahota.
- Governance sub-committee: John O'Sullivan, Olusola Ifekoya and Sunil Chopra.
- Communications sub-committee: Caroline Cleary, Maureen Aruede and Olusola Ifekoya

### **Stress management and building resilience contractor meeting.**

This was our best attended virtual meeting and was well received so thank you all for attending and for your feedback. A special thank you goes to Shilpa and Jo for facilitating the evening.

### **Maximising available claims**

97% of contractors in Kent and Medway made a full PQS claim. Congratulations everyone!!

We want to ensure that all contractors claim for all available funding. I know Shilpa and Jo have both been working extremely hard in contacting contractors, so no one is left behind. Work is already under way to ensure we maximise claims on Pharmacy Collect service, Discharge Medicine Service (DMS) and GPCPCS.

### **Kent LPC Contractor survey**

In the recent survey, 99% of contractors rated the LPC between Excellent and Good on LPC and contractor engagement question. Thank you!!

Please take some time to review the survey results. We will review your responses and continue to look at ways to support you.

In closing, I want to thank Barrie Smith who is stepping down as a committee member at the end of June. Barrie has been an LPC member for over 20yrs and has held various positions including Treasurer, Vice Chair and Chair. Please join me in thanking him for the work he has done.

Mukesh Sahota has been appointed as Treasurer and David Entwistle appointed as Vice Chair of Kent LPC. Congratulations to both committee members.

Thank you for your resilience in dealing with the worse ever pandemic in living memory. You have remained open despite risks associated with doing so, to ensure that your patients' pharmaceutical needs are met. This level of dedication is exemplary and will be noted in the history on the vital role community pharmacy played in combating COVID-19 pandemic.



Community Pharmacy has truly been recognised as part of the NHS by our community and the government thanks to your work.

Look after yourselves, each other, and your team.

A handwritten signature in black ink, appearing to read 'Mark Anyaegbuna'.

Mark Anyaegbuna  
Chair Kent LPC

## Chief Officer's Report



Dear Colleagues,

I want to start by saying a big **thank you** for going above and beyond over the last year. It has been said so many times, that the year was unprecedented, but I have to say it again, it truly has been. It has also been a time for Community Pharmacy to shine and to showcase the amazing work that you do every single day.

I know the year has been one of reflection for many, for some it has been a year of loss of loved ones, for everyone a loss of the opportunity to make memories with friends and families. However, by doing what you do each day it has meant that people now have the opportunity to return to their lives and the prospect of making those memories again. Community Pharmacy has played a huge role in keeping people safe during the pandemic such as vaccinating them and offering Lateral Flow Tests, so they remain safe going forwards.

## Thank You

The LPC were very well integrated into Primary Care at the beginning of April last year. We were invited to all Primary Care COVID-19 meetings and by attending we were able to share the impact that the pandemic was having on Community Pharmacy. This relationship has extended into us working closely with the CCG this year to support the roll out of GP CPCS across Kent and Medway.

The CCG paid up to 100% for any LCS's (West Kent CAS, East Kent MAR, East Kent MDS) for the period of March 2020-June 2020. This was based on the previous 12 months average so that pharmacies wouldn't be losing any income whilst there was uncertainty about face to face consultation in addition to the initial pressures that COVID-19 created.

We worked closely with the Public Health teams at Kent County Council and were able to secure funding for services such as Weight Loss, Smoking Cessation and Sexual Health (80% for three months followed by 50% for two months based on an average for the previous year). This was also supported by Substance Misuse supervised consumption payments at 100% based on February 2020 payments from TP, CGL and FT.

We were able to support patients throughout COVID-19 by adapting the smoking cessation service to a temporary innovative service which utilised Independent Prescribers. This really supported the One You team in ensuring that their waiting lists were worked through efficiently and effectively as we saw an increase in people wanting to stop smoking at the beginning of the pandemic. This service was one of the first times IP's in Community Pharmacy were able to use their qualification for an NHS



service. Kent LPC is keen to support IP's where we can as this will help facilitate delivery of services in the future.

The One You team were extremely supportive of Community Pharmacy and redeployed many of their staff to our pharmacies to help with deliveries of medication. This shows the great partnerships and support that we have across Kent.

COVID-19 removed a lot of the red tape associated with delivery of services and Kent LPC were able to progress things very quickly. This led to us setting up two new services in a matter of weeks. The first was the Palliative Care Service where we went from having two pharmacies offering this as a Locally Commissioned Service to 36. The service has had a lot of positive feedback from everyone who has been using it and as a result it is being recommissioned for another year. This shows the value of Community Pharmacy in terms of opening hours and accessibility. The second service was set up as a precautionary service and we ended up not needing it much in Kent. This was the Primary Care Treatment Centre Sites where COVID-19 positive patients could have acute prescriptions delivered to them at home enabling them to self-isolate and not put others at risk. The remuneration for both services was in line with what we would expect and with what we asked for, which was reassuring to see.

There was much uncertainty around working Bank Holidays during April and May and this was difficult when you and your teams had been working long hours and had not had a chance to rest or process what was going on around the world. This again showed our communities the value of Community Pharmacy. I am so proud of the way you all reacted to working BH's – professionally, calmly and again, as always, putting your patients first.

We, along with the rest of the NHS, adapted very quickly to a new way of working. The pandemic has made us agile and adaptable; we have shown how we can do things with pace. It has shown us how resilient we are and how we can change our ways of working to meet the different demands.

In July Sarah Smith, Kent LPC administrator, left the business for a new role. I would like to take this opportunity to say thank you to Sarah for her years of service at Kent LPC.

The Summer sped by with numbers of people visiting pharmacies levelling out and everyone adapting to a new normal. September saw the much awaited launch of TCAM from Medway Foundation Trust which has now moved into the DMS. This service which started on the 15<sup>th</sup> of Feb 2021 nationally has not led to big numbers of referrals and this reflected in Kent. Kent LPC is in conversations with all the trusts to establish when their IT will be fit for purpose to refer patients into Community Pharmacy for this essential service and they are slowly coming on board.

September also saw the start of the biggest flu campaign ever. In Kent, Community Pharmacy provided 91,053 NHS vaccinations (this does not include any vaccinations paid for privately). This was 1.6 times the number that were done in the previous year which is phenomenal.

In October we welcomed Jo Youngson as our Personal Assistant and Business Administrator and I have had great feedback from many contractors which has been lovely to hear. Jo has a background of a Pharmacy Technician as well as experience as an Administrator which makes her perfect for the role. Jo has brought energy and passion to the role which is contagious!

October also saw Kent LPC working with Healthwatch to launch a survey to allow Community Pharmacy to share how COVID-19 had affected them. This survey was used by PSNC when they met with NHSE&I as well as getting a lot of publicity in Kent. This led to an appearance by me on BBC South East News. We hope a repeat of this survey in May 2021 will show that we are still needing support particularly in respect of appropriate funding for all that we do.

As a CEO I had the opportunity to represent Kent Community Pharmacy on BBC SE and Sky News as well as radio opportunities and many Pharmacy press articles. It is an important role of the LPC to represent contractors and Community Pharmacy positively and to ensure that we are getting positive PR.

December brought the Kent variant of COVID-19 and subsequently a second lockdown and as always you all handled things well. Whilst it might not have been as frantic as it was at the beginning of the pandemic there was still an air of uncertainty. Once again Community Pharmacy reassured patients and went that extra mile to look after them. This coincided with the roll out of the vaccine and Kent LPC were able to ensure that you and your teams all had access to vaccinations at various sites across Kent.

Kent LPC supported the first Mass Vaccination site at William Harvey Hospital during the first week of them going live with 5 IP's writing PSD's for the COVID vaccine as the PGD was not yet ready. It was great to have the first 5 Community Pharmacists in the country (and possibly the world) being part of such an amazing roll out. This was followed in January by Community Pharmacy being able to apply to administer COVID vaccinations. In total Kent has 11 pharmacies providing vaccines with two more sites potentially going live very soon. The way that these pharmacies have run a slick operation is to be admired. They have had so much support from volunteers and other pharmacists locally and it has been great to see that everyone is pulling together at this difficult time.

As we reflect on the past year and think about the year ahead, I would like to say thank you to all the LPC members. Thank you to our Co-opted Chair, Mark Anyaegbuna from Superdrug, who has supported myself and the committee in ensuring that we are meeting all requirements to be the best that we can be for our contractors. Sunil Kochhar left the committee in July 2020; we would like to thank him for his contributions and wish him all the best for the future. Sunil's departure led to us welcoming Maureen Aruede, an Independent in East Kent, joining the LPC in September 2020.

A special thank you goes to a long standing LPC member Barrie Smith. Representing AIMP, his contributions to the committee have been immeasurable in over 20 years of service on the committee. In recent years he has undertaken the role of Treasurer



which is a big responsibility. We wish Barrie all the best in the future and he will be missed by all.

We have a big year ahead full of lots of opportunity and exciting potential. Kent LPC will keep representing contractors and doing the best that we can for you all. My final words to you all are to please keep doing what you are doing. Every day you make differences to the people in your communities, and you are so appreciated. I wish you all the best for the year ahead.

A handwritten signature in black ink, appearing to read 'Shilpa', is centered within a light blue rectangular box.

Shilpa Shah  
CEO Kent LPC

## *Treasurer's Report*



The Accounts of the LPC for year ending 31st March 2021 are attached. This shows this LPC has managed spending well within the budget set last year. Having recorded a high surplus last year contractors enjoyed a 6-month levy holiday. Our surplus carried over, now sits at a respectable £195,530. The proposed budget for 2021-2012 outlines a small increase compared to previous years at £289,286 however levies will be maintained at no increase to contractors and so excess spend to levies received will be from surplus. Kent LPC no longer has the expense of an office to maintain but has invested that money so saved, into the salary of a service pharmacist to help contractors maximise their income. Covid -19 prevented face to face meetings saving on members travel and venue costs. A reduced committee to nine members met regularly throughout the pandemic virtually, sub-committees formed, and a new Chair was co-opted. The proposed budget for 2021-22 will be presented at the AGM, and levies collection period will be changed to monthly for payment date of June 1<sup>st</sup>, 2021 onwards

The prepared accounts have been examined by Bayer Hughes & Co, chartered accountants and are attached at the end of the report.

If any contractor has any questions relating to the accounts, I would be happy to answer at the Annual General Meeting or alternatively by contacting me direct.

I would like to extend my thanks to Sarah Smith, the former LPC office administrator and book-keeper and subsequently by her able successor Jo Youngson who by being well organised has made the job of treasurer so much easier.

After over twenty years of service to Kent LPC and in that time as Vice Chair, Chair and subsequently Treasurer I have decided to retire from the committee. It has been a pleasure to serve pharmacy contractors in Kent throughout that time. A new treasurer has been elected Mukesh (Mick) Sahota and a formal handover agreed to occur at the end of June 2021.

**Barrie Smith**

A handwritten signature in black ink, appearing to read 'Barrie Smith', written over a light blue horizontal line.

**KENT LOCAL PHARMACEUTICAL COMMITTEE**

**ACCOUNTS FOR THE YEAR ENDED**


**31 MARCH 2021**

**KENT LOCAL PHARMACEUTICAL COMMITTEE**

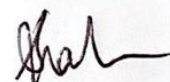
**INCOME AND EXPENDITURE ACCOUNT**

**FOR THE YEAR ENDED 31 MARCH 2021**

	<u>31.03.2021</u>	<u>31.03.2020</u>
<b><u>INCOME</u></b>	<b><u>£</u></b>	<b><u>£</u></b>
Prescription Pricing Division – Statutory Levy	142,960.92	276,711.22
Sponsorship	2,380.00	1,995.00
Services	-	1,575.00
Transfers from Bank Account No. 2	36,550.40	
<b>Total Income</b>	<b><u>181,891.32</u></b>	<b><u>280,281.22</u></b>
<b><u>LESS: EXPENDITURE</u></b>		
Honorarium	4,584.88	4,816.67
Staff Salaries	76,877.88	55,942.24
Employers NIC	2,905.88	2,736.67
Employers Pension Contribution	1,644.96	1,172.04
Consultancy Fees	3,367.88	5,048.77
Meeting Room Hire	-	3,711.34
Other Meeting Expenses	7.90	389.22
Course Fees	-	95.00
Members Expenses	22,041.21	22,662.90
Members Travel	140.40	2,379.07
Staff Travel	264.78	680.33
Contractor Meetings	-	4,617.50
Office Rent	-	8,715.22
Office Rates and Utilities	557.07	1,474.93
Office Expenses	164.29	862.67
Telephone & Broadband	711.90	959.98
Information Technology	1,571.73	2,926.35
Accountancy	2,160.00	-
Bank Charges	33.75	-
Public Relations & Campaigns	7,170.00	5,458.92
PSNC Levy (1 April 2020 and 30 September 2020)	51,346.27	49,679.00
PSNC Levy (1 October 2020 and 31 March 2021)	49,679.00	49,679.00
South East Forum Levy	326.00	-
Miscellaneous	100.00	299.20
<b>Total Expenditure</b>	<b><u>225,655.78</u></b>	<b><u>224,307.02</u></b>
<b>Excess of Expenditure over Income</b>	<b>(43,764.46)</b>	<b>55,974.20</b>
<b>Surplus Brought Forward</b>	<b><u>239,295.03</u></b>	<b><u>183,320.83</u></b>
<b>Surplus Carried Forward</b>	<b><u><u>195,530.57</u></u></b>	<b><u><u>239,295.03</u></u></b>

x 

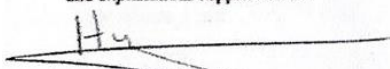
**Barrie Smith**  
Treasurer

x 

**Shilpa Shah**  
Secretary

**Accountants' Report**

We have examined the above Income and Expenditure Account and find it to be in accordance with the accounting records, information and explanations supplied to us.

  
Bayar Hughes & Co  
Chartered Certified Accountants  
4 Green Lane  
238 Green Lane  
New Eltham  
London SE9 3TL

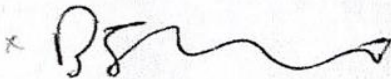
27 April, 2021

**KENT LOCAL PHARMACEUTICAL COMMITTEE – NUMBER 2**

**INCOME AND EXPENDITURE ACCOUNT**

**FOR THE YEAR ENDED 31 MARCH 2021**

	<u>31.03.2021</u>	<u>31.03.2020</u>
	£	£
<b>INCOME</b>		
Project Income	61,020.77	82,238.02
<b>Total Income</b>	<u>61,020.77</u>	<u>82,238.02</u>
Project Expenses	45,318.65	71,648.07
Bank Charges	30.25	-
Transfers to Bank Account No.1	36,550.40	-
<b>Total Expenditure</b>	<u>81,899.30</u>	<u>71,648.07</u>
<b>Excess of Expenditure over income</b>	(20,878.53)	10,589.95
Surplus Brought Forward	52,918.82	42,328.87
<b>Surplus Carried Forward</b>	<u>32,040.29</u>	<u>52,918.82</u>



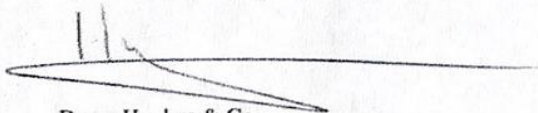
**Barrie Smith**  
Treasurer



**Shilpa Shah**  
Secretary

**Accountants' Report**

We have examined the above Income and Expenditure Account and find it to be in accordance with the accounting records, information and explanations supplied to us.



Bayar Hughes & Co  
Chartered Certified Accountants  
4 Green Lane Business Park  
238 Green Lane  
New Eltham  
London  
SE9 3TL

27 April 2021

## *Membership and Attendance*

Members of the committee are required to attend the LPC meetings regularly as well as provide input to their Local Pharmacy Groups and other roles. A breakdown of members' attendances is provided in the table below.

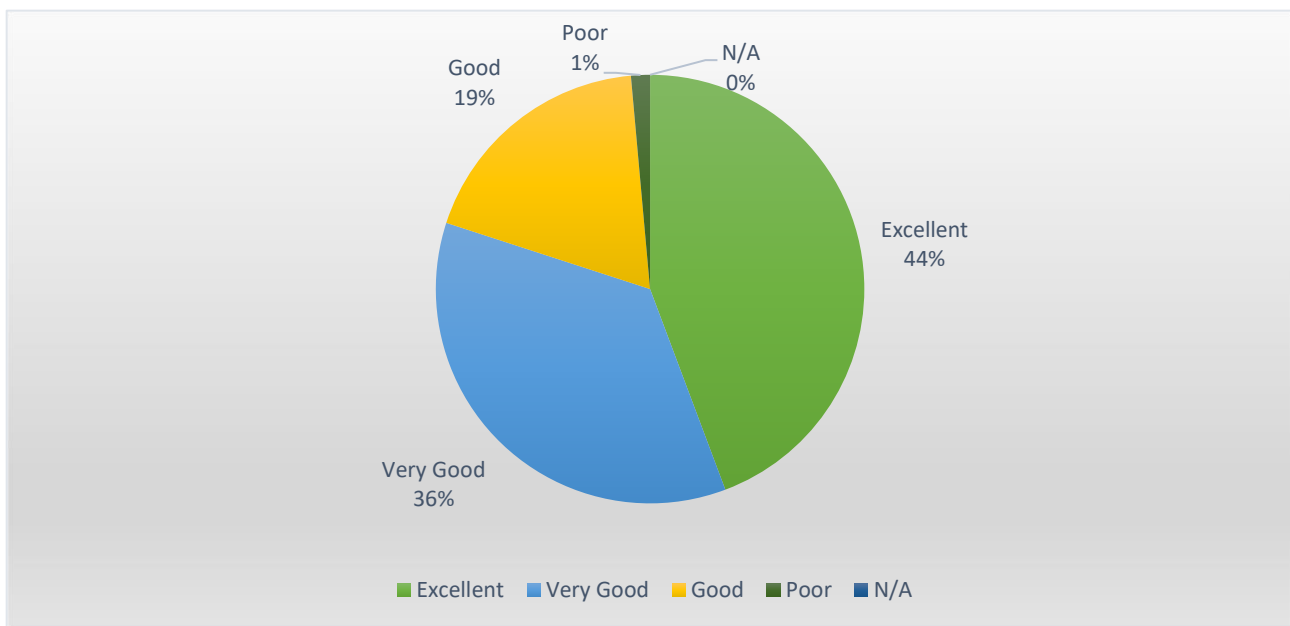
<b>Committee Member</b>	<b>Representing</b>	<b>Meeting attendance</b>
Caroline Cleary	AIMp (Paydens)	8/8
John O'Sullivan	AIMp Ackers	8/8
Barrie Smith	AIMp (Paydens)	8/8
David Entwistle	CCA	8/8
Olusola Ifekoya	CCA	8/8
Mukesh Sahota	CCA	8/8
Maureen Aruede (Appointed September 2020)	Independent	4/4
Sunil Chopra	Independent	8/8
Sunil Kochhar (Resigned in July 2020)	Independent	3/3
Amish Patel	Independent	8/8
Mark Anyaegbuna (Appointed September 2020)	Co-Opted Chair (Superdrug)	4/4



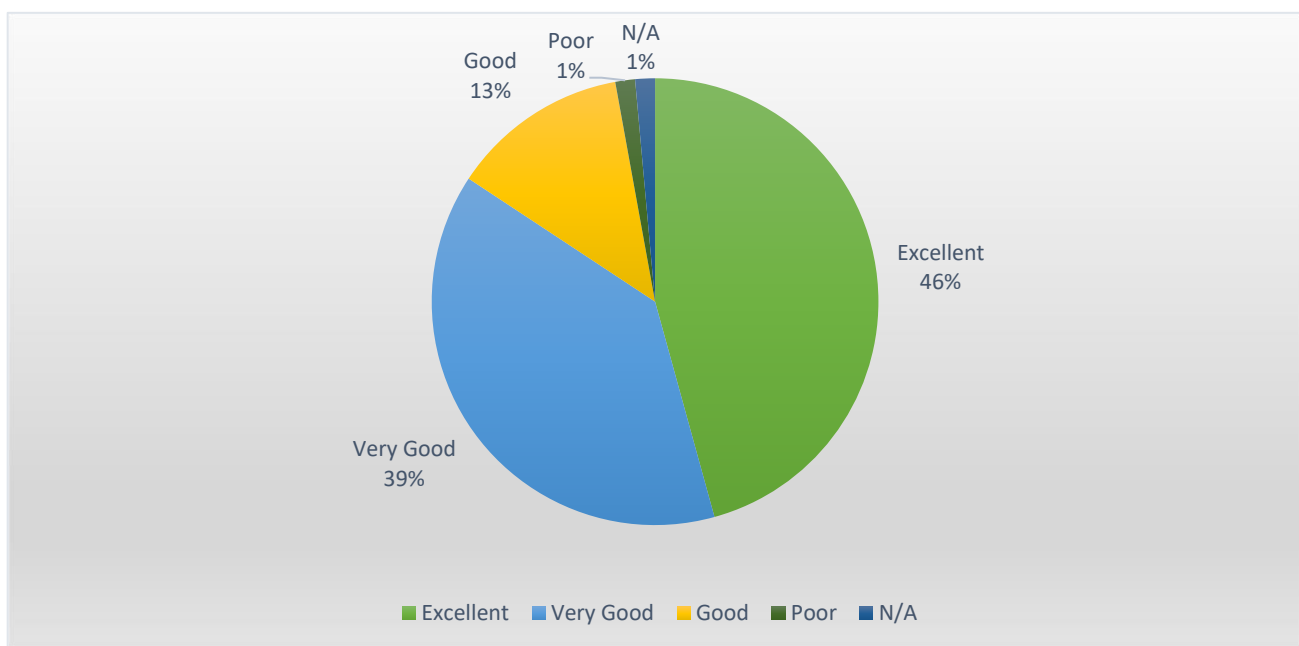
## Contractor Survey

In February Kent LPC ran a contractor survey and we had approximately 70 pharmacies respond, thank you to those that took the time to do so. We have summarised the results below and share some of the comments from contractors.

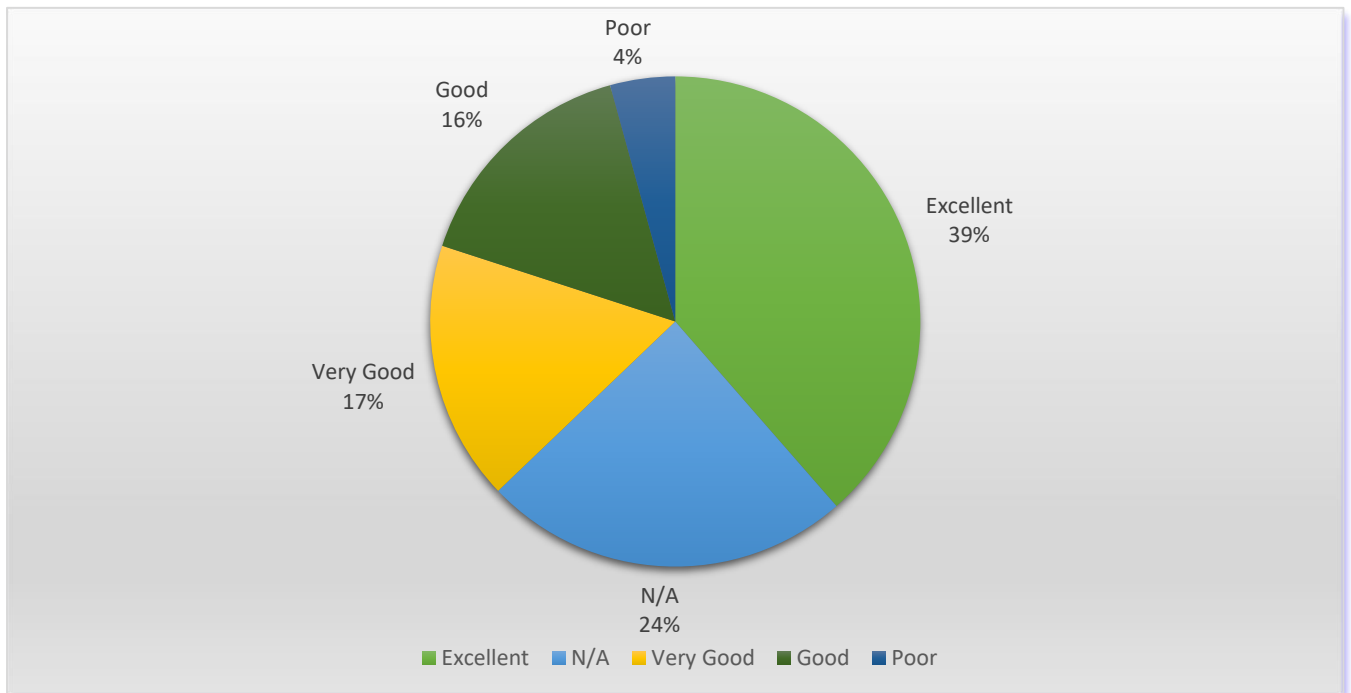
### Over the past year how have you found engagement with the LPC?



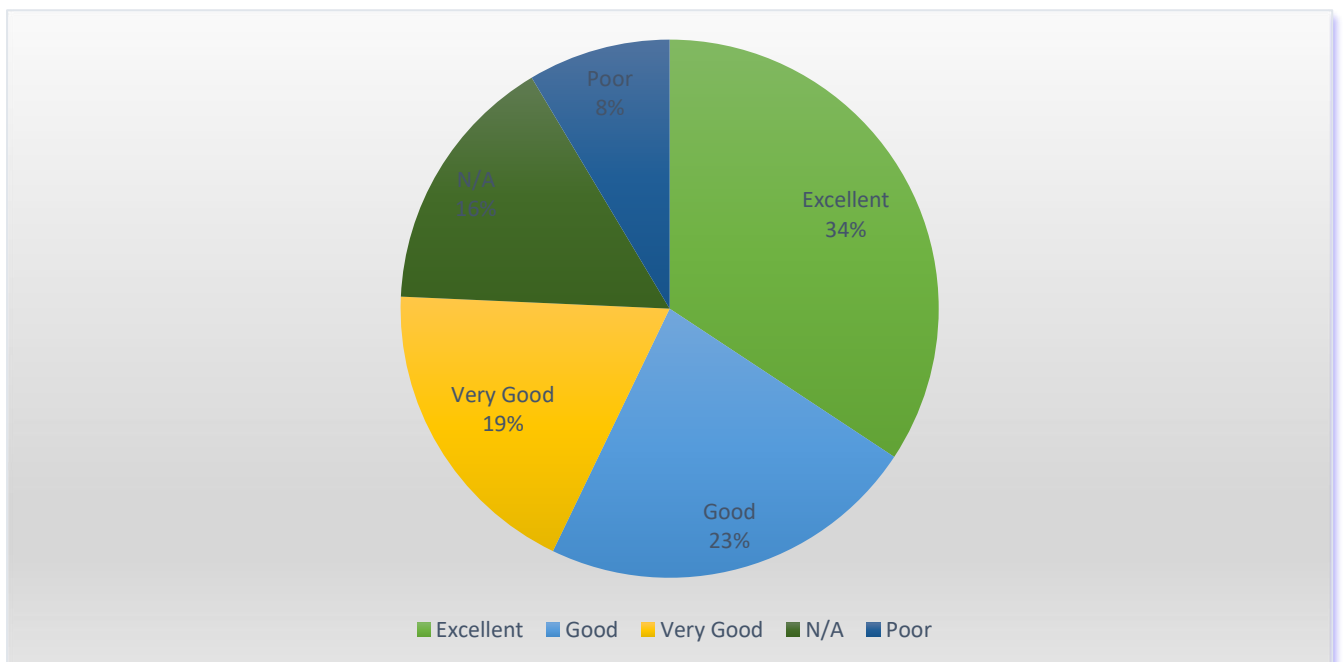
### Over the past year how have you found communication from the LPC?

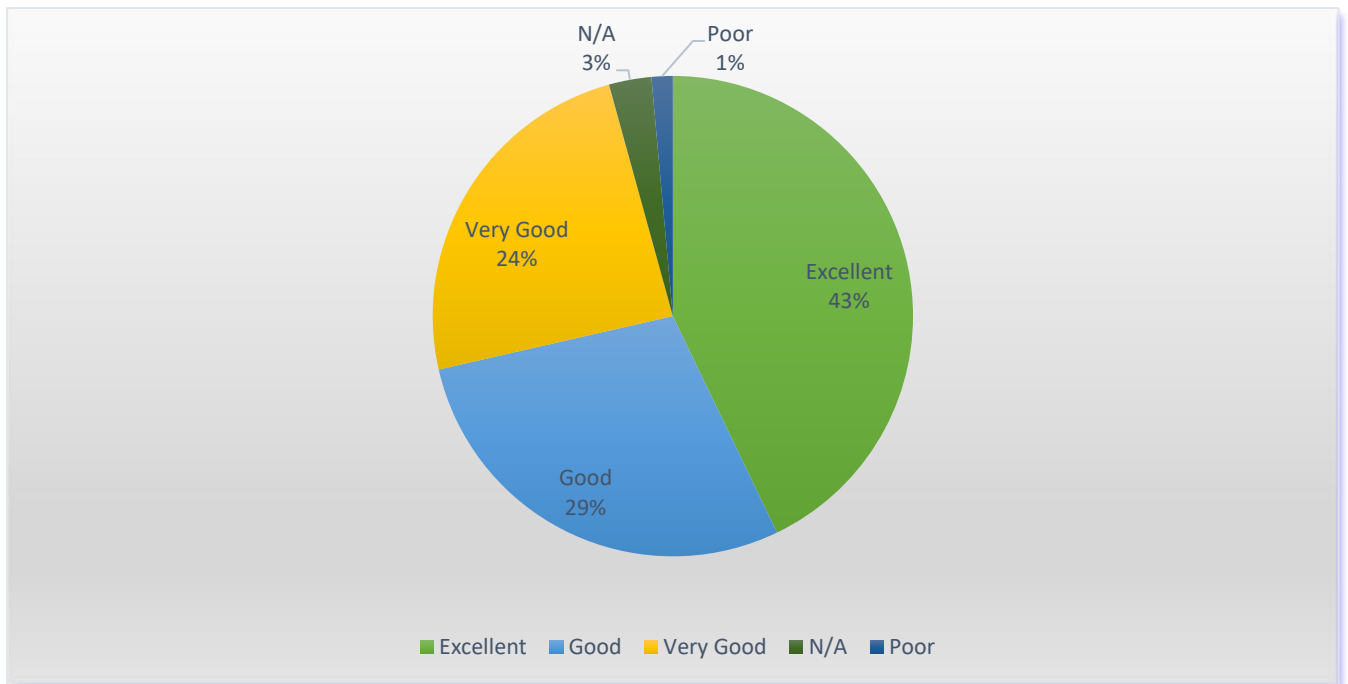


**Over the past year how have you found one to one support as a contractor from the LPC?**



**Over the past year how have you found LPC support with Locally Commissioned Services (e.g. palliative care, smoking cessation, supervised consumption)?**





**Over the past year how have you found LPC support with National Services?**

**Contractor Comments** *(These are representative examples of all comments received)*

*I just wanted to say a big thank you to Shilpa for her constant support right through these difficult times. I have been a LPC member for some 30 plus years and no CEO has ever given me support like Shilpa has since her appointment. She is always very supportive. Thank you Shilpa for all your help and support. You are a great asset to the LPC.*

*Regular updates about delivering COVID vaccinations in the Pharmacy. Any new services like weight management or INR testing to roll out in all pharmacies in Kent and Medway.*

*Well done and thanks to Shilpa and the team*

*From last year or so support we are getting from LPC is absolutely brilliant, like never before.*

*Shilpa has made it extremely easy to contact the LPC and to discuss issues concerning the pharmacy. She has been engaged and this has made our interactions with the LPC much more constructive.*

*More reminder dates for various actions we need to do eg. GDPR*

*Since Shilpa has taken over as CEO I feel the level of communication and support has significantly improved and when I have needed support it has come quickly and informatively. Thank you Shilpa and Jo.*

*Having been a contractor in some capacity for 15 years, I find the way the LPC now conducts itself refreshing with a forward thinking and structured outlook. I have previously sat on other LPC's around the country and appreciate how hard the job is but Shilpa has been a breath of fresh air with her energy, determination, knowledge but most of all her care for the contractors and ultimately the local patients.*

*Shilpa and Jo have been very helpful and knowledgeable. I am very pleased to have them fighting for us.*

*The newsletters are really useful.*

*Excellent support by Shilpa.*

*Returning emails to the LPC is confusing. It's never a simple case of pressing 'return'. There always is a different address the email must be sent to instead of the original sender.*

*It is very reassuring to know that Kent LPC is doing everything it can possibly do to look out for the interests of community pharmacy in Kent. It was great to see LPC leadership engaging with external bodies to voice the successes as well as the challenges experienced by the contractors at all levels. Very grateful for your support over the past year during very difficult times. Thank you.*

*We are very grateful for Shilpa and her team with her regular and logical emails and she is always at hand to try and resolve and queries that may arise. Pharmacy has had an extremely challenging time over the previous 15 months but feel the leadership skills displayed by Shilpa along with her compassion and understanding are truly as asset to the Kent Pharmaceutical area as a whole. She has raised the standard and expectation in all honesty and feel reassured she is communicating effectively with the PSNC issues that are affecting us in a real life day to day setting.*

*Thank you for your hard work in supporting us.*

Kent Local Pharmaceutical Committee

[Kent LPC Kent LPC \(psnc.org.uk\)](http://psnc.org.uk)