



ANNUAL REPORT 2021-22

SWINDON & WILTSHIRE LPC



Chairman's Report 2021-22

This year has found Community Pharmacy work through some of the toughest conditions in living memory. The pandemic has brought out the best that our pharmacy teams have to offer and they have delivered exceptional patient care under the most extraordinary pressures.

There have been a number of changes to the committee and how we operate over the last year. We said farewell to our Chief Officer, Fiona Castle, who after 14 years of dedication decided to return to practice as a pharmacist. CPSW and I will be forever indebted to Fiona for her hard work over her tenure and guiding myself and former chairs with her wisdom.

We were fortunate to have our Support Officer, Sarah Cotton take up the mantle and succeed Fiona. In the first few months of 2022 Sarah has taken on the task of Chief Officer with zeal. We also welcome Carolyn Beale, who was implementing GP CPCS for the committee, into the new role of Support and Implementation Manager. Carolyn has done a sterling job getting GP CPCS up and running and continues to support our contractors with all the current commissioned services including GP CPCS. We are lucky at CPSW to have such dedicated employees.

The committee members have changed over the last year also. Former chairs; Nick Jephson and Alison Kidner moved on. I thank them both for their huge input into the committee over the many years they both served. Charlie Wu also served the committee and our contractors with distinction. I thank all of them for their hard work and unwavering belief in CPSW and community pharmacy.

While we lost some valuable members we were also lucky enough to recruit new members into the committee - Graham Jones, Paddy Gompels and Alina Muresan. They all bring a wealth of experience to the committee and most importantly different viewpoints on issues of the day and service delivery.

Community Pharmacy Swindon & Wiltshire has worked hard during this turbulent year to support and help deliver for our contractors.

We have had good success with the implementation of the GPCPCS, which Carolyn has managed for us. Our cascade approach supporting NHSE has worked well and it continues to build into the 2022/23 year. We have also had success with getting a new raft of minor ailments PGDs commissioned and live to enable our contractors to improve their patient offer, increase access to patients for certain conditions and reduce burdens to other parts of primary care. We continue to influence the widening of a prescribing service within Swindon & Wiltshire and the signs are positive if slower than most would like.

We have supported our contractors with Covid vaccination services and the setting up of clinics and supporting contractors with applications to NHSE. We also have been as always commenting on contract applications to ensure transparency and fairness in the application of the current Pharmaceutical Needs Assessment.

The landscape in pharmacy and healthcare in general is changing. With the advent of Integrated Care Systems we have as a committee made it a continuing priority to influence this new organisation as it becomes more important in the local decision making and commissioning of services. We have been able to foster new links with colleagues in secondary care and we have made inroads to shaping policy within the emerging ICS. This is a continuing piece of work but we have positive relationships within the ICS.

PSNC has been undergoing many reforms regarding the representation of community pharmacy going forward. Starting with the Wright Report several years ago as of end April '22 we are no further forward. We

will await future discussions and votes but rest assured the committee will work with PSNC, CCA, AIM and our contractors to continue to deliver support.

It has been a turbulent year, with funding constraints, staffing issues and an increase in workload due to the COVID pandemic, making it harder than ever to deliver quality service. I feel though that throughout this year community pharmacy has done itself proud and stepped up to the challenge. I am personally proud of the achievements of the committee and the of community pharmacy as a whole.

All the best

Chris

Chief Officer Report

Key activities and achievements 2021-22

This has been a year focused around emerging from the acute stages of the pandemic into a 'new normal'. Significant pressures across Community Pharmacy remain, and this has needed to be balanced alongside the opportunity to rebuild, learn and develop into new opportunities that the future holds.

Strategic Objectives

The plans set out in the 2020/21 annual report set the objectives for the 2021/22 year.

- Working within the BSW Integrated Care System, ensuring we have the right voice and contacts to position community pharmacy at the heart of medicines and care pathways including
 - Integrating Pharmacy and Medicines Optimisation (IPMO) strategy
 - Urgent Care pathways
 - Prescribing opportunities
 - Workforce development
 - Primary Care Network development
 - Provider Collaboratives
- Building relationships within PCNs to support effective referrals to the Community Pharmacist Consultation Service
- Building the range of referrals to the Discharge Medicines Service
- Stabilising and building on locally commissioned, public health services
- The future of contractor representation

The committee and its officers have been working hard and have achieved success on implementing these objectives:-

- Representation at the BSW IPMO meetings, and part of the interview panel for the new BSW Community Pharmacy Clinical Lead (starts in post September 2022)
- Successful roll out of the GP-CPCS service across Swindon and Wiltshire, and the launch of the minor ailments PGD service in December 2021; both contributing benefit to the wider system
- Continuing negotiations with the BSW CCG about re-commissioning an Independent Prescribing Service for minor ailments
- Active members at the BSW Pharmacy Workforce Development meeting, this has resulted in increased understanding of both pressures and opportunities. Contractor involvement in cross sector training placements
- PCN leads established in 18 out of 19 PCNs at the PQS 2021/22 declaration. In collaboration with the other South West LPCs, enabled funding to be provided by the regional NHSE&I team to support and develop the PCN lead role, and maximise the impact locally. This includes access to a PCN Lead Leadership Academy year long learning programme provided by Captivating Training Solutions (ongoing at present).
- Continued funding being allocated to the GP CPCS Implementation Manager role to embed service success, and to lead and work alongside PCN leads on relationship building within their PCN

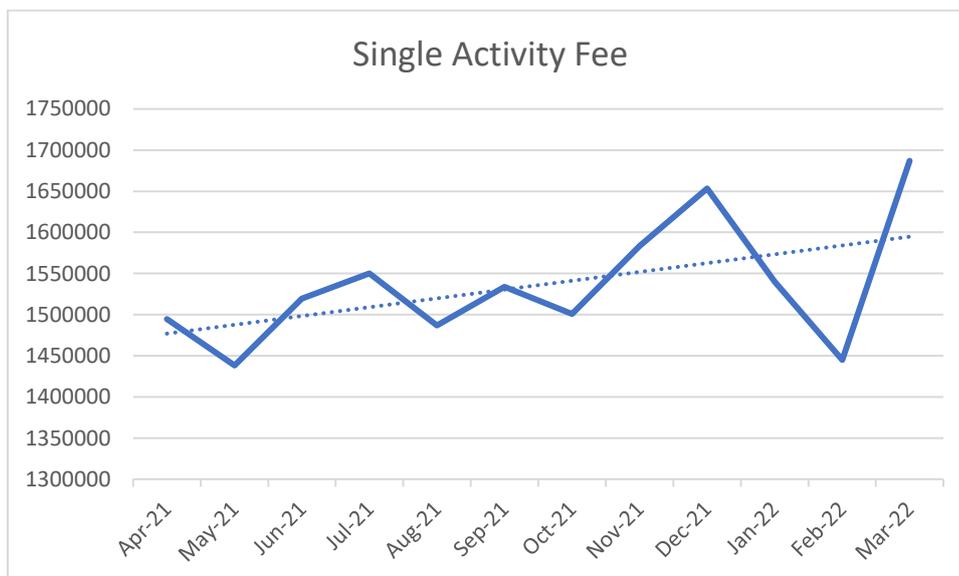
- RUH Bath now refer all patients seen by the hospital pharmacy team on discharge, to the discharge medicines service. The LPC has also worked with Avon and Wiltshire Mental Health Partnership NHS Trust to establish an active DMS pathway.
- Swindon Borough Council contracts have been recommissioned as of April 2022. We have been working with them to re-establish services that were significantly impacted by COVID – e.g. health checks

Community Pharmacy Service Delivery

Essential Services

- The contribution to pharmacy income from the Single Activity has continued to remain low in line with the last few years. However, there has been a steady increase as this year has progressed (seen in Graph 1).

Graph 1



- In line with the national agenda, encouraging the use of eRD has been a continuing workstream. In 2020 as an LPC we successfully piloted an electronic repeat dispensing (eRD) project in the Devizes PCN; involving collaboration between the local GP surgeries and the community pharmacies. Across 21/22 this project has been extended to include a Swindon PCN and continues to be active in Devizes. The community pharmacies identify and consent patients that are suitable for eRD, and use an electronic referral directly to the GP surgery for review and initiation on eRD. The patients are involved in the process from the start, so can have an active discussion with the pharmacy team to understand their eRD and smooth out any queries they may have. There were 150 referrals made over the 21/22 year, and it has been an opportunity for the PCN leads to implement a practical collaboration project with a positive impact for all those involved, including the patient. It has demonstrated an effective, simple and sustainable process that other PCN leads can use to discuss the opportunities within their own PCNs.

- The Discharge Medicines Service was introduced as a new essential service in February 2021. All three acute trusts in Swindon and Wiltshire use PharmOutcomes (PO) for the DMS service. Both Great Western Hospital and Salisbury hospital refer MDS patients, as well as an anti-coagulation cohort. We are working as an LPC with the acute trusts on extending to include further cohorts. RUH Bath now refer all patients seen by the hospital pharmacy team on discharge, and referrals have also been established from Avon and Wiltshire Mental Health Partnership NHS Trust. There was an average of 265 DMS referrals sent each month in 21/22 to Swindon and Wiltshire community pharmacies. Completion rate by community pharmacy locally is around 70% (national recommendation for DMS is between 60-90%). Comparison of our local PO data against claim data suggests that around 25 – 35% of DMS referrals are completed but not claimed by contractors. This is a national issue, and as an LPC we are also raising with PSNC and NHSE&I. It is most likely linked to the lack of an automatic claim function (within PO) to MYS at this stage, resulting in a much more significant time burden to transfer information to MYS.

As an LPC we had a case study published on the NHS Futures Platform this year - showcasing our work and insights on the DMS service so far:- [Working with community pharmacies to effectively establish TCAM/DMS as routine practice - NHS England Pharmacy Integration Programme - FutureNHS Collaboration Platform](#)

Advanced Services

- Over the past few years the LPC had been working with our NHS111 Provider to maximise effective use of the CPCS service; this referral route is now well established locally. The focus this year from an LPC perspective, was on facilitating the roll out of GP CPCS. Swindon and Wiltshire GP Practices went live with making referrals in May 2021; the success of this service can be seen in Graph 2 and Table 1. Total claims for CPCS (to include both referral routes) for our LPC area are also well above average.

Graph 2

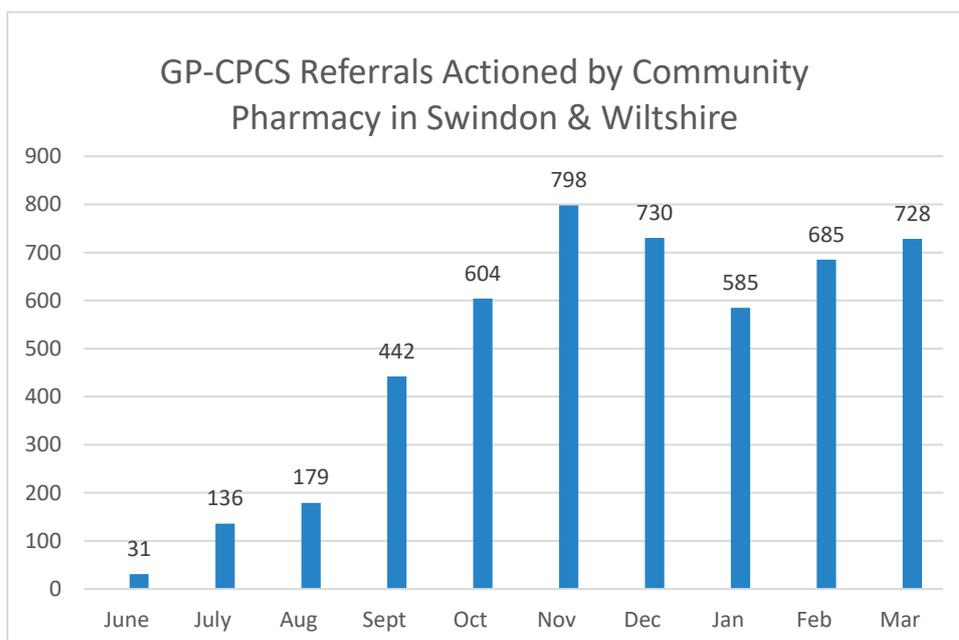


Table 1: Income for pharmacies in each PCN - 21/22

PCN Pharmacies	Referrals	Value of referrals
Wyvern	205	£2870
Great Western	100	£1400
Brunel 1	47	£658
Brunel 2	179	£2506
Brunel 3	517	£7,238
Brunel 4	2387	£33,418
North Wilts	4	£56
Sarum North	10	£140
Chippenham, Corsham and Box	139	£1946
Trowbridge	66	£924
Westbury and Warminster	169	£2366
Devizes	244	£3416
Melksham and Bradford on Avon	818	£11,452
Total		£68,390

- The Pandemic Delivery service continued into 21/22, however numbers dropped off significantly as the restrictions and eligibility for the service evolved in line with need. By the beginning of 21/22 the NHS community pharmacy COVID-19 lateral flow device distribution service (or 'Pharmacy Collect') had been added as an Advanced service. This was a service of significant public interest, and resulted in 303,170 claims across Swindon & Wiltshire.
- New Medicines Service consultations continued to increase, with 21384 claims made across 21/22 and a spread across 85% of our contractors. The expansion of DMS cohorts can also directly increase NMS opportunities for our contractors.
- There were also two new Advanced services introduced this year; the Hypertension Case Finding Service in October 2021 and the Smoking Cessation Service in March 2022. The Hypertension Case Finding Service activity has been increasing as pharmacies across Swindon & Wiltshire have been signing up to the service, as they are ready across the year. There were 61 pharmacies signed up at the end of March 2022 and 792 claims in Q4. We expect this to increase substantially over the next year as pharmacies roll out the service further, and we work closely as an LPC with PCN leads on the opportunities for collaborating with GP practice.

Pharmacies have started signing up for the Smoking Cessation Service, and we are working closely with the BSW Tackling Tobacco Dependence Long Term Plan working group to ensure that the pharmacies are prepared and ready to receive referrals in line with the acute trusts launch dates (not yet set). It is a great moment to build on the relationships that were established via DMS with the acute trusts, and is an opportunity for community pharmacy to demonstrate their role in contributing to the BSW ICS 'Core20PLUS5' approach on tackling healthcare inequalities.

Locally Commissioned Services

Table 2: Financial value of locally commissioned services

Service	Turnover – Wiltshire	Turnover – Swindon	Total 21/22	Total 20/21
Sexual Health	£9,271.93	£739.34	£10,011.27	£6791.27
Supervised Consumption	£27,216.00	£30,481.90	£57,697.90	£40,427
Needle Exchange	£3,470.70	£8,177.18	£11,647.88	£13,131.92
Stop Smoking	No longer commissioned	£28,372.51	£28,372.51	£41,781.88
NHS Healthchecks	Not commissioned	£600	£600	£500
Urgent Repeat Medicines	£13,903.10		£13,903.10	£17,595.62
Flu Voucher Scheme	£179.30	Not commissioned	£179.30	£1590
Stocking of Emergency Medicines	£735		£735	£1751.57
PGD – Minor Ailments	£522.54		£522.54	N/A
Total			£123,669.50	£123,609.26

Total turnover value of locally commissioned services was almost identical to the 2020-21 total. Supervised consumption has seen an increase, however, the nature of supervised consumption services delivery was altered due to the pandemic and therefore nationally is not expected to return to pre-pandemic levels. Smoking cessation services were not commissioned in Wiltshire for this year – discussions around an NRT dispensing service are ongoing with Wiltshire council.

NHS health checks were mainly inactive until January 2022 but are now steadily on the rise again. We would expect the PGD service to be a big contributor for 22/23 after the service soft launched with just a couple of pharmacies in December 2021, and more pharmacies are currently signing up to provide the service.

The LPC is continuing to liaise with local authorities, and also the BSW ICB to ensure that community pharmacies are at the forefront of health care service planning locally over the coming year.

Communication

Our regular monthly newsletter seeks to inform and highlight local priorities and news. It regularly features 'good news' stories on services provided by local pharmacies. This is to celebrate success and provide opportunity and encourage shared learning amongst our contractors. Our website was relaunched this year with a new format (standardised by PSNC). It focuses on resources (particularly for local services and information/signposting), events and training, as well as useful news articles. We have also invested in some social media support; to build a local community pharmacy presence with the public that will develop understanding of the range of new clinical services that are available within community pharmacy locally. Most of our PCN leads have set up WhatsApp groups to facilitate local collaboration, and we continue to have an LPC Telegram Group where you can get quick updates from us or ask questions.

We want to actively encourage contractor conversation with us, if you wish to attend an LPC meeting to discuss an issue, or have an item included in the agenda, please feel free to contact us.

Support and Implementation Manager Report

During 2021/22 my work has focussed on implementing the GP Community Pharmacist Consultation Service. This has been a success with 14 out of 19 PCNs now live, and two due to launch next quarter.

The service has supported GP practices to reduce the pressures on their GP's, removing many minor ailments from their workload. The service has enabled pharmacists to utilise their skills and work with patients in a formal manner. It has also provided recognition for their work. The service has aided new relationships to be developed between practices and pharmacies, within PCN's, and for pharmacies to be seen as professional health service providers.

Across the country this service has been implemented and we can be proud to say that in terms of pharmacy referrals, one of our pharmacies in Swindon and Wiltshire has delivered the highest number of consultations across the South West. One of our practices, and one of our pharmacies, has also consistently been the top referring practice and pharmacy across BSW over the last year.

In January 2022, I extended my role and have worked on supporting the implementation of a variety of national and local services including:

- Hypertension Case Finding Service
- Discharge Medicines Service (DMS)
- Smoking Cessation
- Emergency Hormonal Contraception (EHC)
- Patient Group Directions for Minor Ailments (PGD's)
- Urgent Medicine Supply Service (UMS)
- Supervised Consumption

Relationships have been developed with pharmacies across the area, supportive, trusting; relationships where pharmacies feel able to approach the LPC for help on issues such as Pharmacy Quality Scheme (PQS).

The new role has also allowed me to represent the organisation. I have attended Steering Group meetings for both Swindon and Wiltshire's new Pharmaceutical Needs Assessment's, I am regularly involved in considering Market Entry and represent Community Pharmacy Swindon and Wiltshire on a variety of Strategic and Operational Groups. This has enabled my knowledge base to grow and in turn my ability to support local pharmacies.

Community Pharmacy is changing and over the last year has significantly progressed with new services, despite the many pressures. I am pleased to be part of 'community pharmacy' which is open to change, proactive, professional, responsive and is tirelessly working to support local patients!

Plans for 2022/23

Purpose: *Community Pharmacy Swindon and Wiltshire is made up of members with diverse backgrounds and different skill sets coming together to support and encourage contractors to fulfil their potential*

Vision: *A network of Healthy Living Pharmacies, supported by Pharmacist Independent Prescribers, delivering accessible, holistic healthcare services to patients*

We are excited that the ambitious vision (above) that was set in 2018, is now reaching a new level of fulfilment. With the advances in training and numbers of pharmacists becoming independent prescribers, combined with the significant experience of the currently commissioned community pharmacy independent prescribing service in a small number of pharmacies within Swindon; we believe that community pharmacy in Swindon & Wiltshire is ready for the re-commissioning of an Independent Prescribing Service to be rolled out across the area. This will be a priority of engagement for the coming year as we liaise closely with the new BSW ICS.

As an LPC we will continue to focus on stakeholder relationships, particularly as the BSW ICS moves to take on delegated commissioning responsibilities in the near future. Implementation support for key services will remain a high priority.

Committee member elections are due this year, as well as considerations of the next steps to implement the RSG proposals. Over the coming year we will continue to work to ensure that you as contractors are up to date, informed and enabled with local information to make the decisions that will provide the framework of priorities for CPSW for the coming years.

Member Attendance

2021-22

Member Name	Representing	Joined	Resigned	Apr-21	May-21	Jun-21	Jul-21	Sep-21	Oct-21	Nov-21	Jan-22	Feb-22	Mar-22
Chris Shields	CCA	Jul-10		Present	Present	Present	Present	Present	Present	Present	Present	Present	Present
John Hughes	CCA	Nov-14		Apologies	Apologies	Apologies	Present	Present	Present	Present	Present	Present	Present
Aga Janowski	CCA	Oct-15		Present	Present	Present	Present	Apologies	Present	Present	Present	Apologies	Present
Robert Townsend	AIMp	pre 2010		Present	Present	Present	Present	Apologies	Present	Present	Present	Present	Present
Naz Ameen	CCA	May-20		Present	Present	Present	Apologies	Present	Present	Present	Present	Apologies	Present
Catherine Attrill	CCA	Nov-20		Present	Present	Apologies	Present	Present	Present	Present	Present	Present	Present
Christian Davies	CCA	Feb-21		Present	Present	Present	Present	Apologies	Present	Present	Present	Present	Present
Tim Rendell	AIMp	Jan-21		Present	Present	Present	Present	Apologies	Present	Apologies	Present	Apologies	Present
Graham Jones	Independent	Sep-21				Guest	Guest	Present	Present	Present	Present	Present	Present
Patrick Gompels	Independent	Sep-21				Guest	Guest Apologies	Present	Present	Present	Present	Present	Present
Alina Muresan	CCA	Sep-21						Present	Present	Present	Present	Apologies	Apologies
Nick Jephson	Independent	pre 2010	Jun-21	Present	Present	Resigned							
Alison Kidner	CCA	Apr-18	Jul-21	Present	Apologies	Present	Present	Resigned					
Charlie Wu	Independent	Oct-17	May-21	Apologies	Apologies	Resigned							

Treasurers Report

See separate accounts for financial detail