

Swindon and Wiltshire Local Pharmaceutical Committee

# Annual Report

2014-15



# Chairman's Report

I'm delighted to report that your Swindon and Wiltshire LPC is in rude health!

I was keen to embed new processes that would allow our committee to flourish and meet the many challenges over the coming decade. So together, in the last year, we have completed three phases of committee development:

- concept formation - informing strategic and operational direction,
- a balanced business scorecard
- and, just recently a matrix of committee member high performance behaviours (highlighting our committee strengths as well as gaps to fill through training or targeted recruitment).

These phases are outlined in detail below. The upshot is an engaged team who own and mould the committee's ambitious business agenda, for the benefit of contractors and the pharmacy profession as a whole.

This can be seen in the well-attended engagement events (Think pharmacy, MUR/NMS mentoring, road shows etc.), roll out of EPS2 and MUR plus services, confidence to hold out for a full flu service, and the much-loved newsletter.

As with any team, success depends on the dedication and hard work of every one of its members. However, without the tireless work of our ineffable CO Fiona Castle (indeed one contractor marked with a bouquet of flowers), the creative force that is our communications officer Lis Jardine and the steady hands of Robert Townsend on our budgetary reins, our committee would not be the vibrant hard working team, it has been a pleasure to work within.

Of course, there remains a lot to do; not least sustained lobbying for a national minor ailments service! We relish the challenge and hope to infect you with our moxie.

Nick Jephson



L-R: Communications Officer Lis Jardine, Chief Officer Fiona Castle, Chair Nick Jephson, and Vice Chair Chris Shields

# Chief Officer Report 2014-15

A new term of office started for the Committee in April 2014 following an election/appointment process for all members.

## Strategy

The following strategic priorities were identified:

- Ensuring maximal delivery of existing commissioned services
- Developing opportunities for additional commissioned services
- Ensuring good governance in all committee activities

A number of key-words were identified to guide the committee aspirations:

- Ambition
- Leadership
- Accessibility
- Adapt, Develop and Diversify
- Trust and Respect
- Funding
- Communications and IT

A balanced scorecard was created to monitor progress against a number of key performance indicators under the following domains:

- Governance
- Customer Satisfaction
- People Development
- Contractor Income

The summary balanced scorecard is shown overleaf.

## Balanced Scorecard 2014-15

Domain	Target	Apr-14	May-14	Jun-14	Jul-14	Sep-14	Oct-14	Nov-14	Jan-15	Feb-15	Mar-15
<b>GOVERNANCE</b>											
Date budget agreed	within past 12 months		May-14	May-14	May-14	May-14	May-14	May-14	May-14	May-14	May-14
Expenditure in line with budget	within 10%?					yes					
Confidentiality Agreements in place	100%		91.67%	100.00%	100.00%	100.00%	100.00%	91.67%	100.00%	100.00%	100.00%
Declarations of Interest up to date	100%		83.33%	100.00%	100.00%	100.00%	100.00%	91.67%	100.00%	100.00%	100.00%
<b>CUSTOMER SATISFACTION</b>											
Number of contractor events in past 12months	10	5?		7	10	8	9	12	12	12	11
Number of joint events with CPPE or LPF in past 12 months	2		0	0	1	1	2	2	3	3	4
Overall feedback score from last event	good							good	vey good		4.4
Meetings with different stakeholders in past 3 months	10		4	8	13	17	12	12	19	22	22
Unsolicited Feedback received in past 12 months	20								28	27	25
<b>PEOPLE DEVELOPMENT</b>											
Number of members who have attended an LPC members event	80%		25.00%	18.18%	16.67%	16.67%	16.67%	16.67%	16.67%	16.67%	16.67%
Number of members who have attended a training event or conference on behalf of LPC in past 5 years	50%?		25.00%	27.27%	25.00%	33.33%	33.33%	33.33%	33.33%	50.00%	50.00%
Number of members identified as future chair	1		2	2	2	2	2	2	2	2	2
Number of members identified as potential future treasurer	1		0	0	0	0	0	0	0	0	0
Date of last Chief Officer appraisal	within past 12 months	Apr-14	Apr-14	Apr-14	Apr-14	Apr-14	Apr-14	Apr-14	Apr-14	Apr-14	Apr-14
Date of last Engagement Officer appraisal	within past 12 months	May-13	May-13	May-13	May-13	Oct-14	Oct-14	Oct-14	Oct-14	Oct-14	Oct-14
<b>CONTRACTOR INCOME TO DATE for financial year</b>											
Dispensing Fees (cumulative)		£1,844,728	£3,766,957	£5,652,690	£9,503,088	£11,430,638	£13,427,468	£16,944,348	£18,726,560	£20,409,443	£22,198,738
MUR (cumulative)		£67,060	£134,092	£195,328	£339,584	£411,180	£488,908	£605,472	£682,548	£759,478	£829,504
NMS (Cumulative Estimate)		£17,801	£33,969	£49,171	£79,824	£93,465	£110,416	£144,478	£160,695	£179,152	£197,508
Locally commissioned services (recorded through PharmOutcomes)									£133,225		£181,554
Budget of Services under discussion with commissioner									£30,000		

## Delivery of Existing Commissioned Services

### EPS

There was a significant increase in the implementation of EPS2 by GP Practices. By the end of April 2015, the majority of GP Practices were transmitting prescriptions electronically. A rapid roll-out was occurring across Swindon.

Swindon and Wiltshire LPC are fortunate to have Charlie Wu (the Lloyds national EPS implementation specialist) as a member. The LPC organised a series of workshops throughout the first quarter of 2015 to share learning as experience of EPS grows. These were attended by both pharmacy staff and a number of GP Practice Staff. They were well received.

Newsletter articles and items have supported local pharmacies with Good Practice and with Smartcard Issues

### MUR/NMS

Delivery of Medicines Use Review continues to grow, with an average of 255 per pharmacy during 2014-15

The LPC hosted or supported and promoted educational events on Diabetes, Inhaler Technique and Discharge from hospital to support confidence in delivering consultations with patients.

We have been in discussions with all three feeder hospitals to help identify patients discharged from hospital who would benefit from Medicines Use Review or New Medicines Service. This work will continue through 2015.

### Public Health Commissioned Services

Wiltshire Council adopted PharmOutcomes for the recording and invoicing of services. Swindon Borough Council continued to use PharmOutcomes for Substance Misuse and Sexual Health services. Discussions started about extending this use to Stop Smoking and NHS Healthchecks.

The information available through PharmOutcomes is helpful, and simplifies both invoicing and reporting.

Wiltshire Council commissioned a new service "Alcohol Brief Intervention and Advice" service for the financial year. Overall, the number of pharmacies consistently delivering the service and the number of patients engaged was disappointing. The service ended at the end of March 2015.

The sexual health team in Wiltshire extended the PGD for Emergency Contraception to include Ella-One. Several training events to support this were organised jointly between the team and the LPC.

The LPC supported pharmacies in Royal Wootton Bassett to work with the local GP Practices to facilitate referrals for funded NHS Healthchecks (using money previously awarded to the LPC for such projects). A pilot scheme started in March 2015 to run for 6 months.

## Developing Opportunities for additional commissioned services

### MUR Plus

Funding was secured in both Wiltshire and Swindon to pay for additional diabetes MUR+ consultations.

Part of the funding in Swindon was used to support one particular pharmacy in cultural and linguistic support to engage with the Nepalese community.

137 patients in Swindon and 148 patients in Wiltshire received consultations under the scheme, resulting in a total of 523 recommendations discussed or agreed with patients. 100 patients were followed up around a month later to ask if each recommendation had been followed and if so whether it had worked. 83% of the recommendations had been followed with 85% of these described as having worked for the patient.

### Health Promotion/Self-Care

A business case was prepared for a Health Promotion project aimed at Young Adult Diabetics in Wiltshire. Funding is expected to be approved/released to deliver this project during 2015-16

### Flu Vaccination

The LPC submitted business cases and have lobbied commissioners and stakeholders with the evidence for commissioning a flu vaccination service through Community Pharmacy.

Commissioners were not willing to consider the service in 2014-15, but finally agreed to an evidence review to inform their 2015-16 commissioning

Despite this evidence review showing that Community Pharmacy does reach at risk patients who would not otherwise access vaccination, and that the service does not cost more than the current provision, NHS England locally decided that the benefits were marginal and the workload involved in commissioning was not justified based on their team priorities.

The LPC was offered intranasal vaccination of 5 and 6 year-olds, however after long discussion it was agreed that such a small service posed a greater risk to our reputation than the potential returns for Community Pharmacies.

## Ensuring Good Governance in all Committee Activities

The committee members regularly complete a self-assessment of committee processes and activities.

A summary of the most recent assessment is available on the LPC website.

Training of members has been recognised as a weakness and action will be taken during 2015-16 to ensure that most members have attended the PSNC Members Day. Succession plans for both Chairman and Treasurer are roles being prepared.

All confidentiality agreements and declarations of interest are maintained up to date

Member Name	Representing	Confidentiality	Declaration of Interests	Joined	15/05/2014	19/06/2014	17/07/2014	18/09/2014	16/10/2014	20/11/2014	15/01/2015	12/02/2015	19/03/2015
Nick Jephson	Independent	15/05/2014	15/05/2012	pre 2010	present	present	present	apologies	present	present	present	present	present
Kaushik Patel	Independent	28/03/2014	28/03/2014	pre 2010	present	present	present	present	present	apologies	present	apologies	present
Paul Hedge	Independent	15/05/2014	15/05/2014	pre 2010	present	present	present	present	present	present	present	present	apologies
Andrew Hobson	Independent	15/05/2014	15/05/2014	Apr-14	present	present	present	apologies	present	apologies	present	present	apologies
Robert Townsend	AIMp	15/05/2014	15/05/2014	pre 2010	present	present	present	present	present	present	present	present	present
Chris Shields	CCA	15/05/2014	15/05/2014	Jul-10	present	present	present	present	present	apologies	present	present	present
Charlie Wu	CCA	19/06/2014	19/06/2014	Jun-11	apologies	present	present	present	apologies	present	present	apologies	present
Marilyn Stapleton	CCA	15/05/2014	15/05/2014	Apr-14	present	present	present	present	present	present	present	present	present
Niamh Sands	CCA	01/09/2014	01/09/2014	Jul-14			apologies	present	present	present	present	present	present
Will Pearce	CCA	13/05/2013	17/09/2014	Aug-14				present	present	present	apologies	present	present
John Hughes	CCA	15/01/2015	15/01/2015	Nov-14						appointed Nov 14	present	present	present
Sian Williams	CCA			Jun-15									
Zoe Pearce	CCA	01/11/2012	01/11/2012	Oct-12	apologies	apologies	resigned June 14						
Paul Eyles	CCA	15/05/2014	15/05/2014	Sep-10	present	apologies	present	resigned July 14					
Rhys Martin	CCA	19/07/2013	19/07/2013	Sep-13	apologies	apologies	present	apologies	apologies	present	resigned Nov 14		
Sam Ghafar	CCA	15/05/2014	15/05/2014	Apr-14	present	apologies	present	present	apologies	apologies	present	present	present

## Future Plans

The committee has developed and published a work plan for 2015-16 to describe planned activities/outcomes through the following work streams:

- Governance
- Customer Satisfaction
- People Development
- Service Development

### Governance

- The committee will agree a budget, at latest during the first meeting of each financial year
- The committee will monitor expenditure against budget at least quarterly, with the treasurer highlighting deviance from the budget by +5% or -10% for action
- The committee will obtain signed confidentiality statements from any new member as soon as practical
- A summary of members' declarations of interest will be circulated with each set of meeting papers. Members will maintain their declarations up to date
- The committee will create appropriate employment/HR policies and review/update at least annually

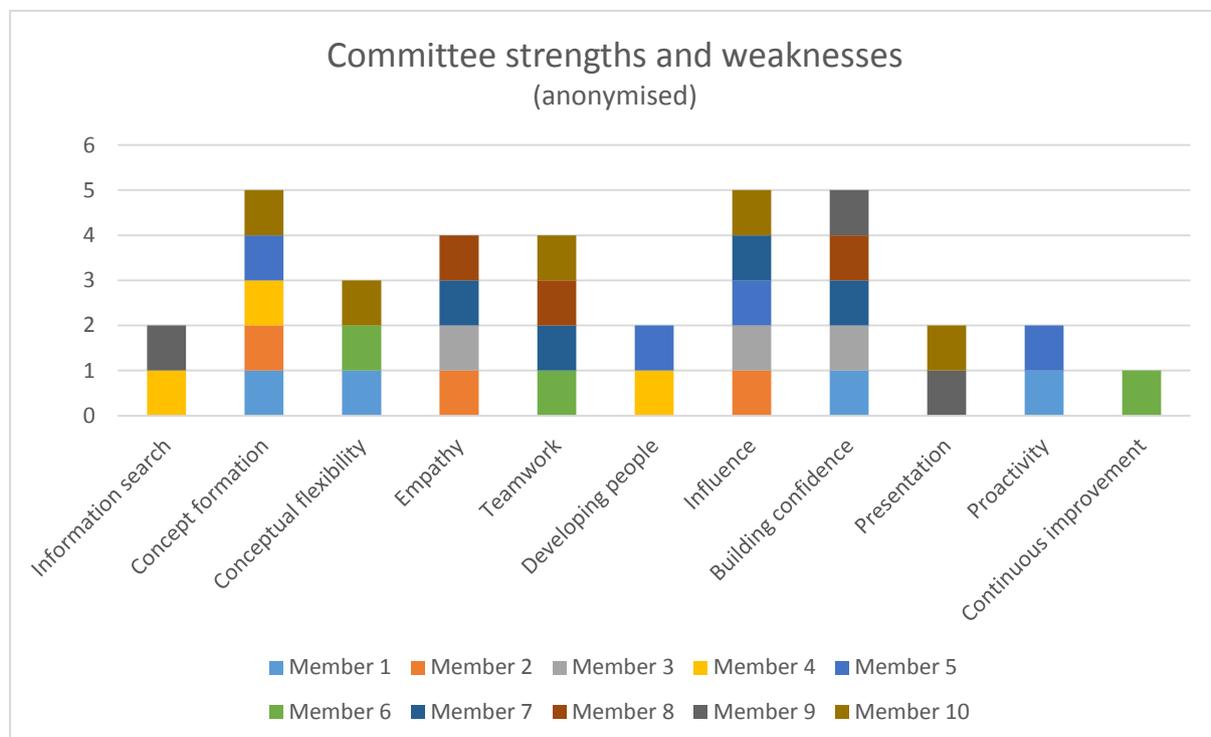
### Customer Satisfaction

- The committee (through its officers) will organise at least 10 relevant contractor meetings each year
- The committee will work collaboratively with other bodies (eg CPPE or LPF) to jointly host at least 2 such meetings
- The committee will obtain feedback from attendees at contractor meetings and act on that feedback to ensure that all such meetings are rated at least "good"
- Committee members will visit contractor pharmacies to support and build relationships. At least 12 contractor premises should be visited in any 6-month period
- Committee members and officers will meet with a wide variety of stakeholders, aiming to have interacted with at least 25 different stakeholders in any 3 month period. This may be through
  - Invitation to an LPC meeting
  - Attendance by officers or members at meetings organised by stakeholders
  - One to one meetings with stakeholders
  - Events such as "Think Pharmacy"
- The committee will organise and host at least 2 "Think Pharmacy" events in localities to promote Community Pharmacy in these areas
- The employed officers will maintain a log of unsolicited feedback

## People Development

- Committee members will regularly review their skills and competencies in this role, and will be funded to attend appropriate training. The committee intends that all members should have attended a PSNC “members’ day” at some time.
- Committee members are challenged to participate in outreach activities to stakeholders and/or contractors, with a target that 90% of members should participate in an outreach activity in any 6-month period
- Committee members will be mindful of succession planning and will identify at least one member of the committee who may succeed the roles of Chair and Treasurer. They will be provided with appropriate training opportunities and experiences to develop.
- Employees of the committee will have a formal appraisal at least annually

As noted in the Chairman’s report, we worked on a matrix of committee member high performance behaviours (highlighting our committee strengths as well as gaps to fill through training or targeted recruitment). There were four members of the committee/employees absent so this is not a definitive chart:



## Service Development

- The committee will monitor delivery of advanced services by contractors and focus contractor meetings and stakeholder relationships to support year on year growth
- The committee will monitor delivery/income from locally commissioned services and focus contractor support and stakeholder relationships to support year on year growth
- Committee members will take all appropriate opportunities to lobby for the commissioning of a Minor Ailments Advice Service whether nationally or locally.

This work plan will be monitored through an updated balanced scorecard reviewed at least quarterly.

# Engagement report 2014–15

## LPC supported training events (planned during 2014/15)

Organiser	Roadshow	Topic	Bookings
CPPE (supported by front page article in newsletter)	5th June 2014 at New College, Swindon	Consultation Skills: meeting the new practice standards for pharmacy	Not known
LPC, Royal Pharmaceutical Society LPF	8th July 2014 at The Academy, Great Western Hospital Swindon	Preparing for GPhC Inspection	Not known (65 through LPC)
LPC/Wiltshire Council	12th November 2014 at the Holiday Inn Amesbury	EHC including ellaOne	26
LPC/Wiltshire Council	18th November 2014 at Beachfield House Melksham	EHC including ellaOne	20
LPC/Wiltshire Council	25th November 2014 at The Old Bell Malmesbury	EHC including ellaOne	14
LPC/Wiltshire Council	25th February 2015 at County Hall, Bythesea Road, Trowbridge (cancelled due to trainer illness)	EHC including ellaOne	9
LPC	11th February 2015 at Fieldways Hotel and Health Club, Hilperton Road, Trowbridge	EPSr2	29
LPC, Wessex LPF (RPSGB), and Great Western LPF (RPSGB)	10th March 2015 at Salisbury Foundation Trust Hospital	'A Tale of Two Discharges'	30
LPC	26th March 2015 at Campanile Swindon, Great Western Way, Swindon SN5 7XG	EPSr2	48
LPC	23rd April 2015 at Southgate House, Pans Lane, Devizes SN10 5EQ	EPSr2	23

Attendance at LPC Roadshows 2014/15 was good, especially in Swindon, and encouraging in the South East which has traditionally been a difficult area to reach.

### Think Pharmacy event

Swindon and Wiltshire LPC originally invited a mix of guests on 21st October 2014 for a “behind the scenes look at three community pharmacies in Trowbridge” and to learn more about how Community Pharmacy works and what we do. Unfortunately this date clashed with a full Council meeting and so the event was rescheduled for 14th April 2015.

Twenty guests including town/county councillors, prospective parliamentary candidates, social care commissioners, GP Practice staff, CCG and NHS England representatives were welcomed to the Civic Centre by Nick Jephson (LPC Chair). Fiona, the LPC's Chief Officer, then gave a presentation about Community Pharmacy in Wiltshire.



Three groups were formed and allocated two tour guides – an LPC representative who stayed with that group, and a representative of the first pharmacy to be visited by the group. Pharmacy representatives had been briefed with the specific aspects of pharmacy to highlight at their pharmacy. These representatives remained at their own pharmacy to present to all three groups as they made their tours.

Trowbridge has several pharmacies within a short distance of the Town Hall. The LPC selected:

- Boots Bythesea Road
  - 100 hour pharmacy with specialist care home/domiciliary MDS area
- Lloyds Pharmacy
  - a high street pharmacy with excellent consultation facilities and mobility business
- Boots Roundstone
  - a busy dispensing pharmacy attached to a GP Practice.

These were chosen for their variety as well as the ability to show similarities and common good practice. They are also a short walk from each other.

The LPC purchased promotional umbrellas in case of inclement weather – however they were more use as parasols! All our guests received a Think Pharmacy! umbrella to take away.

Feedback from those attending was excellent — a director of Healthwatch fed back:

“Your guides were obviously extremely well informed but additionally were noticeably enthusiastic about getting information about pharmacies across to your audience.

“There would seem to be considerable potential for Healthwatch Wiltshire to conduct some of its engagement with users of health and social care services through pharmacies.

“I found this an extremely interesting and useful event, right format, right length and with the very topical message about what pharmacies and the pharmacist have to offer users of health and social care. Thank you for letting me take part.”

## Contractor visits by the LPC

On Thursday 16th April, during the morning session of our scheduled LPC meeting, members of the committee went out to a selection of pharmacies in Swindon and Wiltshire to talk about NMS and MUR. The pharmacies we chose to visit were all delivering less than 200 NMS or MUR, but more than zero.

Not all pharmacies were able to receive our visits — in a number of cases we rescheduled for a more convenient date — but the feedback we received from our members who did go out was extremely interesting.

In many pharmacies there was the motivation/intention to do more but circumstances prevented them. Barriers included:

- specific staff members (in one busy pharmacy only one of two pharmacists was engaged with advanced services);
- time management;
- previous company policy (one pharmacy had recently changed hands and was confident of more encouragement in future);
- overwork/inadequate staffing (this was an issue in more than one pharmacy, particularly around recruiting experienced dispensers);
- poor pharmacy layout/size (one pharmacy was tiny with a cupboard sized consulting room; another could not always access the consulting room because of clinics being run on behalf of their local surgery);
- in supermarkets, customers wanting to leave with their shopping rather than spend time talking;
- customer numbers or lack of walk-ins (one pharmacy had 75% of its business from care homes; another was in a back street with much local competition).

Other common issues were around NMS – surprisingly, some pharmacists seemed to see less value in these than in MURs; some prescribing pharmacists seemed to undervalue MURs themselves. Several pharmacists asked about the potential to offer domiciliary MURs.

This was, for the most part, a listening exercise on the part of our members, but at many pharmacies we were able to offer helpful suggestions to staff or management.

The LPC agreed that this was an exercise to be repeated – quite apart from establishing contact with a variety of pharmacies, members found the exercise enjoyable and invigorating. We intend to repeat the visits twice a year, each time visiting one new pharmacy plus following up with one we visited last time.

## Newsletters

Our monthly newsletter is appreciated by pharmacists and contractors and anecdotal evidence indicates that it is widely read. This year Lis gave the design a makeover, and we covered the following major topics:

- Alcohol and diabetes services in Wiltshire
- GPhC inspections – what to expect
- Working with Wiltshire Health Trainers
- EPS including repeat dispensing
- The monetary value of advanced services (see right)
- Community Pharmacy funding settlement
- Flu vaccinations
- Hospital discharge issues
- Antibiotic guardianship
- Lots of ‘Ask Fiona’ answers
- Drug driving, a new law
- Multiple Public Health campaigns
- Anti-coagulant referrals



Feedback this year has once again been very positive:

“Very resourceful newsletter. So informative. Well done. Keep up the excellent work with this publication.”

“Another fab newsletter! Thank you.”

“What a great news letter!”

"Well done to you for another professional and useful newsletter.

The money looks good. You are not considering working for Bank of England, are you?

Please don't leave us."

## Social media

Our Facebook group is still active and membership has increased by around 30% to 48. The group is a useful place to flag up consultations, LPC news, deadlines and events. This year there have been discussions on ‘hot topics’ such as EPS incidents, the Drug Tariff (paper vs. electronic version), the funding settlement, dispensing errors, and the Undercover Boss TV programme filmed at Rowlands.

<https://www.facebook.com/groups/220736127995493/>

The Twitter account now has 181 followers. It is still proving a useful resource for keeping in touch with other LPCs and to follow important local and national news and discussions, but there is huge capacity for this mode of communication to reach more local pharmacists.

<https://twitter.com/SwinWiltsLPC>

## Web site

This continues to be updated frequently with events, news and current information for pharmacists. This year we have developed a section on commissioned services which is a work in progress (as we depend on commissioners to send us SLAs, PGDs and other pieces of service documentation).

The PSNC used our site as an exemplar in an email ‘tips on ensuring that your LPC website is as easy to use as possible whilst maintaining a professional appearance.’

‘Why not look at other LPC websites for inspiration? We suggest [...] Swindon & Wiltshire LPC’ <http://psnc.org.uk/swindon-and-wiltshire-lpc/>

# Swindon and Wiltshire LPC Receipts and Payments for the year ended March 31<sup>st</sup> 2015

## RECEIPTS (£)

Statutory Levies      110,970  
Other Income            629

Total Payments      104,663

## PAYMENTS (£)

PSNC Levy                    35,944  
Employees Fees/Salaries    30,908  
Office Expenses              3,984  
Tax and NI                    10,463  
Meeting and Travel Expenses 17,672  
Costs of Meeting Places      2,470  
Executive Committee        1,621  
Contractors Meetings        320  
Members training and meetings 1,281

Total Receipts                    111,599

Opening Balance 1<sup>st</sup> April 2014                    51,491.51  
Closing Balance 31<sup>st</sup> March 2015                42,081.44  
CHANGE    -9,410.07  
£9000 March 2014 Contractor payment paid 1<sup>st</sup> April 2014  
£7500 Wiltshire CCG money transferred paid Jan 14. Transferred out of account April 2014

### MONEY HELD ON BEHALF OF WILTSHIRE CCG

Opening Balance 1 <sup>st</sup> April 2014	14,461.50	7500.00
Closing Balance 31 <sup>st</sup> March 2015	13,995.65	1565.00
Paid to contractors for Health checks	465.85	For Diabetic MURs      5935.00

### MONEY HELD ON BEHALF OF SWINDON CCG

Opening Balance 1 <sup>st</sup> April 2014	7,500.00
Closing Balance	2,922.00
Paid to contractors for Diabetic MURs	4578.00