



Annual Report

April 2010 - March 2011



Gateshead & South Tyneside
Local Pharmaceutical Committee

Passionate about pharmacy



Gateshead & South Tyneside Local Pharmaceutical Committee represents Pharmacy all Pharmacy contractors regardless including multiples and independents. Our committee is made up from a representative sample to reflect the mix of pharmacies in the area.

Our Vision

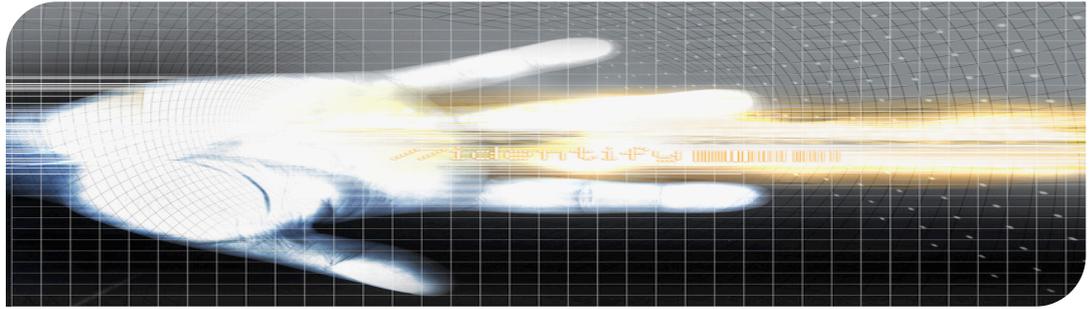
By 2013 Gateshead and South Tyneside Local Pharmaceutical Committee (LPC) will be a structured and efficient organisation with mutually beneficial alliances, capable members, specialist advisers and a record of achievement for all stakeholders, enabling the people of Gateshead and South Tyneside to receive the highest possible quality of pharmaceutical care from community pharmacy.

Our Mission.

Over the next five years the Gateshead and South Tyneside Local Pharmaceutical Committee will increase its capability and capacity as an effective representative committee for community pharmacy and improve the range and quality of services commissioned from community pharmacy contractors by the NHS.

Nolan Principles of Governance

As a committee the LPC adheres to the Nolan principles of governance. A copy of which is included in the appendix



Contents

1. Mission & Vision	Page 3
2. Chairman's Report	Page 6
3. Secretary's Report	Page 8
4. Treasurers Report	Page 12
5. Accounts	Page 13
6. Communications Officers Report	Page 14
7. Subgroups & Meeting Reports	Page 15
8. Committee Members	Page 17
9. Enquiries & Contact Details	Page 18
10. Appendix 1 - Nolan Principles	Page 19

Chairman's Report

Welcome to my report for 2011

This past year has been a tough one for everyone due to the recession - and community pharmacy has not escaped the pain! We have, however, had some good news in the form of NHS Health Checks roll-out in community pharmacy and the launch of the minor ailment service in Gateshead and South Tyneside...

The changes in delivery of health care brought in by the new coalition government are, perhaps, the most dramatic changes we have seen in the NHS in living memory. The idea is that layers of bureaucracy will be stripped away and with GP consortia in control, patient care will be easier to commission. So, PCTs are being phased out over the next 2 years and we are in the transition to something completely different - GP consortia led NHS.

Your LPC must evolve to meet the challenges of the new environment that we find ourselves in. For example, in the future, public health services will be commissioned from the "public health and wellbeing boards" of local councils within Gateshead and South Tyneside, whereas other services that we attempt to commission for pharmacy will need to be commissioned by GP consortia under the "any willing provider model" - and there will be one in each of our localities. The monitoring of the community pharmacy contract will be done by the new commissioning boards and they will also control enhanced services. So the LPC will need to engage with many new entities. As a

"Dave Carter Quote"

- Ipsum

consequence of this, the LPC is working very closely with our colleagues in other LPCs within the Region, particularly Sunderland LPC in an attempt to streamline our work and avoid duplication. We will keep you informed of progress via the pink bulletin and our website - <http://www.gandstlpc.net/>

As I said in my introduction, there has been some good news over the past year, most notably the deployment of the new minor ailment scheme into Gateshead and South Tyneside. This new service in Gateshead and revamped service in South Tyneside is a welcome service to the patients in our area. Poorly patients can quickly access treatment for minor ailments on the NHS from community pharmacies without the need to make an appointment with the doctor; releasing GP appointments for more serious conditions - really good news for patient access, and professionally very rewarding for community pharmacists at a very modest cost to the NHS compared to the alternatives...

Community Pharmacy is a business, and businesses need income to survive and

prosper. The traditional remuneration model was based on dispensing volume and this is changing gradually to a model based on service delivery and quality. As such it is vitally important for pharmacies to embrace any new services on offer - and to do it well. Quality is so important. Over the past year, the LPC has been looking into branding community pharmacies as “healthy living pharmacies” - as in Portsmouth; and we will continue to do so. Healthy living pharmacies emphasise quality.

Please remember your obligations under the community pharmacy contractual framework. The PCT are, quite rightly, monitoring the contract with ever-increasing vigour. Every year contractors must carry out 2 audits - one is a multidisciplinary audit (initiated by the PCT) and one is an audit based in each pharmacy. In addition there is the annual questionnaire to carry out; and a self assessment contract monitoring form to fill in (followed by a visit in some cases). As you might expect, the LPC will help you with your pharmacy based audit using a suggested audit.

In conclusion, I would like to pay tribute to all the LPC members past and present who have represented contractors over the past year and attended numerous meetings to raise the profile of community pharmacy and develop services in our neighborhood. In addition, over the past year, there has been a lot of work done by LPC members considering (and replying to) the large number of contract applications and consultations - most importantly the Pharmacy Needs Assessment (PNA).

Specifically - I would like to thank our PSNC representative, Mark Burdon, for keeping us informed of national events; and our Officers: Louise Lydon, Sami Hanna and Jonathan Green for their meticulous support. I would also like to thank the “Chairs of the sub groups, and working groups” and the “LPC leads” for undertaking this work over the past year, and indeed.

I would like to thank all the other members of the LPC who have also worked diligently on your behalf over the last year. We continue to be committed to representing contractors at all levels; all members work very hard (often long into the night) and strictly adhere to Nolan principles of good governance and transparency. If any contractor would like to come along to observe a committee meeting, some of which are during the day now, please contact our secretary to arrange the visit - you will be most welcome.



David Carter
Chairman



Secretary's Report

This year, the committee has continued to act as a strong leadership body, one which is representative and supportive to our contractors.

In July I began a period of reduced duties (due to having a baby daughter) and I would like to thank David Carter and Sami Hanna for fulfilling my commitments to external meetings and engagements during this time. In addition, I would like to thank Sunderland LPC's Secretary; Kathryn Featherstone, for her support and updates during my maternity period.

Throughout the year I have continued to administrate the committee; organising meetings and agendas, responding to contract applications and consultations, and so forth, though I have not always been physically present at LPC business. The fact that the committee is well organised and has a well-defined strategic purpose has meant that the year flowed seamlessly, with respect to LPC internal affairs.

Gateshead & South Tyneside LPC is comprised of the following members;

Table 1. Attendance of LPC members at LPC meetings

LPC member	possible attendances	actual attendances
Mr David Carter (Chairman)	9	9
Mrs Louise Lydon (Secretary)	9	5*
Mr Sami Hanna (Vice chairman)	9	8
Mr Jon Green (Treasurer)	9	9
Mr Mark Burdon	9	5
Mrs Tracy Groves	9	7
Mrs Denise Laidlaw	9	9
Mrs Lisa Simpson	9	9
Mrs Joanne Neil	8***	4
Mrs Jennifer Graham	9	8
MR Richard Anderson	9	9
Mrs Emma Morris	9	6
Mr Alex Graham	9	9
Mrs Kathryn Featherstone **	5	5

*Secretary on maternity leave.

**Support Officer - attended LPC meetings as a non-member, until appointment ceased in Nov 2010.

***Following elections, an independent vacancy was filled by co-option of Mrs J Neil.

Membership & Roles

At the Annual General Meeting in October the committee retained the current officers in their respective roles:

LPC Chairman - Mr David Carter
 LPC Secretary - Mrs Louise Lydon
 LPC Vice Chairman and Communications Officer - Mr Sami Hanna
 LPC Treasurer - Mr Jon Green

This year membership on the committee has remained steady, with the LPC being comprised of dedicated, hardworking members. There have been no resignations or new appointments made throughout the year.

Last years strategy to streamline monthly LPC meetings whilst ensuring that the committee is active and engaged on numerous fronts has continued to work well. This has been achieved to a large extent by the utilisation of the LPC sub-groups. These are comprised of members who have a keen interest or expert knowledge/experience in a given area.

Each subgroup has continued to manage themselves, via their assigned chair, and meet, as required, conducting much of the work that the committee performs outside formal monthly LPC meeting. It is the responsibility of the subgroup chair to report back with recommendations which are then considered by the full committee

The committee has continued to provide community pharmacy representation on a number of strategic working groups during the year, despite the changes at PCT and government level (Table 2);

Table 2. LPC representation on strategic groups.

External Meetings	LPC representatives
Joint LPC & PCT Officers meeting	David Carter Louise Lydon Sami Hanna (deputy)
Local Representatives Committee	Louise Lydon Sami Hanna
Regional LPC	David Carter Louise Lydon Sami Hanna (deputy)
FHS group (confidential)	David Carter
South Tyneside Prescribing sub-committee	David Carter Louise Lydon
Gateshead Prescribing sub-committee	Lisa Simpson
Electronic prescription services	David Carter
Audit	Lisa Simpson
PNA	David Carter (ST) Sami Hanna (GH) Louise Lydon (deputy)
Emergency Planning	Jon Green
CVD / NHS Health checks	Louise Lydon
Smoking Services / COPD	Louise Lydon

Within my role, I have been working closely with Kathryn Featherstone, Sunderland LPC's secretary, taking a joint approach locally on certain services, in order to demonstrate positive outcomes from community pharmacy to commissioners, to help pave the way for more services to be commissioned.

Overall the LPC has achieved its strategic objectives throughout the year and in summary provided contractors with;

- A minor-ailments service being commissioned across the patch.
- Regular updates via the LPC news, this has been endorsed by contractors who value the bulletin as a reliable information source.
- Assistance to fulfill their contractual obligations, via an LPC-lead Practice audit, which was taken up widely by contractors.
- LPC executive attendance at:
 - Regular monthly meeting with the PCT officers to discuss community pharmacy services and issues.
 - Quarterly Regional LPC meetings, allowing sharing of best practice and collaboration with the wider pharmacy community.
 - Local Representative Committee meetings, along with GP's, Optometrists, dentists and Nurses.
 - Regular PSNC training events and updates to ensure the committee is well informed on all levels and feeds into all national consultations.

- Media coverage and wide reaching publicity on issues including pharmacy delivery of NHS Health-checks and Smoking Cessation.
- A robust response/input into the PNA document.
- Collaborative working with Sunderland LPC on future enhanced services, including Flu vaccinations, Sexual health services and working towards a 'Healthy Living Pharmacy' status locally.
- Successfully securing DH finance, in collaboration with the PCT, to run an early detection/screening pilot for Lung cancer within community pharmacy.

Future

Looking forward, there are most certainly more challenging times for pharmacy, with much uncertainty and an apparently increased workload. However, the LPC can give assurance, as we do every year, that we will be working closely with the PCT, Local Authority and other new commissioners (as the model changes), to enhance community pharmacy services and ensure pharmacy is recognised for the value it provides.

Please remember that I'm always happy to advise and assist with all your pharmacy-related issues, so please don't hesitate to contact me.



Table 3. LPC representation on strategic groups.

List of observers
Catherine Armstrong (Locum and Practice Pharmacist)
Numerous Pre-registration pharmacists and undergraduates

Table 4. LPC representation on strategic groups.

List of guest speakers
Andrea Mulligan (Harm Reduction Service)
Marie Thompkins (Prescribing Advisor, ST PCT)
Bronia Thomas (ST Falls Team)
Karen Hunter (GH Falls Team)
Lindsay McClure (PSNC)
Tracy Johnstone (PCSA)

Treasurers Report

It has been another very difficult year for contractors, the main problems being the continued pressure on category M prices coupled with a multitude of generics being out of stock and then going to NCSO late on in the month. This has meant that unless contractors go through their bundle and ensure that all of the NCSO items were endorsed correctly then significant financial loss would result. I've found from personal experience that as soon as a drug suffers supply problems, then the script is not filed after collection but kept in a basket till the end of the month. At the month's end it is much easier to endorse and file the scripts in the basket than to plough through all of the months items.

During the last year the PSNC has also launched the Pharmabase website. This will allow pharmacies to meet their compliance requirements with an electronic workbook and also in the future to submit invoices to the PCT for enhanced services such as EHC and supervised consumption. This should make payments for these services easier and more transparent and hopefully lead to quicker payments. We as an LPC wholly support Pharmabase and it is important that we get the same support from contractors as it is us that are paying for the initial set up.

I would have liked to have reduced the LPC Levy at some point during the past twelve months but both the LPC and myself thought it unwise. PSNC advises us to keep at least six months working capital in the bank and combined with that and the uncertain future we felt it prudent to leave it as it was rather than reduce it and then have to increase it again a couple of months later.

Last year we saw the introduction of a Minor Ailments Service for selected pharmacies in the PCT and the LPC has been working continuously behind the scenes trying to get many more new services commissioned. The fact that we do not mention this in the LPC news is twofold, negotiations are normally confidential and we would not want to raise any false hopes before the service is commissioned. The best analogy to this is a duck swimming on a lake; above the waterline nothing appears to be happening but below water we're paddling like mad!

I'm looking forward to the new year and the challenges and also opportunities that it will offer us and this time next year I hope to be writing about a lot more good news.

J.P. Gale



Accounts

Gateshead and South Tyneside Local Pharmaceutical Committee Income and Expenditure Account for the year ended 31st March 2011

Receipts				
LPC Statutory Levy		120,376.61		4,650.00
Bank Interest Received				1,250.00
Northern Rock	416.75			29,542.07
Less Tax Deducted	<u>83.35</u>			38,032.34
		333.40		8,947.00
Charitable Transactions				1,753.70
Current Year Receipts and Donations	2,675.03			3,950.86
Charitable Donations this year	0.00			1,710.00
	<u>2,675.03</u>	2,675.03		305.51
Balance transferred to future events**				796.22
				323.74
				517.00
				128.00
				25,962.00
				450.00
				<u>152.98</u>
				118,471.42
Opening Bank Balances 1st April 2010				
Barclays Bank plc				90,727.90
General fund	88,822.71			4,165.31
Charity fund**	<u>1,490.28</u>			94,893.21
				<u>55,134.03</u>
Northern Rock plc	54,800.63			
		145,113.62		150,027.24
				<u>£268,498.66</u>
				<u>£268,498.66</u>
Closing Bank Balances 31st March 2010				
Barclays Bank plc				90,727.90
General fund				4,165.31
Charity fund**				94,893.21
Northern Rock plc				<u>55,134.03</u>
				150,027.24
				<u>£268,498.66</u>
				<u>£268,498.66</u>

Signed by

Jonathan P Green

J.P. Green
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Treasurer

Communications Officer Report

The communications team is well established now and have had great success with publicity this year. This year our focus has been the website with a lot of effort gone into producing not just the public side of the website but the committee side also.

Our website is now running well and is accessed frequently by both committee members and contractors alike. We are now posting most of our output to the website. It has become a central platform to our communications strategy and has been used for marketing, supplying contractor with resources as well as acting as tool for contractors to feed back to us.

We have used it on several occasions to post questionnaires and audits and this has given us the confidence to use the gathered data in our discussions with the PCT.

The website has also given us the facility to try out new media such as video which historically we have not used before. We have been able to post movie clips which have included interviews with key figures such as our chairman and Sue Sharpe (PSNC). Whilst this has been in a trials this year it would be a good way to pass information on to contractors in the future.

We have also worked on the perception of the LPC and community Pharmacy by producing a leaflet showcasing both Pharmacy and the LPC and its work. This will be used in the future as we enter a

new era of the NHS where we will have to speak to different people to commission services for pharmacy.

We envisage that we will be speaking to organisations who historically have not had a link with pharmacy so this leaflet will be a great introduction to them as we start to build our relationships. A copy of the leaflet will be enclosed with this report.

The LPC Printer which was invested in 4 years ago is continuing to perform well and is used substantially through the year within the communications work but also through other work the LPC has done for example the audits that were produced for contractors around hayfever.

We have also helped some contractors print leaflets at nominal fee to help maintain the cost of machine.

Overall a good year for communications and a lot around the corner .



Sami Hanna
Communications
Officer



LPC Showcase Leaflet will be included with this report.

SubGroups & Meetings Attended



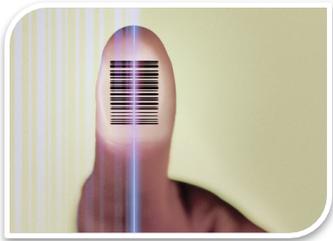
Audit Subgroup - Chair is Lisa Simpson

The Audit group has established itself as a useful resource for contractors by helping to co-ordinate an annual audit for contractors. This year the audit was on Lithium prescribing and was taken up by many contractors. Next Year we will be looking to work up audits that help the LPC put forward evidence when negotiating services.



Communications - Chair is Sami Hanna

The communications team now meet regularly and produce much of the LPC's communications material. We have now merged some of our communications function with Sunderland LPC and the subgroups is made up of members of both LPC's



Events - Chair Louise Lydon

The events team is a well established team to meet on an adhoc basis to arrange events for the LPC. The team is made up of members of both our LPC and Sunderland's LPC as many of the events are arranged jointly with Sunderland LPC. Due to the current financial climate there have been no events arranged this year.



Officers Meeting

The officers meeting was our official meeting with the PCT however as a result of the changes at the PCT and the re-organisation of commissioning the meeting has now been wound down. The LPC have now got meetings with key individuals at the PCT in its replacement so that we keep our links with the



Medicines Management

We have always had close links with medicines management and worked well with the medicines management team at the PCT. We have replaced some of officer meetings with meetings with Medicines management.

SubGroups & Meetings Attended



Regional LPC

Every 3 Months we meet with our colleagues from other LPC across the region. This gives us an opportunity to discuss mutual issues and work closely and effectively. The meetings are chaired by Mark Burdon (Regional PSNC Rep) and is an opportunity to hear from National leads who come and address the region through this meeting. Through this forum we have worked with the other LPC' to put submit regional responses and arrange



EPS

One of the most important areas of ongoing work that the LPC engages with - is that of the development of ETP (electronic transmission of prescriptions); which is now called EPS (electronic prescription service).

EPS Release 1: virtually all pharmacies are scanning prescriptions in preparation for release 2.

EPS Release 2: Pilot in Sunderland is progressing slowly. Paired pharmacy and GP practices are exchanging prescriptions... Golden token, followed by dummy data, then real data. Due to a glitch in a GP system elsewhere, however, involving quantity errors, the system has been put on hold everywhere since April.

Work is progressing on a primary care smart card sponsorship procedure to ensure all staff have access to a smartcard.



Local Representatives Meeting

Every 3 months we meet with colleagues from other health care representative bodies. E.g. Opticians (LOC) Dentists (LDC) , Nurses and doctors (LMC). A member of NHS South of Tyne also attends and we have forged good relationships and have found we have been able to effectively discuss Pharmacy Issues. The meeting is chaired by the LMC.

Committee Members



David Carter -
Chairman
Independent



Louise Lydon
Secretary
Independent



Jonathan Green
Treasurer
CCA: Lloyds



Sami Hanna
Communications Officer
Independent



Mark Burdon - PSNC Rep
Independent



Denise Laidlaw
CCA: Asda



Richard Anderson
CCA: Co-op



Lisa Simpson
Independent



Joanne Neil
Independent



Alex Graham
CCA: Lloyds



Tracy Groves
Independent



Emma Morris
CCA: Boots



Jenny Graham
CCA: Boots

Enquiries

If you have any enquiries regarding this report please get in touch with Sami, our Communications officer on:

Sami Hanna

Gateshead & South Tyneside LPC
c/o Lobley Hill Pharmacy
72 Malvern Gardens
Gateshead
NE11 9LJ

Email: - sami.hanna@gandstlpc.net

Tel No:- 0191 4200213
07930 342035

If you want to get in touch with the LPC on any other matter please contact our Secretary, Louise on:

Louise Lydon

Gateshead & South Tyneside LPC
c/o Edinburgh Road Pharmacy,
89 Edinburgh Road,
Jarrow
Tyne & Wear
NE32 4BB

Email : - Louise.lydon@gandstlpc.net

Tel No :- 0191 489 8053
07977 007 152

To Contact any of the other members of our committee please go to our website www.gandstlpc.net.

Nolan Principles

The 'Nolan Principles' code of practice has been written with regard to the seven principles of public life identified by the Nolan Committee in their First Report on Standards in Public Life in May 1995 and subsequently endorsed by the Government.

Gateshead and South Tyneside LPC actively promote to the principles set out below.

The Seven Nolan Principles:

Selflessness

Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.

Integrity

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

Objectivity

In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for awards or benefits, holders of public office should make choices on merit.

Accountability

Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

Openness

Holders of public office should be as open as possible about all the decisions and actions they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

Honesty

Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

Leadership

Holders of public office should promote and support these principles by leadership and example.



Gateshead & South Tyneside
Local Pharmaceutical Committee

Passionate about pharmacy

www.gandstlpc.net