



**GMLPC**  
Supporting Community Pharmacy  
in Greater Manchester

# GMLPC Contractor Event

**The Year Ahead for Community Pharmacy + AGM 2021/22**

Monday 3rd October 2022

Please note: this meeting is being recorded and will be available on-demand following the event



Novo Nordisk has made a financial contribution for corporate advertising

# Welcome

**Fin McCaul,  
Chair of Greater Manchester LPC**



# Event Agenda

Time	Description	Speakers
7:30pm – 7:50pm	Welcome, GMLPC AGM and Update from PSNC Chief Executive	<ul style="list-style-type: none"> <li>• Fin McCaul - GMLPC Chair (2021— Present)</li> <li>• Janet Morrison - Chief Executive of PSNC.</li> </ul>
7:50pm – 8:05pm	DOPT Presentation and GMLPC Accounts Presentation	<ul style="list-style-type: none"> <li>• Luvjit Kandula - GMLPC Director of Pharmacy Transformation</li> <li>• Mohammed Anwar - GMLPC Treasurer</li> </ul>
8pm	Voting on Annual Accounts closed	
8:05pm – 8:15pm	Q&A Session for Contractors	<ul style="list-style-type: none"> <li>• Fin McCaul - GMLPC Chair (2021— Present)</li> <li>• Mohammed Anwar - GMLPC Treasurer</li> <li>• Ifti Khan - GMLPC Vice Chair</li> <li>• Luvjit Kandula - GMLPC Director of Pharmacy Transformation</li> </ul>
8.15 – 8:20pm	GMLPC Annual Accounts voting results announcement	<ul style="list-style-type: none"> <li>• Fin McCaul - GMLPC Chair</li> </ul>
8.20 – 8.25pm	GM ICS/Local developments & CPPB	<ul style="list-style-type: none"> <li>• Luvjit Kandula - GMLPC Director of Pharmacy Transformation / CPPB Chair</li> </ul>
8.25pm – 8.40pm	Maximising Uptake of Pharmacy Services	<ul style="list-style-type: none"> <li>• Fin McCaul</li> </ul>
8.40pm – 8:45pm	Final Q&A and Close	<ul style="list-style-type: none"> <li>• Fin McCaul - GMLPC Chair (2021— Present)</li> </ul>

# PSNC & National Update

- **Update provided by Janet Morrison – Chief executive PSNC**

# GMLPC Community Pharmacy Update 2021/22



**Luvjit Kandula,  
Director of Pharmacy Transformation  
Greater Manchester LPC**



# Key Successes in 2021/22



We have commenced engagement of GP CPCS across **600 Pharmacies** and **420 practices** in collaboration with Bolton LPC, CHL and NHSE

**92% of contractors** engaged with the 2021/22 PQS scheme

GMLPC obtained IT **funding** for GPs and Pharmacies working with the GM ICS

Supported contractor assurance and provided a webinar with NHSE to support contractors in delivering **Covid Vaccinations** in **74 sites**

A total of **70 services** were recommissioned and 2 new services were commissioned in Greater Manchester

**Free HLP champion and leadership training** funding has been obtained for all contractors

We have provided contractors access to **GM Mental Health and wellbeing support and training**

# GMLPC Workstreams 2021/22



**GM ICS  
engagement and  
the development  
of the GM  
Commissioning  
Model**

**Workforce  
Development and  
Retention**

**Service  
Development to  
improve  
Contractor income  
and Patient  
outcomes**

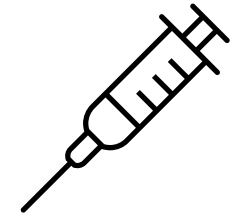
**Integrated working  
with Primary Care  
Networks and  
Place**

**Communications and Engagement**

**Business as usual & Office Management**

# Service Development

- ✓ **GPCPCS Support:** Trained approx. 420 General Practice teams on GP CPCS delivery across 67 Primary Care Networks across Greater Manchester in collaboration with Bolton LPC and CHL
- ✓ **DMS:** As of Q4 2021/22 Greater Manchester Community Pharmacies were ranked +19.8% above the national average for DMS
- ✓ **Flu Vaccination Service:** Over 550 Greater Manchester community pharmacies signed up to deliver the Flu service
- ✓ **Flu Vaccination Service:** regular focused reminders to complete a minimum of 30 flu vaccinations (in any eligible at-risk group) were sent out via NHSmail, newsletters, PCN WhatsApp groups and hosted on the website
- ✓ **PQS:** Dedicated Monday Memo newsletter designed to regularly update contractors and pharmacy teams on the most recent developments, updates, and deadlines in an easily digestible format





# Primary Care Networks



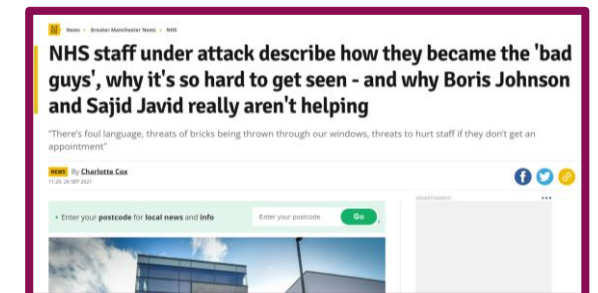
- ✓ Engagement with Community Pharmacy colleagues including Community Pharmacists, General Practice based Pharmacists, Area Managers and Community Pharmacy Teams.
- ✓ Development of a range of effective PCN support guides, resources, and guidance
- ✓ PCN Lead 1-2-1 coaching (pre and post contractor engagement call and pre and post Clinical Director/PCN meeting where responses from Clinical Directors were received)
- ✓ PCN Lead toolkit (in collaboration with PSNC and other LPCs across the country)
- ✓ Facilitation of communication and engagement – PCN email hubs (using NHS shared mail accounts) and WhatsApp groups for PCN pharmacies and the respective PCN leads

100% of  
Community  
Pharmacy PCN  
Leads in post



# Communications and Engagement

- ✓ Targeted reminders and individual calls to pharmacies for important service and funding deadlines or such as PNAs PQS, PSNC Pharmacy Audit, PhAS Review, GP CPCS, Antibiotic checklists, NMS, RSG Proposal vote
- ✓ Gathering intelligence and feedback on matters affecting Community Pharmacy through regular contact with contractors via phone and video calls
- ✓ Engaging with 24 local MPs across Greater Manchester to provide updates on the Lateral Flow Test (LFT) service, raise awareness of key challenges faced by the sector and ask for support from the Government
- ✓ Writing and sending press releases and articles on key sector updates to local MPs, journalists and Healthwatch organisations



# Contractor Engagement Survey 2021/22



In order to collect feedback from our contractors in relation to the support we provide our annual survey was launched in January 2022. The feedback provided is key in shaping the ways in which GMLPC will improve support provided to contractors going forward.

On a scale from 1-5 (poor-excellent), 73% rated the LPC's performance and level of support either a 4 (very good) or 5 (excellent).

259 responses

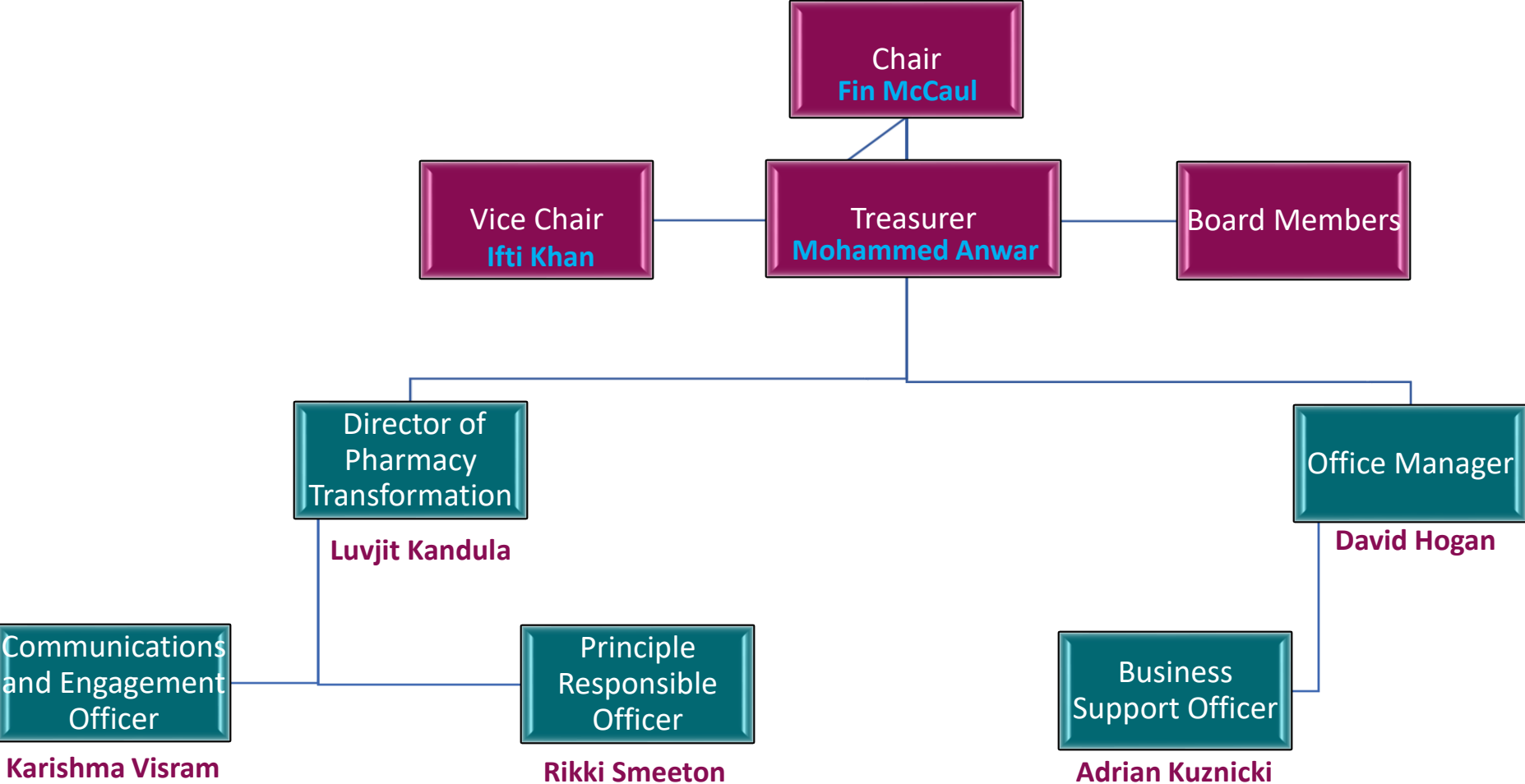
Key findings from the survey are as follows:

## Contractor Feedback

## Action Taken



# GMLPC Operational Structure



# Looking Ahead: Our vision for 2022/23



The GMLPC Strategy and workplan for this year builds on what we achieved in 2021/22 and is informed by the strategic context in which we operate, the commissioning landscape nationally and in Greater Manchester, and the issues that contractors said they wanted us to prioritise.

These include:

- GM ICS Engagement and the Commissioning Model
- Workforce Development and Retention
- Service Development
- Integrated Working with Primary Care Networks and Place

Implementation of changes as per contractor feedback gathered will also enable to that, our GMLPC team are focusing on the right priorities and can deliver what our contractors need from us now, and in the future.

# Annual Accounts

**Mohammed Anwar,  
Treasurer of Greater Manchester LPC**



GREATER MANCHESTER L.P.C.

Balance Sheet

Year ended 31 March 2022



	Notes	31.3.22		31.3.21	
		£	£	£	£
<b>Fixed Assets</b>					
Tangible Assets			0		0
			<u>0</u>		<u>0</u>
<b>Current Assets</b>					
Debtors	3	31,300		31,300	
Cash at Bank		546,679		524,549	
		<u>577,979</u>		<u>555,849</u>	
<b>Current Liabilities</b>					
Creditors: Amounts falling due within one year	4	20,097		13,961	
		<u>20,097</u>		<u>13,961</u>	
<b>Net Current Assets</b>			557,882		541,888
<b>Net Assets</b>			<u>557,882</u>		<u>541,888</u>
<b>Represented by:</b>					
<b>General fund</b>					
Balance at 1 April 2020			541,888		600,020
(Deficit)/Surplus for the year			15,994		-58,132
Balance at 31 March 2021			<u>557,882</u>		<u>541,888</u>

# Summary of Annual Accounts



- Total income: £477,619
- Total expenditure £461,625
- Net annual surplus: £15,994



# Q&A Session for contractors

- Fin McCaul - GMLPC Chair (2021— Present)
- Mohammed Anwar - GMLPC Treasurer
- Ifti Khan - GMLPC Vice Chair
- Luvjit Kandula - GMLPC Director of Pharmacy Transformation

Please vote on the GMLPC Annual Accounts if you have not done so already. All eligible voters should have received an email from Choice Voting. CCA head offices will vote on behalf of CCA contractors.

Voting will close at 8pm tonight.



# Announcement of AGM Results

# GM ICS and Local Developments

**Luvjit Kandula,  
Director of Pharmacy Transformation  
Greater Manchester LPC**



# GM ICS and Local Developments



- On the 1st of July 2022, the new statutory organisation; GM Integrated Care partnership was formed.
- The Greater Manchester Integrated Care Partnership is helping organisations work better together with people and communities. This will allow each local area to join up their services in a way that's best for their local communities, while the partnership, brings everyone together to share the overarching decisions, making sure care is fair across the region.
- NHS GM Integrated Care builds on a strong history of collaborative working since the devolution of Health and social care in 2015. The priorities to tackle inequalities and deliver high quality NHS and care services continue to remain a priority for Greater Manchester. Community Pharmacy has been increasingly recognised by the system as being integral to helping achieve these objectives
- The Community Pharmacy Provider Board (CPPB) is a Board recognised by the GM ICS with membership from Bolton LPC, CHL and GMLPC. CPPB work together to engage the GM system.
- We work closely with our other Primary Care via the Primary Care Board (PCB) to ensure a unified voice of wider PC is represented within the GM ICS to support transformation and integrated working for the benefit of our patients and communities.

# Key Achievements - CPPB



- Secured local funding for safety and security measures that have been put in place by Pharmacy teams in GM during the pandemic. This will be available to all contractors in GM. Deadline to apply 15<sup>th</sup> October 2022
- Secured funding for free HLP Champion and Leadership training for all contractors working with the LPN and Workforce collaborative.
- Secured IT referral and project management support funding from the GM ICS to support national advanced service implementation for services such as GP CPCS, DMS and HT case finding to enable integrated referrals to be sent between care settings.
- Secured access to health and wellbeing support including connect-5 training, free helplines and a Kickstart apprenticeship scheme to help support, retain and develop the workforce.
- CPPB continue to be involved and represent in system wide ICS discussions to support the GM commissioning model. IPMO, early cancer diagnosis, UEC CPCS, Population health, financial flows and Governance developments of the ICS
- We are developing a briefing with the GM PC pressures group to help address the pressures associated with increased workload due to pressures on other parts of the system. This is to be published soon and includes recommendations to support management of repeat prescription workload, manage queries and demand

# Maximizing Uptake of Pharmacy Services



**GMLPC**  
Supporting Community Pharmacy  
in Greater Manchester

**Fin McCaul,  
Chair  
Greater Manchester LPC**



# Maximising Service Income – Transition Payment



The LPC has been made aware that some contractors have not picked up on the change of transitional payments relating to NMS provision – please take note of the changes communicated last year as part of the funding arrangements and ensure that you have claimed for at least ONE NMS in the previous month to ensure that you can receive the transition payment.

Contractors will only be eligible for the service delivery part of the transitional **payment if they have claimed for at least one New Medicine Service (NMS) in the previous month; and been registered to provide the Community Pharmacy Consultation Service (CPCS) on the Manage Your Service (MYS) platform** for greater than or equal to half of the number of full days in the previous month.

Full guidance can be [found here](#).

The PSNC update can be [found here](#).

# Maximising Service update – impact



**For an Average Pharmacy of 7000 items per month**

- NMS £784
- CPCS £430
- DMS £200
- Hypertension £700
- Note this is Excluding SCS

# £2114 per month

## Pharmacy Contractors

- Engage the team to support service delivery
- Ensure locums are briefed
- Ensure regular checking of PO
- If you need support or training get in touch with us!



# Maximising Service update

## Q4 GMLPC Data



### Service per item comparison to national average (% diff)

Green = above national average  
Red = below national average

NMS	AURs	Stoma customisations	Covid deliveries	CPCS	Hep C tests	LFD distributions	DMS	BP clinic checks	ABPM
19.8%	-100.0%	-27.2%	108.8%	39.8%	-100.0%	-5.2%	-30.6%	91.1%	-18.2%

# Maximising Service Income – GM Plans



- Funding for Pharmacy Excellence obtained to support contractors to implement lean and agile processes to improve operational efficiency – currently in planning
- Targeted emails being sent by LPC to individual contractors who have not completed NMS from March onwards using PSNC services data
- Plans to support ABPM and GP/CP pathway in Autumn 2022
- Review of PQS data from 20/21 to review LPC support to maximise contractor engagement
- DMS rollout now live in 15/22 trusts – GM ICS reviewing referral numbers and live sites via Winter planning
- Daily review of GP CPCS data to maximise completion rates



# Final Q&A Session for Contractors



**Close**