

# BEDFORDSHIRE



**Bedfordshire Local Pharmaceutical Committee**

Representing Community Pharmacies in Bedford Borough, Central Bedfordshire and Luton

**Enterprise House, Wrest Park, Silsoe, Bedfordshire, MK45 4HR**

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**Chief Officer**  
Gerald Zeidman FRPharmS

**Chair**  
Coll Michaels

**Vice Chair**  
Nishil Shah

**Treasurer**  
Paul Fearon

## **Bedfordshire Local Pharmaceutical Committee Annual Report 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022**

Bedfordshire LPC is the local representative body for the 116 community pharmacy NHS contractors in Luton (44) and Bedfordshire (72), consisting of Bedford Borough (32) and Central Bedfordshire (40). During the reporting period the LPC consisted of 12 representatives (see appendix 2) – six independent contractors, four from the Company Chemists Association (CCA) and two from the Association of Independent Multiple Pharmacies (AIMp). The LPC has a direct line of communication and relationship with the Pharmaceutical Services Negotiating Committee (PSNC).

At the April 2021 LPC meeting members voted for Coll Michaels to continue in post as Chair and Nishil Shah as Vice Chair.

The LPC pursued its relationships with the Clinical Commissioning Groups in Bedfordshire and Luton, together with the Public Health commissioning teams in Bedford Borough, Central Bedfordshire and Luton Borough Council. A close working accord has continued with NHS England & NHS Improvement and the other six East of England LPCs.

The LPC would like to thank the following people in particular:

Our Chief Officer, Gerald Zeidman, always pursues the best interests of all Bedfordshire community pharmacy contractors and makes time to assist individual contractors as requested.

Our Treasurer, Paul Fearon for his expert management of the LPC's financial and strategic affairs, his sage advice and financial skills.

Our Business Manager Ethel Shaw, for her tireless support and insight. Ethel's enthusiasm and business skills have earned her the respect of contractors and all those who work with her.

Kiran Patel for representing the LPC at Local Medical Committee (LMC) meetings, until he left the LPC in July 2021 after serving 29 years on the committee, as a former Chair, Vice Chair, Treasurer and latterly as a committee member. His experience and local knowledge is greatly missed.

We acknowledge with great respect and gratitude the efforts made by each and every Bedfordshire and Luton Community Pharmacy for their outstanding commitment, professionalism, and achievements during the continued Covid-19 pandemic.

## **Bedfordshire LPC Open, Confidential and AGM meeting dates**

Due to the Covid-19 pandemic the majority of Bedfordshire LPC meetings during the reporting period were held virtually, using the Zoom meetings platform or via MS Teams. The meeting held in November 2021 was held face-to-face at Capability House, Silsoe, Bedfordshire and via teleconference.

Five Confidential LPC meetings were held on 28<sup>th</sup> April 2021, 1<sup>st</sup> July 2021, 23<sup>rd</sup> September 2021, 24<sup>th</sup> November 2021 and 23<sup>rd</sup> February 2022.

Four Open LPC meetings were held on 1<sup>st</sup> July 2021, 23<sup>rd</sup> September 2021, 24<sup>th</sup> November 2021 and 23<sup>rd</sup> February 2022.

Bedfordshire LPC's Annual General Meeting took place virtually via MS Teams on 23<sup>rd</sup> September 2021.

LPC members and Officers' Declarations of Interest are available to view on BedsLPC's website.

## **Engagement with Stakeholders and Commissioners**

The LPC meets regularly with local stakeholders to discuss locally commissioned services and with community pharmacy's national negotiating body PSNC to consider and respond to nationally commissioned pharmacy health services.

Meetings attended and reports commented on included –

- Local Medical Committee (LMC) meetings
- Meetings and communications with the BLMK CCG Head of Medicines Optimisation.
- Meetings with Public Health colleagues from Luton, Bedford Borough and Central Bedfordshire. We worked with Public Health colleagues in Luton and Bedfordshire to review and revise the Service Level Agreements (SLAs) for Community Pharmacy commissioned services. The LPC Chief Officer together with the Chief Officer for Northamptonshire & Milton Keynes LPC met with the Public Health Principal for Bedford Borough, Central Bedfordshire & Milton Keynes Councils to discuss Community Pharmacy services
- East of England Community Pharmacy Strategy Group meetings with NHSE
- The LPC Chief Officer attended a meeting to consider the implications of the merger of Bedfordshire and Luton CCGs to become BLMK CCG
- Attendance at the East of England LPCs/NHSE/LPN meetings
- Meetings with representatives from Healthwatch Luton to discuss community pharmacy issues
- The LPC Chief Officer attends meetings of Luton's Sexual Health Network
- Meetings with representatives from East of England LPCs.
- The LPC Chief Officer attended ICS Transition Workshops facilitated by NHSE. These Workshops considered service areas that could potentially be delegated from NHSE to the ICS
- The LPC was represented at an East of England Mental Health Workforce workshop
- The LPC Chief Officer was a member of Bedfordshire and Luton's Joint Prescribing Committee (JPC). From March 2022 as a result of the CCG merger, the existing JPC was replaced with a BLMK wide Area Prescribing Committee (APC). The LPC Chief Officer is able to consider agenda items and papers relevant to committee pharmacy and to send comments to the APC for their consideration

- In July the LPC Chief Officer and LPC Business Manager attended a very informative workshop facilitated by PSNC, updating delegates on Rural Regulations relating to contract applications
- Attendance by the LPC Chief Officer as a member of NHSE Public Health Flu Planning & Implementation Steering Group meetings
- Attendance by the LPC Chief Officer at the “Increasing Seasonal Flu” meetings with a particular focus on Luton
- Attendance by the LPC Chief Officer and LPC representatives at a number of Luton workshops considering the expansion of the Pharmacy Technician workforce, together with ways to mitigate ongoing community pharmacy workforce and staff retention issues
- Attendance at a GP, IT Integration meeting facilitated by NHSE&I
- The LPC Chief officer attended a meeting with East of England’s Director of the Covid-19 and Flu vaccination programme to discuss community pharmacy’s involvement in the programme
- Community pharmacy contractor support and attendance at NHSE PAG meeting (Performance Advisory Group) meetings
- Providing support to Bedfordshire Community Pharmacy contractors with implementation of the 2021/2022 NHS flu vaccination service.
- In November continued representation at meetings with Change, Grow, Live (CGL - ResoLUTiONs), Luton’s commissioner for drug misuse services
- The LPC Chief Officer attends regular liaison meetings with NHSE, the EoE LPN Chairs and our local LPCs
- The LPC Chief Officer is a member of the Local Intelligence Network (LIN) for controlled drugs

Guests from a wide range of organisations attended LPC meetings during the reporting period.

They included, in no particular order of attendance -

<b>LPC Meetings Guests during 2021/2022</b> (note – job titles were correct at the time of LPC meeting attendance)
<b>Jane Bray</b> , Support Contract Manager (Pharmacy and Optometry), NHS England, East of England
<b>Nicky Poulain</b> , Director of Primary Care BLMK
<b>Bharat Patel</b> , Vice-Chair PSNC and EoE LPC regional representative
<b>Dr Mary Evans</b> , Interim Chief Pharmacist, BLMK ICS
<b>Fiona Garnett</b> , Associate Director, Medicines Optimisation, BLMK Clinical Commissioning Group
<b>Dr Amir Esteki</b> , Bedfordshire LMC representative
<b>Dr Pritesh Bodalia</b> , Chief Pharmacist & Clinical Director, (Pharmacy & Medicines Optimisation) Bedford Hospitals NHS Foundation Trust
<b>Michelle Bailey</b> , Senior Integrated Commissioning Manager, Children’s Integrated Commissioning & Public Health, Luton Borough Council
<b>Helen Terry</b> , Chief Executive, Bedford Borough Healthwatch
<b>Dave Simpson</b> , Chair & Director, Central Bedfordshire Healthwatch
<b>Lisa Herrick</b> , Project & Support Officer, Healthwatch Luton
<b>Dr Susan Milner</b> , Interim Consultant Public Health, Luton Borough Council
<b>Raj Hira</b> , Public Health Principal, Bedford Borough, Central Bedfordshire and Milton Keynes Public Health
<b>Naomi Currie</b> , Place Based pharmacist BLMK
<b>Claire Warren</b> , Primary Care Programme Manager, BLMK Digital Transformation

<b>Darryl Springer</b> , General Manager, East London Foundation Trust (ELFT, Specialist Addictions Service)
<b>Tina Glaholm</b> , Implementation Manager, BLMK
<b>Jenny Melrose</b> , Educational & Outreach Co-ordinator/Deputy Lead, Luton Sexual Health Services, Luton Borough Council
<b>Shopna Amin</b> , Public Health Manager, Reproductive Health & Children, Luton Borough Council
<b>Ian Howarth</b> , Partnership & Engagement Manager Strategy & Strategic Projects, Bedfordshire Fire & Rescue Service
<b>Zara Mehra</b> , CPPE Regional Tutor, East of England Team
<b>Susi Clarke</b> , Primary Care Workforce Programme Lead, BLMK ICS
<b>Carol Ord</b> , Targeted Lung Health Checks Programme Manager, Luton & Thurrock CCGs
<b>Ruth Dean</b> , Public Health Principal Tobacco Control & Stop Smoking Services shared across Central Bedfordshire, Bedford Borough & Milton Keynes
<b>Alex Hill</b> , Bedfordshire community pharmacy contractor

**LPC Confidential Meetings 2021/22**  
**Attendance record for LPC members (5 in total)**

Committee members		
<b>Name</b>	<b>Present</b>	<b>Absent</b>
Coll Michaels – Chair, Independent member	5	0
Nishil Shah – Vice Chair, Independent member	5	0
Amit Lakhani – independent committee member	5	0
Ronak Maroo – independent committee member	3	2
Pinesh Patel – independent committee member (since September 2021)	2	1
Nazlin Meghji – AIMp committee member	3	2
Indira Panchal – AIMp committee member	1	4
Pruthvi Patel – CCA committee member	3	2
Gordon Ross – CCA committee member	5	0
Rupal Sagoo – CCA committee member	4	1
Mahesh Shah – independent committee member	4	1
Khurram Tejrar – CCA committee member	4	1
LPC Office		
Paul Fearon – Treasurer	5	0
Gerald Zeidman – Chief Officer	5	0
Ethel Shaw – Business Manager	5	0

**LPC Open Meetings 2021/22**  
**Attendance record for LPC members (4 in total)**

Committee members		
Name	Present	Absent
Coll Michaels – Chair, independent member	4	0
Nishil Shah – Vice Chair, independent member	3	1
Amit Lakhani – independent committee member	4	0
Ronak Maroo – independent committee member	2	2
Pinesh Patel – independent member (Since September 2021)	2	1
Nazlin Meghji – AIMp committee member	2	2
Indira Panchal – AIMp committee member	1	3
Pruthvi Patel – CCA committee member	2	2
Gordon Ross – CCA committee member	4	0
Rupal Sagoo – CCA committee member	4	0
Mahesh Shah – independent committee member	3	1
Khurram Tejrar – CCA committee member	3	1
LPC Office		
Paul Fearon – Treasurer*	N/A	
Gerald Zeidman – Chief Officer	4	0
Ethel Shaw – Business Manager	4	0

**\*Note** - The Treasurer is not an elected member of the committee. In his role he reports on financial matters at LPC Confidential Meetings, advises on strategic matters and occasionally attends Open meetings.

**+ Covid-19**

BedsLPC thanks our community pharmacy contractors and their teams for their enormous efforts while providing pharmaceutical services during very challenging times. Community pharmacies remained open throughout the lockdowns and were frequently the first port of call for the healthcare needs of their local communities and received many referrals from GP practices.

BedsLPC worked alongside their contractors in providing considerable support as to where pharmacists and their support staff could receive Covid-19 vaccinations, liaising with Bedford and the L&D Hospitals Trust regarding available time-slots for vaccination bookings and walk-in vaccination clinics.

Following the highly successful delivery of Covid-19 vaccinations from the large vaccination centre at the Rufus Centre in Flitwick Bedfordshire by W Cheeseman & Son and C&H Barton and Jardines at The Waverley Centre, Biggleswade, in May 2021 community pharmacies across BLMK were invited by NHSE&I to express an interest in participating in a national pilot to understand the challenges and opportunities for community pharmacies sites to engage in the delivery of small numbers of vaccinations as part of the Covid-19 vaccination programme.

A number of community pharmacies in BLMK took part in the eight-week pilot, which was subsequently rolled out in many other areas.

Covid-19 support offered by BedsLPC included:

- Assisting contractors with numerous requests to obtain PPE via the national ordering system
- Dealing with ongoing requests from community pharmacies seeking advice regarding reduced opening hours resulting from high number of staff shortages resulting from Covid-19
- Responding to queries from Local Authority Public Health teams concerning medicine deliveries to patients
- Dealing with contractor issues resulting from pharmacy staff needing to self-isolate as a result of being in close contact with Covid-19 infected members of the community

#### **+ Lateral flow testing kits**

BedsLPC assisted pharmacy contractors with many queries relating to the provision of lateral flow testing kits for asymptomatic people to assist in the identification of Covid-19 positive cases.

The nationally commissioned community pharmacy service commenced in April 2021 and was decommissioned on the 31<sup>st</sup> March 2022.

#### **+ BLMK IPMO meetings**

From February 2022 the LPC Chief Officer was a member of the BLMK ICS IMPO (Integrating Pharmacy & Medicines Optimisation), Chief Pharmacists Group.

The meetings were chaired by the Interim BLMK Chief Pharmacist, Mary Evans.

Agenda items discussed included –

- IPMO transformation plans
- BLMK workforce issues
- Community pharmacy and delegated commissioning

#### **+ LPC Office arrangements**

The Executive Team continues to work from their respective homes with BedsLPC having obtained a virtual office address at: Enterprise House, Wrest Park, Silsoe, Bedfordshire, MK45 4HR.

This new arrangement is working well and has resulted in a substantial cost saving for the LPC with no loss of productivity.

#### **+ Pharmaceutical Needs Assessment (PNA)**

The PNA is a crucial part of the community pharmacy market entry system and supports commissioning decisions based on patient need.

Due to the Covid-19 pandemic the requirement for Health and Wellbeing boards to publish their updated PNA's by April 2021 was delayed by the Department of Health & Social Care.

The new requirement is for all HWBs to publish their PNAs by 1<sup>st</sup> October 2022.

Work is underway to meet this target covering our three local PNAs - Bedford Borough, Central Bedfordshire and Luton.

BedsLPC's Chief Officer is a member of the steering group for each of the three PNA updated documents.

#### **+ Community Pharmacy Consultation Service (CPCS) / GP Community Pharmacy Consultation Service (GP CPCS)**

The LPC Chief Officer attends regular CPCS utilisation meetings with the Hertfordshire Urgent Care Service (HUC), to discuss and improve issues relating to minor acuity referrals to community pharmacies from NHS 111.

During the course of the year regular steering group meetings took place with representatives from BedsLPC and colleagues from BLMK CCG to discuss ways to improve the delivery of the GP CPCS service.

Five virtual GP CPCS training sessions initiated by the CCG, with active participation by BedsLPC's Chief Officer took place during the reporting year. The events were open to all GP practices, community pharmacists and their team members. They were designed to promote and share good practice, increasing the number of GP CPCS referrals to community pharmacies, leading to better outcomes for patients with minor health conditions.

#### **+ VirtualOutcomes**

In January the LPC purchased a one-year subscription to the VirtualOutcomes online training package for community pharmacies. BLMK CCG subsequently reimbursed the LPC.

The platform offers high quality training and support across a range of pharmacy services including GP CPCS.

#### **+ Community Pharmacy Contractor Meeting**

In June the LPC held a Bedfordshire community pharmacy GP CPCS contractor virtual event.

The session was designed to upskill contractors and their teams on the newly commissioned service.

Presentations were given by BedsLPC's Chief officer, together with representatives from the Midland & Lancashire Commissioning Support Unit (CSU), BLMK CCG and Wootton Pharmacy in Bedford. A video was played showing the service in operation.

The meeting was chaired by the LPC Chair.

The GP referral pathway was discussed together with an action plan that pharmacies needed to follow in order to provide the service.

A recording of the meeting was subsequently sent to contractors who had been unable to attend.

#### **+ Community Pharmacy Quality Payments Scheme (PQS)**

The LPC office supported Bedfordshire and Luton community pharmacy contractors with the various Pharmacy Quality Scheme (PQS) review points and deadlines for PQS1 and PQS2 during 2021/2022.

The PQS is designed to reward community pharmacy contractors for the delivery of quality criteria in the three areas of healthcare - clinical effectiveness, patient safety, and patient experience.

Domains within the PQS for the reporting year included requiring pharmacies to –

- Identify people who would benefit from weight management advice and onward referral
- Train the pharmacy team to reduce health inequalities and produce an action plan to actively promote Covid-19 vaccinations particularly for BAME and low uptake communities
- Enhance antimicrobial stewardship
- Conduct an anticoagulant audit to improve patient safety
- Via the community pharmacy PCN lead to engage with PCNs to increase uptake within their population of flu vaccinations for people over 65
- Check patient inhaler technique
- Update training relating to sepsis

BedsLPC would like to acknowledge the work of our Community Pharmacy PCN Leads in assisting contractors within their networks, with the Pharmacy Quality Scheme particularly relating to the provision of flu vaccinations which was Domain 4 – Prevention and Business Continuity which was Domain 5.

### **+ Hypertension Case Finding Service**

From 1<sup>st</sup> October 2021 a new community pharmacy advanced service, the Hypertension Case Finding Service was commissioned by the Department of Health & Social Care and NHSE.

The service aims to:

- Identify people with high blood pressure aged 40 years or older (who have previously not had a confirmed diagnosis of hypertension), provide them with an ambulatory blood pressure machine for a 24-hour period if appropriate and then if necessary, refer them to general practice to confirm diagnosis and management of the condition
- At the request of a GP surgery to undertake blood pressure measurements in the pharmacy; and dependent on the result to provide to the patient an ambulatory blood pressure machine for a 24-hour period
- Provide another opportunity to promote healthy behaviours to patients

The LPC provided support and guidance to Bedfordshire pharmacy contractors wishing to offer this service.

### **+ Primary Care Networks (PCN) - Community Pharmacy Leads**

BedsLPC Community Pharmacy PCN Leads as at August 2022 are:

#### **Bedfordshire**

- **Caritas** - Gordon Ross, Boots Pharmacy, Bedford MK42 7AZ
- **North Bedford** – Indira Panchal, The Village Pharmacy, Bedford, MK40 4GH
- **Dunstable Chiltern Hills – Post vacant**
- **East Bedford** – Ronal Maroo – Janssens Pharmacy, Bedford, MK42 9HG
- **Sandhills** – Parwinder Lali, Langford Pharmacy, Biggleswade, SG18 9QA
- **Ivel Valley South** – Samil Shah, Arlesey Pharmacy, Arlesey, SG15 6RA
- **Leighton Buzzard** – Mitesh Aggarwal, Lloyds Pharmacy, Leighton Buzzard, LU7 1EU
- **Unity Bedford** – Zaid Jebar, Kidmans Chemist, Bedford, MK40 3RS
- **West Mid Beds, H for Health** – Baljit Kaur, Smarta Healthcare, Bedford, MK44 3WH
- **West Mid Beds, Hilton** – Nishil Shah, W Cheeseman & Son Ltd, Ampthill, MK45 2PJ
- **Houghton Regis Titan** – Nayha Verma, 17-18 Bedford Square, Houghton Regis, LU5 5ES



## **Luton**

- **Eden** – Pankaj Mehra, Farley Hill Chemist, Luton, LU1 5RD
- **Lea Vale – Post vacant**
- **eQuality – Post Vacant**
- **Hatters Health** – Nomaan Ahmed, Jardines Pharmacy, Luton, LU4 9QD
- **Medics – Post vacant**
- **Oasis** – Mahesh Shah, The Mall Pharmacy, Luton, LU1 2AZ
- **Phoenix Sunrise** – Dilip Maroo, Westbourne Pharmacy, Luton LU4 8JJ

BedsLPC looks forward to an enhanced role and funding for community pharmacy PCN Leads and have asked our national negotiator PSNC to have meaningful discussions with the Department of Health on this matter.

### **+ Locally Commissioned Services**

BedsLPC co-operated with commissioners with the continuation of the following community pharmacy locally commissioned services.

Due to low 4-week quit numbers in pharmacies, the Level 2 Luton Stop Smoking service was decommissioned by Luton Total Wellbeing in April 2021. However, provision of the Level 1 service by pharmacies providing nicotine replacement therapy (NRT) continued by trained members of the pharmacy team.

The provision of the Level 2 Stop Smoking service in Central Bedfordshire and Bedford Borough was unaffected by the change in Luton.

Other locally commissioned services are -

- Emergency Hormonal Contraception
- Chlamydia Screening
- Chlamydia Treatment
- Access to End of Life Palliative Care Medicines
- Supervised Consumption of Methadone
- Take Home Naloxone programme – Luton only
- Needle Exchange Service

### **+ PSNC meetings and training events**

During the course of the year representatives from the LPC attended virtually and in person a number of PSNC Conferences, briefing sessions and webinars on contractual and commissioning issues.

### **+ Review Steering Group (RSG)**

The RSG was tasked by PSNC to explore the recommendations made in the independent review by Professor David Wright into community pharmacy contractor representation and support.

During the reporting year BedsLPC encouraged community pharmacy contractors to attend virtual RSG engagement stakeholder events and webinars designed to update on RSG's progress and for RSG to share and hear contractor views on the proposed way forward.

In March 2022 RSG announced a timetable for the conclusion of its work announcing that their proposals would be published shortly after Easter, with a contractor vote expected to follow in late May 2022.

### **+ Delay of the LPC 2022 elections and amendment to BedsLPC's constitution**

Following guidance from PSNC that LPCs may wish to delay committee elections because of the timeline indicated by RSG which followed the David Wright review, Bedfordshire LPC agreed that a virtual Special Meeting of contractors should take place to seek an amendment to Bedfordshire LPC's Constitution to allow the committee to delay elections for LPC membership by one year.

Members' Term of Office would have expired on 31st March 2022. However, proposals for changes about the future model of local and national contractor representation and support was likely to be put to a contractor vote within the next year.

For this reason, BedsLPC's committee considered that members' elections should be delayed until the new model of support had been determined by the sector.

The Special Bedfordshire Community Pharmacy Contractor meeting was held immediately after BedsLPC's AGM on 23<sup>rd</sup> September 2021 .

The LPC's proposal was to amend Bedfordshire LPC's Constitution as follows:

#### **Existing Clause – 13. Term of Office**

- Subject to paragraphs 14 and 16, members of the committee shall hold office from 1 April in the year of the election or appointment for a period of 4 years.

#### **New Clause – 13. Term of Office**

- Subject to paragraphs 14 and 16, members of the committee shall hold office from 1 April in the year of the election or appointment for a period of 4 years.

[Except that the term of office starting on 1 April 2022 shall be postponed until 1 April 2023 and current LPC members shall hold office for a period of 5 years.

The proposal to delay the LPC elections at the Special Meeting was carried unanimously.

### **+ Colin Friedland**

In April 2021 the LPC were informed that Colin Friedland had passed away after a long period of ill health.

For many years, Colin was the LPC's Contracts Lead who had an exceptional knowledge of market entry regulations. He will be missed by all who had the privilege of knowing him.

### **+ Community Pharmacy Assurance Framework (CPAF)**

The LPC reminded pharmacy contractors by email on a number of occasions during the reporting year of the importance to complete NHSE&I's CPAF short questionnaire for 2021/22 .

Contractors who had not returned the questionnaire prior to the deadline were phoned by the LPC office offering to support them with the process.

NHSBSA advised BedsLPC that 98% of Bedfordshire contractors had submitted their responses, by the deadline.

### **+ IT Integration for Community Pharmacies into System 1**

In January 2022 the LPC were informed that NHS East of England had secured funding to conduct a 12-month pilot testing the benefits of community pharmacy having their own access to the patient clinical record system.

Full access to the electronic patient record, with patient consent, will allow community pharmacies to access full notes history, make their own records, have an understanding of Read Codes and utilise the task function.

A number of community pharmacies across Bedfordshire have been asked to participate in the pilot.

The LPC Chief Officer receives regular updates from NHSE regarding the progress of this exciting new initiative.

#### **+ CPPE**

The LPC continued to promote the learning workshops and educational activities of the Centre for Pharmacy Postgraduate Education.

The Regional CPPE Tutor was a regular attendee at Open BedsLPC meetings.

#### **+ Public Consultation to align policies across BLMK**

As part of the process for coming together as a single CCG, BLMK CCG reviewed place-based policies that needed alignment. The three areas to be reviewed were –

- The Pharmacy First Minor Ailment Scheme commissioned in Milton Keynes
- Gluten Free Food Prescribing
- Fertility services

The consultation ran from 12<sup>th</sup> October 2021 to 21<sup>st</sup> December 2021. The results of the consultation will be considered by BLMK's Governing body.

Bedfordshire LPC responded to the consultation by the deadline date.

#### **+ Meetings with East of England LPCs**

During the reporting period the LPC Chief officer and representatives from Bedfordshire LPC attended regular virtual and face-to-face meetings with representatives from our regional LPCs - Hertfordshire, Essex, Norfolk, Cambridge & Peterborough, Suffolk and Northamptonshire & Milton Keynes.

#### **+ Contract Applications**

There were five Change of Ownership applications, during the period covered by this Annual Report. All were approved and pharmacy services continued with trading commencing under new ownerships.

#### **+ Communications**

The LPC communicates with its contractors verbally and by using a variety of electronic media, email, post and phone. The LPC continues to use and promote its *Facebook* page, [@BedsLPC](#) *WhatsApp* is also used within the committee to alert members of important matters.

Bedfordshire LPC is part of several *WhatsApp* groups, which includes community pharmacy contractors. These have proved to be a very successful means of communication.

### + LPC Website

The BedsLPC website is hosted within the PSNC portal.

In April 2021 PSNC began the process of updating their website. They appointed a digital agency [MAKE](#) to support this work, with all LPC websites scheduled to be upgraded to the new platform as part of the exercise.

LPCs were invited to training webinars in October 2021 ahead of the rebuilding of their websites.

Each LPC was invited to join one of four waves to upgrade of their websites. These waves consisted of different timescales, with a number of weeks between each wave. This was to ensure that each LPC could comfortably manage the updates and subsequent implementation of their website onto the new PSNC platform.

LPCs were offered the opportunity to have MAKE assist them with their work. This involved a 4-tier package plan:

- Self set-up – this involved LPCs doing the update and implementation work themselves with MAKE and PSNC support. This package was free to LPCs.
- Self set-up with extended support – this involved on-line or in-person support from MAKE and PSNC.
- Managed set-up – this involved training for the LPC with MAKE installing the LPC’s website theme. The LPC would then populate the content of the website themselves
- Managed set-up - MAKE to conduct all training for the LPC and then install and implement the full website.

On 11<sup>th</sup> November 2021 the project was put on hold due to issues identified by the PSNC project team and MAKE. Work recommenced in December 2022 and the LPCs in Wave 1 commenced their updates, migrations and implementations.

BedsLPC opted for the timeline offered by WAVE 4 - 21st to 25th February (go live on 25th Feb) and the free Self set-up package, with BedsLPC Business manager working with MAKE and PSNC to update their website.

Due to slippages with previous waves, BedsLPC’s timeline was put back by 4/5 weeks with go-live of the updated website anticipated for late March 2022.

### + **Bedfordshire LPC Treasurer’s Financial Report for the accounts for year ended 31<sup>st</sup> March 2022**

See appendix 1

### + **Bedfordshire LPC Financial Statements 31<sup>st</sup> March 2022**

Click on this [LINK](#) to view the report

### + **National Discharge Medicines Service (DMS)**

This recently nationally commissioned community pharmacy advanced service enables NHS Trusts to refer patients, who would benefit from extra guidance around newly prescribed medicines, to community pharmacies, improving patient safety and assisting in the reduction of readmission to hospitals.

The number of pharmacy referrals from the Bedford and L&D Hospitals has been lower than expected during the reporting period.

BedsLPC has highlighted this to the Hospital Trust on a number of occasions and has been advised that this is due to a number of factors, including hospital pharmacy workforce and Covid-19 related issues.

Bedfordshire LPC continues to assist local pharmacies with queries relating to the DMS.

**+ Prescription Medicine Stock Shortages**

The LPC advises PSNC and our local CCGs on medicine stock shortages experienced by BedsLPC community pharmacies.

**+ Generic Prescription medicines issues**

The LPC highlighted to PSNC that a considerable number of generic prescription medicines are only available from community pharmacy suppliers at prices which are considerably above drug tariff or concessionary drug prices.

**+ LPC Office IT**

The LPC Office continues to use Tristar to provide IT support.

**+ PSNC and LPC’s Operational Team (PLOT)**

BedsLPC’s Chief Officer regularly attends PLOT briefing feedback sessions.

PLOT provides a communication channel for LPC representatives to express concerns or views on community pharmacy matters directly to PSNC, affording an opportunity for PSNC to highlight contractual matters to LPCs.

**Bedfordshire LPC Self Evaluation 2021/22**

The LPC conducted a Self-Evaluation based on a template developed by PSNC. The process is led by our Treasurer, with the results discussed and agreed by the LPC Officers and signed off by LPC Members as an accurate reflection of the LPC’s responses to the template questions. The LPC reviews the self-evaluation annually to improve the efficiency of its work streams.

The colour coding represents  
**Purple** level - exemplary  
**Green** level - good  
**Amber** level - potential concerns

The LPC Self Evaluation 2021/22 is also available on the PharmOutcomes website.

	ASSESSMENT
<b>BUSINESS AND STRATEGIC PLANNING</b>	
Strategic Plan	
Work Programme	
<b>GOVERNANCE</b>	
Written Governance Arrangements	
Declarations of Interest	
Chief Officer	
LPC Reporting	
LPC Agendas and Minutes	
Chief Officer and Treasurer Roles	

<b>LPC MANAGEMENT AND STRUCTURE</b>	
Operational Capacity	
Capability and Expertise	
Size and Structure	
Working Together to Support Capacity	
Members' Competence	
PSNC Regional Representative	
Sharing Innovation	
<b>FINANCIAL MANAGEMENT</b>	
Budget	
Expenditure	
Reserves	
Expenses	
<b>COMMUNICATION</b>	
Communications Plan	
Communication Mechanisms	
Informing Contractors about Commissioning Matters	
Press Relations	
Contractor Passive Engagement	
Contractor Proactive Engagement	
Local MPs	
<b>CONTRACT DEVELOPMENT</b>	
Essential Services	
Advanced Services	
Commissioning Environment for Local Services	
Negotiation of Local Services	
Supporting Delivery of Local Services	
PSNC Services Database	
<b>STAKEHOLDER RELATIONSHIPS</b>	
Needs Assessments and Strategic Plans	
Patients and Representatives	
General Practitioners	
Other Professionals	
NHS England Local Team	
Local Authorities	
Clinical Commissioning Groups	
Strategic Health Partnerships	

## **+ BedsLPC Committee**

The LPC Officers would like to thank members of the Committee for their contributions to the work of the LPC during the past year.

See appendix 2 for a list of LPC committee members during the year 2021/22 and an up-to-date list of current members.

## **+ Bedfordshire LPC's Mission, Vision and Strategy 2021/22**

### **OUR MISSION**

To engage with, support and represent Community Pharmacy Contractors in Bedfordshire.

### **OUR VISION**

To be recognised as securing the best possible outcomes for patients and the local population in Bedfordshire by delivering high quality care and services from Community Pharmacy Contractors.

### **OUR STRATEGY**

This embraces:

Supporting Contractors; LPC Funding; Relationships with Stakeholders; Committee Member Responsibilities; Executive and Officer Responsibilities; Communications; PSNC Relationship; Good Governance.

### **SUPPORTING CONTRACTORS**

- Support our Contractors to achieve best practice in the delivery of the Community Pharmacy contract negotiated by the PSNC
- Facilitate training and development as appropriate
- Provide leadership for contractors in helping to facilitate change driven by new contractual and commissioning initiatives
- Represent contractors' views and issues to all Stakeholders
- Negotiate regional and local commissioned services and lead in their roll out
- Engage with the Community Pharmacy PCN Leads and support them in their role as appropriate
- Engage with the local area STP/ICS
- Raise the awareness of available resources for supporting practice
- Provide advice and support to individual Contractors as required

### **LPC FUNDING**

- Provide and demonstrate value for money for our contractors
- Seek to maintain reserves at the PSNC recommended level
- Seek to augment income from sponsorship and other sources to lower dependence on our levy.
- Agree an annual budget which reflects the LPC Strategy
- Manage our bank account and banking relationship.
- Prepare financial results on a regular basis for the LPC Committee.

### **RELATIONSHIPS WITH STAKEHOLDERS**

- Seek to build alliances within and without pharmacy for the benefit of Patients and Community Pharmacy
- Continue to develop recognition of the value and potential of Community Pharmacy.
- Develop productive relationships with our Stakeholders

- Promote mutual understanding and respect for each other's roles, objectives, views, and issues
- Invite Stakeholders to attend the relevant section of LPC Committee meetings
- Attend meetings with our Stakeholders when appropriate and possible

#### **COMMITTEE MEMBER RESPONSIBILITIES**

- Prepare for and attend LPC Committee and other meetings as required
- Respond to papers and submit comments when unable to attend meetings
- Contribute actively at LPC Committee Meetings, maintaining a high level of engagement and visibility
- Fulfil the roles assigned
- Keep apprised of developments in Community Pharmacy and the wider health economy
- Engage with the LPC Chief Officer and staff as required in the fulfilment of their roles
- Participate in the succession planning for the LPC Committee
- Contribute ideas for the future development of the LPC and our localities

#### **EXECUTIVE AND OFFICER RESPONSIBILITIES**

- The Chair to agree appropriate terms and conditions for employed staff, setting annual objectives for the executive team, and conducting annual performance reviews
- Ensure appropriate resources are available to our executive for the fulfilment of their roles
- Assess LPC performance annually and provide feedback

#### **COMMUNICATIONS**

- Maintain an up-to-date contact list of Contractors and Stakeholders
- Inform Contractors (and others as appropriate) of news and information using media platforms
- Maintain the LPC website as a reference source and communication vehicle

#### **PSNC RELATIONSHIP**

- Engage actively with PSNC at a national and regional level
- Use the resources that PSNC provide to support our contractors
- Seek information, advice, and support from PSNC to enable the LPC to fulfil its role.
- Develop dialogue and joint working with neighbouring LPCs

#### **GOOD GOVERNANCE**

- Embrace the Nolan Principles for Good Governance
- Uphold the Bedfordshire LPC Constitution
- Each committee member completes an annual Declaration of Interests which is updated as appropriate during the year
- The LPC Confidentiality Agreement is signed by the Officers, individual Members of the Committee and Employees
- Receive reports from the LPC Governance Committee and consider their recommendations



+ **Bedfordshire LPC Strategy RAG Ratings (February 2022)**

<p>The colour coding represents –</p> <ul style="list-style-type: none"> <li>▪ <b>Green</b> level - good</li> <li>▪ <b>Amber</b> level - potential concerns</li> <li>▪ <b>Red</b> level - concern needing corrective action</li> </ul>		
<b>1</b>	<b>SUPPORTING CONTRACTORS</b>	<b>RAG Rating</b>
1.1	Support our Contractors to achieve best practice in the delivery of the Community Pharmacy contract negotiated by the PSNC	Green
1.2	Facilitate training and development as appropriate	Green
1.3	Provide leadership for contractors in helping to facilitate change driven by new contractual and commissioning initiatives	Green
1.4	Represent contractors views and issues to all Stakeholders	Green
1.5	Negotiate regional and local commissioned services and lead in their roll out	Green
1.6	Engage with the Community Pharmacy PCN Leads and support them in their role as appropriate	Green
1.7	Engage with the local area STP/ICS	Green
1.8	Raise the awareness of available resources for supporting practice	Green
1.9	Provide advice and support to individual Contractors as required	Green
<b>2</b>	<b>LPC FUNDING</b>	
2.1	Provide and demonstrate value for money for our contractors	Green
2.2	Seek to maintain reserves at the PSNC recommended level.	Green
2.3	Seek to augment income from sponsorship and other sources to lower dependence on our levy	Amber
2.4	Agree an annual budget which reflects the LPC Strategy	Green
2.5	Manage our bank account and banking relationship	Green
2.6	Prepare financial results on a regular basis for the LPC Committee	Green
<b>3</b>	<b>RELATIONSHIPS WITH STAKEHOLDERS</b>	
3.1	Seek to build alliances within and without pharmacy for the benefit of Patients and Community Pharmacy	Green
3.2	Continue to develop recognition of the value and potential of Community Pharmacy	Green
3.3	Develop productive relationships with our Stakeholders	Green
3.4	Promote mutual understanding and respect for each other's roles, objectives, views and issues	Green
3.5	Invite Stakeholders to attend at the relevant section of LPC Committee meetings	Green
3.6	Attend meetings with our Stakeholders where appropriate and feasible	Green
<b>4</b>	<b>COMMITTEE MEMBERS' RESPONSIBILITIES</b>	
4.1	Prepare for and attend LPC Committee and other meetings as required	Amber

4.2	Respond to papers and submit comments when unable to attend meetings	
4.3	Contribute actively at LPC Committee Meetings, maintaining a high level of engagement and visibility	
4.4	Fulfil the roles assigned	
4.5	Keep apprised of developments in Community Pharmacy and the wider health economy	
4.6	Engage with the LPC Chief Officer and staff as required in the fulfilment of their roles	
4.7	Participate in succession planning for the LPC Committee	
4.8	Contribute ideas for the future development of the LPC and our localities	
<b>5</b>	<b>EXECUTIVE AND OFFICER RESPONSIBILITIES</b>	
5.1	The Chair to agree appropriate terms and conditions for employed staff, setting annual objectives for the executive team, and conducting annual performance reviews	
5.2	Ensure appropriate resources are available to our executive for the fulfilment of their roles	
5.3	Assess LPC performance annually and provide feedback	
<b>6</b>	<b>COMMUNICATIONS</b>	
6.1	Maintain an up-to-date contact list of Contractors and Stakeholders	
6.2	Inform Contractors (and others as appropriate) of news and information using media platforms	
6.3	Maintain the LPC website as a reference source and communication vehicle	
<b>7</b>	<b>PSNC RELATIONSHIP</b>	
7.1	Engage actively with PSNC at a national and regional level	
7.2	Use the resources that PSNC provide to support our contractors	
7.3	Seek information, advice and support from PSNC to enable the LPC to fulfil its role	
7.4	Develop dialogue and joint working with neighbouring LPCs	
<b>8</b>	<b>GOOD GOVERNANCE</b>	
8.1	Embrace the Nolan Principles for Good Governance	
8.2	Uphold the Bedfordshire LPC Constitution	
8.3	Each Committee Member completes an annual declaration of interests updated where appropriate during the year	
8.4	The LPC Confidentiality Agreement is signed by the Officers, individual Members of the Committee and Employees	
8.5	Receive reports from the LPC Governance Committee and consider their recommendations	

If you would like further information regarding the activities of Bedfordshire Local Pharmaceutical Committee, please do not hesitate to contact BedsLPC's Chief Officer Gerald Zeidman on the office email address [info@bedslpc.org.uk](mailto:info@bedslpc.org.uk) or via the LPC phone number 07800 764717 or myself using the office email address.

A handwritten signature in black ink that reads "Coll Michaels". The signature is written in a cursive style with a large initial "C".

**Coll Michaels, Chair**

30<sup>th</sup> August 2022

## Appendix 1

### **Bedfordshire LPC** **Treasurer's Financial Report for the Accounts for year ended 31<sup>st</sup> March 2022**

The Annual Accounts for Bedfordshire LPC are produced on an 'accruals basis'.

Receipts for the year were £162,750 against expenditure of £160,300 resulting in a surplus of £2,468 for the year.

The Bank Balance on 31<sup>st</sup> March 2022 was £88,443 of which £17,386 was held in a current account and the balance of £71,057 was held in a 32-day deposit account. These accounts are with Lloyds Bank plc.

The only assets belonging to Bedfordshire LPC are its current assets being the cash held in its two bank accounts.

#### **Receipts**

The LPC collects its statutory levy from contractors by a fixed monthly sum. The total collected was £162,750. This includes the receipt of £750 additional levy to offset the payment to PSNC for the match funding contribution we made to cover the RSG (Review Steering Group) cost. Otherwise, the levy has been held at this level without any increase for the last eight years. There were 116 contractors in Bedfordshire at the 31<sup>st</sup> March 2022.

The LPC received no other income or sponsorship money during the financial year. Due to the pandemic the LPC was unable to use AstraZeneca's meeting room at their offices at Capability Green, Luton which for several years AZ have provided without charge for the room.

Bedfordshire LPC benefits from an advantageous banking facility with Lloyds Bank plc arranged through the auspices of the PSNC. £22 of interest accrued from the 32-day notice account.

#### **Expenditure**

Salaries and NIC were £110,384 compared with £110,366 in the previous year. Salaries and NIC were £4,426 under budget for the year.

The Establishment Costs were £2,264 compared with £4,953 in the previous year. This reduction in costs was due to termination of the office sharing arrangement with Hertfordshire LPC from the end of September 2020. The Executive has continued Home Working with a Virtual Office at Wrest Park Business Centre.

The Communication Costs of £863 are IT costs. Tristar are retained at a cost of £72 per month to provide ongoing IT support.

Printing, postage, stationery, insurance, telephone, and travel costs were £910.

The PSNC annual levy of £31,805 includes the additional levy payment of £877 for the match funding contribution to cover the RSG cost. The PSNC levy has remained unchanged for the last six years and is paid by monthly standing order.

The Covid pandemic has meant that throughout the financial year the majority of committee and other meetings have been held virtually with resultant savings in meeting and travel costs. One Committee Meeting was held at Wrest Park in November. Meeting costs were £11,934 which

included £10,892 paid in attendance fees for the five LPC committee meetings held; £420 in attendance fees and expenses paid to committee members for representing the LPC in meetings with other stakeholders and £622 for the costs of the Committee Meeting at Wrest Park.

Accountancy and payroll charges were £1,740 and included the charge for the examination of the accounts by the Independent Examiner. The LPC Chair, Coll Michaels received £720 for managing the LPC payroll. These arrangements are kept under annual review and currently provide value for money for the LPC.

### **Conclusion**

The surplus for the year of £2,468 and is an improvement of £9,643 against budget.

This improvement against budget came from three main areas of expenditure - £2,858 from lower LPC meeting fees, £4,426 in lower salary costs and £1,580 from lower meeting attendance costs: a total saving for these three captions of £8,864.

The funds held in our accounts at Lloyds Bank on the 31<sup>st</sup> March totalled £88,442. This represents 54.4% of Annual Expenditure.

The LPC Committee reviews the financial position at every committee meeting and the Finance Committee keep an overview of all financial matters for the LPC on a quarterly basis.

### **Paul Fearon**

Treasurer – Bedfordshire LPC  
June 2022

## Appendix 2



**Bedfordshire Local Pharmaceutical Committee**

Representing Community Pharmacies in Bedford Borough, Central Bedfordshire and Luton

**Enterprise House, Wrest Park, Silsoe, Bedfordshire, MK45 4HR**

Mobile: 07800 764717 Email: [info@bedslpc.org.uk](mailto:info@bedslpc.org.uk)

**Chief Officer**  
Gerald Zeidman FRPharmS

**Chair**  
Coll Michaels

**Vice Chair**  
Nishil Shah

**Treasurer**  
Paul Fearon

### **BEDFORDSHIRE LPC COMMITTEE MEMBERS** **as at 2<sup>nd</sup> August 2022**

#### **Independent Representatives**

**Coll Michaels** (LPC Chair, representing Calverton Pharmacy)

**Nishil Shah** (Vice Chair, Cheeseman's Pharmacy)

**Amit Lakhani** (Bishopscote Pharmacy)

**Mahesh Shah** (The Mall Pharmacy)

**Dr Pinesh Patel** (Goldharts Pharmacy – committee member since 13/09/2021)

One vacant post

#### **Association of Independent Multiple Pharmacies Representatives (AIMp)**

**Ronak Maroo** (Janssens Pharmacy – AIMp representative since 13/06/2022, previously an Independent member)

One vacant post

**Naz Meghji** (Avicenna Pharmacy – left the committee 16/06/2022 )

**Indira Panchal** (Meiklejohn Pharmacy, Berkeley Pharmacy, The Village Pharmacy and Shortstown Pharmacy – left the committee 31/03/2022)

#### **Company Chemists Association Representatives (CCA)**

**Rupal Sagoo** (Tesco Pharmacy)

**Gordon Ross** (Boots Pharmacy)

**Khurram Tejrar** (LloydsPharmacy)

**Connor Steele** (LloydsPharmacy – committee member since 28/03/2022)

**Pruthvi Patel** (LloydsPharmacy – left the committee 28/03/2022)

LPC committee members are contactable via the LPC office on email  
[info@bedslpc.org.uk](mailto:info@bedslpc.org.uk)