



Annual Report & Accounts 2016/17

Greater Manchester Local Pharmaceutical Committee

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Welcome

We are delighted to present Greater Manchester Local Pharmaceutical Committee's (GMLPC's) Annual Report for 2016/17. It has been a privilege to represent community pharmacy in Bury, Glossop, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan since GMLPC was established in October 2016.

It has been an action-packed period with national developments including the imposition of a new contract and Quality Payments, continuing progress with health and social care devolution in Greater Manchester, and some exciting pilots and service developments in local community pharmacies.

We have worked hard to make sure community pharmacy's voice is being heard, particularly in the development of new models of health and social care across Greater Manchester and within each locality (or borough). Community pharmacy has enormous potential to enhance care for people in Greater Manchester and we are pleased with the response so far from commissioners.

This report summarises our activity from October 2016 to March 2017, and sets out our plans for 2017/18 in line with our vision of enabling community pharmacy to improve health, now and in the future.



Aneet Kapoor
Chair

Adam Irvine
Chief Executive

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About Greater Manchester LPC

Greater Manchester Local Pharmaceutical Committee (GMLPC) was created on 1st October 2016. This report summarises the progress we have made in 2016/17, our plans for 2017/18, and our annual accounts for 2016/17.

Our vision: To enable community pharmacy to improve health now and in the future

Our values: Innovative, Collaborative, Integrity, Excellent, Supportive

We are the statutory body representing people who provide community pharmacy services in Bury, Glossop, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford & Wigan in discussions and negotiations with commissioners. They have a legal duty to consult us on proposals affecting community pharmacy.

Background

In June 2016, pharmacy contractors in our area voted to combine forces to strengthen their voice and ensure community pharmacy is a vital part of Greater Manchester's devolution journey, benefiting patients, the public, and the wider healthcare system.

GMLPC was formed by the merger of Ashton, Leigh & Wigan LPC, Bury & Rochdale LPC, Manchester LPC, Oldham, Tameside & Glossop LPC, Salford & Trafford LPC, and Stockport LPC. It also replaced a federated organisation, Community Pharmacy Greater Manchester. We do not represent pharmacy contractors in Bolton.

Who we are

We represent the full spectrum of community pharmacy, from large chains to small independents and online distance-selling pharmacies. Our committee has 13 members who have been nominated or elected to represent their sector:

- 5 independent contractor representatives, elected by peers
- 2 representatives of medium-sized chains, nominated by AIMp (Association of Independent Multiple Pharmacies)
- 6 representatives of large multiples, nominated by CCA (Company Chemists Association)

We also have a small team of office staff, led by our Chief Executive Adam Irvine.

Committee members

- Aneet Kapoor, Chair (Independent)
- Ifti Khan, Vice Chair (CCA)
- Chris Dagnall, Treasurer (CCA)
- Fin Mc Caul, Contractor Engagement Lead (Independent)
- Phil Maslin, Governance & IT Lead (CCA)
- Mohammed Anwar, Rochdale Locality Lead (Independent)
- Peter Marks, Stockport Locality Lead (AIMp)
- Mohamed Patel, Bury Locality Lead (Independent)
- Raj Patel, Salford Locality Lead (AIMp)
- Bruce Prentice, Wigan Locality Lead (Independent)
- Helen Smith, Trafford Locality Lead (CCA)
- Gill Stone, Oldham Locality Lead and Tameside & Glossop Locality Lead (CCA)
- Jennie Watson, Manchester Locality Lead (CCA)

Office team:

- Adam Irvine, Chief Executive
- Claire Dickens, Service & Development Manager
- Lindsey Flynn, Business Support Officer
- Judith Goodwin, Business Support Manager
- Lisa Mather, Business Support Officer
- Dipesh Raghvani, Clinical Lead
- Helen Reed, Business Support Officer
- Emer Scott, Communications & Engagement Lead
- Vacancy, Project Implementation Lead

Chair's Report

The devolution of Greater Manchester's health and social care budget in April 2016 was the catalyst for community pharmacy contractors across the region taking the final step to join forces in a combined local pharmaceutical committee (LPC) with a stronger voice.

Contractors from Bury, Glossop, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, and Wigan voted in June 2016 to merge their existing LPCs into one new Greater Manchester LPC (GMLPC).

The creation of a new LPC aimed to build on the collaboration and close relationships that community pharmacies across the city region had established over many years. Formalising that relationship within a new LPC – a statutory body with the power to negotiate with commissioners on behalf of contractors – has strengthened community pharmacy's voice and ability to shape future health services. Our federated predecessor, Community Pharmacy Greater Manchester (CPGM), was unable to represent contractors in this way as it was not a LPC. We also work closely with Bolton LPC, which continues to represent contractors in that locality.

Since GMLPC was established on 1st October 2016, we have made remarkable progress with our objective of getting community pharmacy's voice heard by key decision-makers and commissioners, as this report makes clear. We meet regularly with health leaders and senior commissioners, have seats on all the main discussion and decision bodies, and have had positive meetings with Andy Burnham (now Mayor), Tony Lloyd (while Interim Mayor) and several local MPs, who have been very supportive of the value of community pharmacy.

The LPC committee members are supported in their work by a Chief Executive Officer and an

office team that brings professional expertise in project management, contracting and commissioning, business services, clinical knowledge, and communications and engagement. Our bimonthly meetings have been productive and enable the full LPC to discuss progress and next steps, as well as examining what has been working well and where we need to do more.

While 2016/17 was dominated by funding cuts, the introduction of Quality Payments, and the need for us to establish our voice within Greater Manchester's new devolved forums, we are conscious that we need to ramp up our activity within individual localities in 2017/18. We are part of the emerging local care organisations in the nine boroughs whose contractors we represent, and are arranging events in each locality for pharmacies.

To enhance our service to contractors, we are also reorganising some of the roles and responsibilities within GMLPC. The committee members will focus on strategy, clinical leadership and oversight of negotiations and commissioning. The office team will take on more of the day-to-day work including attendance at routine locality meetings. This will provide better value for money for our contractors as well as increasing our presence within localities. The new structure will come into effect later this year when the Project Implementation Lead is in post.

All in all, GMLPC's first year has been successful on many levels but we are far from complacent and will continue pushing ourselves further to get the best for the contractors and pharmacy teams we are proud to represent.

Anee Kapoor

Chair

Chief Executive Officer's Report

There have been momentous changes in community pharmacy and primary care more broadly since April 2016. They range from the devolution of health and social care in Greater Manchester to the national funding cuts and introduction of Quality Payments in the pharmacy contract imposed in December 2016.

The creation of Greater Manchester LPC (GMLPC) on 1st October 2016 through the merger of six former LPCs was another significant change, and we have hit the ground running in our first year. GMLPC was created to give community pharmacy a stronger voice in primary care across Greater Manchester, enabling pharmacies, patients/residents and the wider health and social care sector to harness the opportunities of devolution. We also pledged to strengthen support for contractors and pharmacy teams from a small professional GMLPC office team.

We have made excellent progress since our creation in October 2016 and efforts are already bearing fruit, particularly in regard to the relationships we have established within Greater Manchester Health and Social Care Partnership (GMHSCP) and associated forums. Community pharmacy's voice is now being heard at the right level in key planning and decision-making bodies, ensuring we are well positioned to help shape service development and commissioning.

We have been working closely with GMHSCP and other partners on exciting proposals to deliver a Greater Manchester vision for Community Pharmacy services, ensuring it will be clinically and financially viable for contractors and the NHS. Draft proposals will be shared with contractors and community pharmacy teams shortly and we will welcome your views.

In tandem with this, at our AGM we are trialling a comprehensive training and workforce development vehicle supported by sponsorship, and exploring options for using similar models for other areas of workforce development in future.

Together, our Greater Manchester community pharmacy vision and the package of training and development support aim to ensure the sector's resilience, clinical quality and value to patients, residents and public health and wellbeing.

New services being piloted or commissioned include the innovative Pharmacy Care Plan pilot, the expansion of the Greater Manchester minor ailments service to Bury and Rochdale, the relaunch of an adult inhaler service across Greater Manchester, pilots for pharmacy-based atrial fibrillation support in Trafford and electronic repeat dispensing in North Manchester, and a new Champix service in Rochdale. You can read more about these in this annual report.

Having established a strong voice for community pharmacy at Greater Manchester level, however, we are conscious we need to enhance our presence and offer a more consistent service at a locality level. To this end, we are recruiting a new Project Implementation Lead who will manage pilots and projects, releasing other team members' time to build relationships with local commissioners and partners. We are really excited about the capabilities and capacity this new team member will bring. This is important because of the new local care organisations (LCOs) that are now in various states of formation in each borough. They are developing proposals for health services specific to local communities' needs, and community pharmacy needs to be a key part of this in the same way as we are at Greater Manchester level.

In summary, then, we have made a strong start and great progress since October 2016 but we are ambitious and excited about the year ahead. Community pharmacy's voice and value needs to be recognised and we are determined to make sure it's embedded into commissioning practice.

Adam Irvine

Chief Executive Officer

Treasurer's Report

When Greater Manchester LPC (GMLPC) was created on 1st October 2016, the finances of its six predecessor LPCs were combined. Each of the previous LPCs – Ashton, Leigh & Wigan LPC; Bury & Rochdale LPC; Manchester LPC; Oldham, Tameside & Glossop LPC; Salford & Trafford LPC; and Stockport LPC – provided an agreed level of funding into the new GMLPC.

I am grateful to the Treasurers of the previous LPCs and to Ifti Khan, who was the treasurer of

the federated organisation CPGM (Community Pharmacy Greater Manchester), for agreeing a methodology to fund the new GMLPC and then making it happen.

As you will see from the accounts, our levy remains at the agreed amount circa £49k per month and our Chief Executive Officer and his team operate to this funding level.

Chris Dagnall

Treasurer

Performance in 2016/17

Our priorities

We believe it has never been more important for community pharmacy's voice to be heard. Our members voted to unite as one LPC so community pharmacy could play its full part in Greater Manchester devolution, future provision of health and social care, and meeting the challenges of caring for an ageing population with complex health needs.

The imposition of a new national contract for community pharmacy in December 2016, with reduced funding and some income now dependent on achieving Quality Payments, created added impetus.

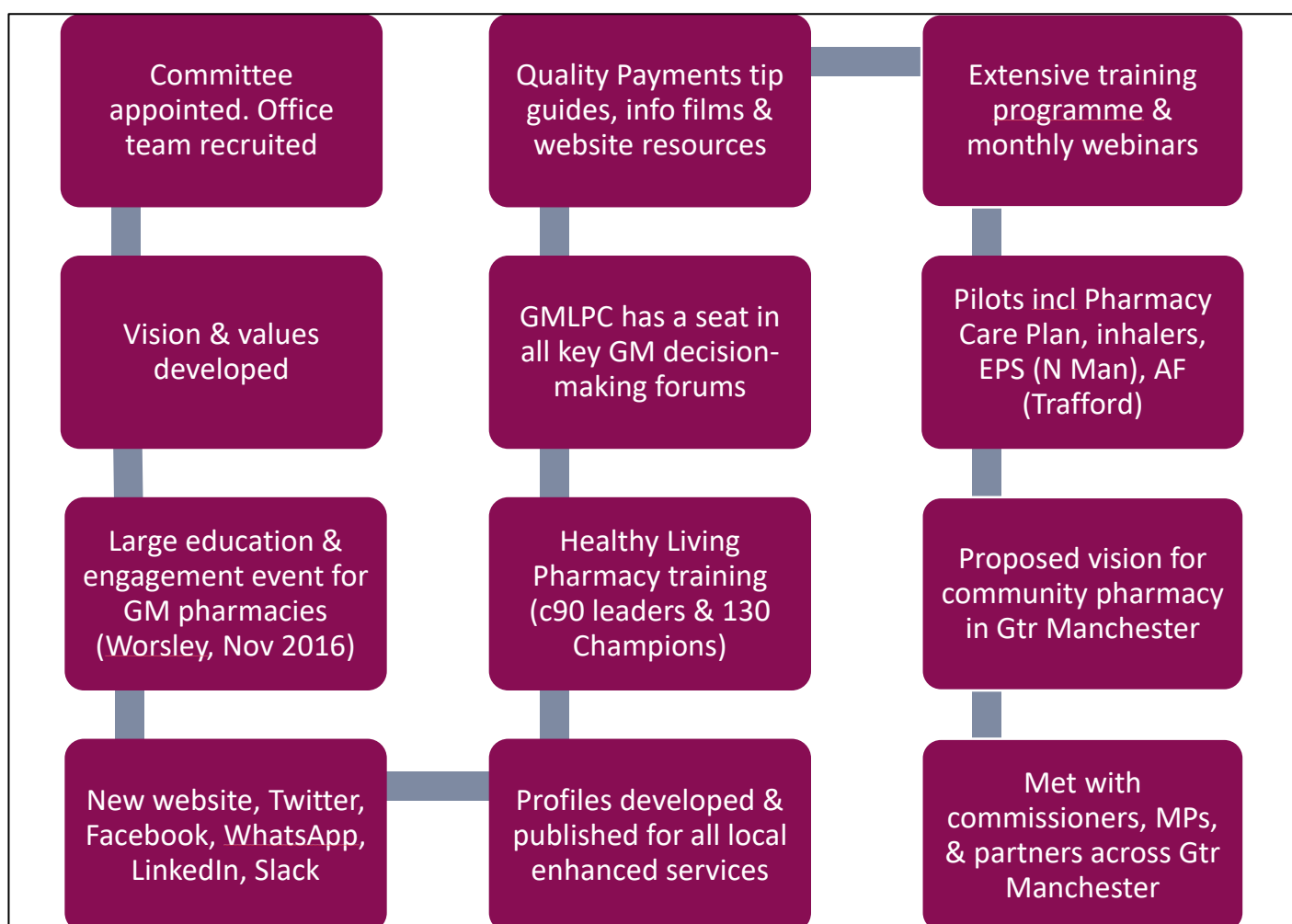
Our priorities in our first six months have been to:

- Ensure community pharmacy's voice is heard in all key decision-making forums

- Understand the needs of our members and their teams, supporting them through the introduction of Quality Payments and other contract changes
- Develop and maintain a programme of innovative pilots demonstrating the power and value of community pharmacy in meeting local health needs
- Deliver great services to our members including training and education, regular communication, and advice and support

The rest of this section describes the progress we have made.

Here are some of the things we've achieved so far...



Ensuring community pharmacy's voice is heard

Greater Manchester's key decision-makers

We have built excellent relationships with Greater Manchester leaders, commissioners and partners and have a seat at all the key decision-making forums. This includes Greater Manchester Health & Social Care Partnership's Strategic Partnership Board, which oversees health and social care across the city region and is responsible for the £6bn health and social care budget. We've also had individual meetings with Interim Mayor Tony Lloyd and the Rt Hon Andy Burnham MP.

Primary care colleagues

We are playing an influential role in Greater Manchester's Medicines Strategy Group and the Greater Manchester Medicines Management Group, Primary Care Advisory Group, Pharmacy Advisory Group, and the Local Pharmaceutical Network and its sub-committees. Positive meetings with local medical, optical and dental committees have also taken place. Unlike many areas, community pharmacy is actively involved in planning future health services.

Future of pharmacy

Greater Manchester is keen to harness the enormous benefits community pharmacy can

offer patients, the public and health and social care colleagues. We're developing proposals that will demonstrate the value of investing in community pharmacy and present a vision for future services. We will welcome your thoughts and input.

MPs

Our campaign encouraging local MPs to show their support for community pharmacy saw many of them visiting pharmacies in their constituencies, including Shadow Health Minister Andrew Gwynne, Graham Brady, Jim McMahon, Lisa Nandy, and Jonathan Reynolds. We also briefed MPs on the proposed funding cuts. Several spoke in Commons debates or contacted the Health Secretary.

Local areas

We have engaged with emerging local care organisations (LCOs) as well as CCGs, councils, GP federations, provider boards and other partners across Bury, Glossop, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan to build relationships and ensure community pharmacy is an important part of their local plans.

Greater Manchester devolution

Greater Manchester Health & Social Care Partnership (GMHSCP) now holds the budget and oversees health and social care across the city region. It comprises all 27 NHS organisations and all 10 local authorities in Greater Manchester.

GMLPC sits on GMHSCP's Strategic Partnership Board (SPB), alongside other members such as Greater Manchester Police. The SPB is the key decision-making forum.

GMHSCP's vision for health and social care – 'Taking Charge' – promises to incentivise best practice and develop more integrated and innovative services. Local care organisations (LCOs), bringing together health and social care, are being developed in each borough.

The LCOs will determine how Taking Charge is delivered in their locality and GMLPC will be ensuring community pharmacy is involved.

Understanding & supporting our members

Engagement event

All pharmacy contractors and their teams were invited to a half-day education and engagement event in November 2016 covering hot topics including the Quality Payments scheme which had just been announced. We also outlined our vision for GMLPC and asked delegates their priorities for their new LPC.

Survey

From November to December 2016, we asked all contractors about their priorities for GMLPC, what support they wanted from us, their key training needs and their communication preferences. We have used the results to shape what we do and ensure we are delivering what contractors want from us.

Quality Payments

Supporting our contractors in achieving Quality Payments was a top priority. The scheme, introduced with the new national contract in December 2016, has made some of a pharmacy's income dependent on achieving certain criteria on 28th April and/or 24th November 2017. We have produced extensive resources including tip guides emailed out each week, short films, website material, and a webinar.

Healthy Living Pharmacy

Healthy Living Pharmacy was identified as a key priority by contractors who took part in our survey. It is also linked to Quality Payments as pharmacies that have not achieved Healthy Living Pharmacy Level 1 by 24th November will miss out on a potential £1,280 in income. We have worked with partners including the Centre for Postgraduate Pharmacy Education (CPPE), Bolton LPC and Health Education England to arrange free training in HLP leadership and becoming an accredited HLP champion.

Webinars

Webinars are another way we're supporting contractors and pharmacy teams. Topics so far have included Quality Payments and enhancing patient safety, and we plan to run webinars approximately monthly. Sessions are also available on demand afterwards via the Training link on our website for people who are unable to take part live.

Guidance & advice

We offer guidance to contractors who have queries or concerns, and in our first six months have dealt with subjects including how to nominate a whistleblowing Freedom to Speak Up Guardian, to Quality Payments, to registering for the new NUMSAS service and many more.

We've now offered 90 free places on Healthy Living Pharmacy leadership training and around 120 for HLP Health Champions, helping more pharmacies achieve HLP Level 1.

We surveyed pharmacies in March 2017 to ask how Quality Payments preparation was going, any extra support they needed & any issues. They said the information we were providing was good, and we were also able to help answer individual questions & alert regional/national bodies to some issues.

You said, we did

'We need Healthy Living Pharmacy training'

- So far we've offered free HLP leadership training to 125 pharmacists
- We've offered local pharmacies 130 places on free HLP Champions training

'Share information with us via WhatsApp & Facebook'

- We've set up a WhatsApp broadcast list. Pharmacies can now access key news & information this way
- Our new Facebook page is now live. You can like it @GMLPC

'More local news, less repetition of what we've had from other sources'

- Our newsletter includes more news from Greater Manchester & local areas
- We've redesigned the newsletter so it's easier to see what stories are for action, info or interest

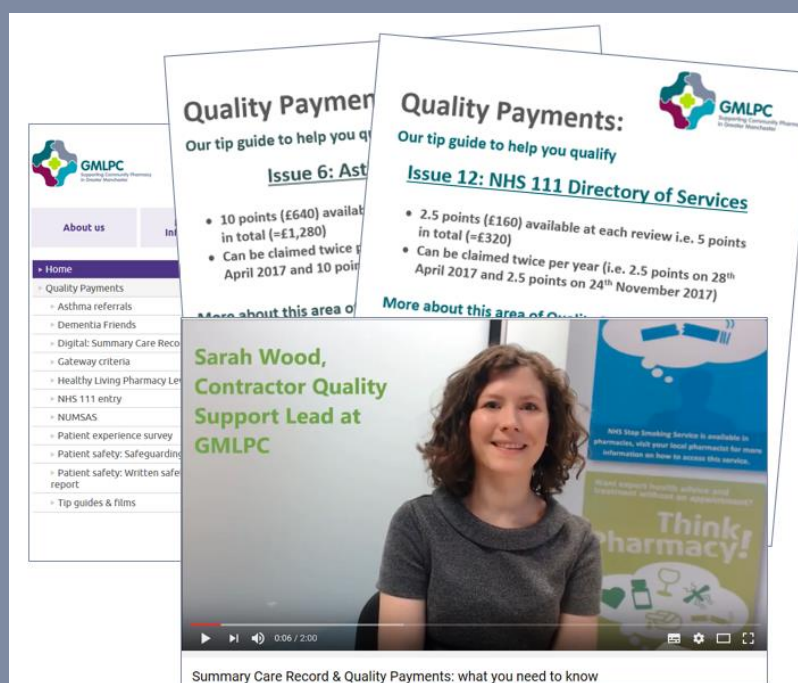
'Run training events on evenings & weekends, wherever possible, and in easy-to-access venues'

- The training we provide is on evenings or weekends, wherever possible
- Sessions across Greater Manchester in venues with great transport links

Quality Payments

The new national pharmacy contract made some income dependent on achieving certain quality criteria. To qualify, pharmacies must first meet four gateway criteria. They can then get points for meeting additional quality criteria including Dementia Friends training and asthma referrals.

Helping pharmacies understand the new requirements and claim quality points at the first review date on 28th April has been a top priority. We did this via our website, weekly tip guides, information films, and a survey to check how people were getting on and to highlight any issues.



Quality Payments: Our tip guide to help you qualify

Issue 6: Asthma

- 10 points (£640) available in total (=£1,280)
- Can be claimed twice per year (i.e. 5 points on 28th April 2017 and 10 points on 28th November 2017)

Quality Payments: Our tip guide to help you qualify

Issue 12: NHS 111 Directory of Services

- 2.5 points (£160) available at each review i.e. 5 points in total (=£320)
- Can be claimed twice per year (i.e. 2.5 points on 28th April 2017 and 2.5 points on 24th November 2017)

Sarah Wood, Contractor Quality Support Lead at GMLPC

Summary Care Record & Quality Payments: what you need to know

Pilots demonstrating the value of community pharmacy

Some fantastic projects are now taking place across Greater Manchester, showing the huge benefits that community pharmacy has to offer patients and the public, commissioners, and health and social care partners. A number of others have recently been completed and are currently being evaluated. Where projects were already in development or running before Greater Manchester LPC (GMLPC) was created, we have continued the good work of our predecessor LPCs and Community Pharmacy Greater Manchester.

We have also initiated a number of new pilots and the wider expansion of innovative services across Greater Manchester so more patients can benefit, something we have been able to achieve thanks to our position representing community pharmacy across such a large footprint. This section outlines some of the exciting pilots and service developments in community pharmacies.

Underway or starting soon

Community Pharmacy Care Plan

Fifty Greater Manchester pharmacies are providing pioneering support for people with complex long-term health needs in this pilot which began in March 2017. It follows national research that showed patients are willing to engage with pharmacists to identify goals that will improve their quality of life. Patient and pharmacist have regular consultations where the patient sets goals for themselves and receives ongoing review and support. The pilot was commissioned by Greater Manchester Health and Social Care Partnership and is being delivered through CPGM Healthcare Ltd (CHL), the provider arm established by Greater Manchester's LPCs.

Minor Ailments Scheme

We have played a key role in achieving the roll-out of the Greater Manchester Minor Ailments Scheme to more areas. Since April 2017, it has been expanded to Bury and Rochdale, as well as Manchester, Salford and Stockport. The service enables patients to get urgent care and, where appropriate, dispensed medication for a range of minor ailments including stomach upsets, sprains,

headlice, and urinary infections, rather than seeing their GP. Our aim is to see it commissioned across all of Greater Manchester.

Atrial fibrillation: Trafford

Participating pharmacies will help reduce stroke-risk in patients with the heart condition atrial fibrillation. Patients will have a consultation with a pharmacist to review medication, lifestyle and stroke risk factors and jointly agree a plan. The pharmacist will recommend the plan to the patient's GP. The pilot was initiated through Salford & Trafford LPC and is starting in summer 2017.

Adult inhaler technique service

We are currently working with Greater Manchester Health and Social Care Partnership to launch a new pilot for people who use inhalers e.g. for asthma or COPD. Using the right technique helps people get the best effect from their inhaler(s), and can make a huge difference to how they feel. Pharmacists will help people make sure they are using their inhaler(s) correctly, as each inhaler has its own specific technique. The pilot is set to start later this year.

Electronic repeat dispensing: Manchester

We have been working with Manchester commissioners to roll out electronic dispensing across North Manchester, with the support of GP practices. This project was initiated through Manchester LPC and is currently underway.

Completed & undergoing evaluation

Hip-and-knee: Stockport

This project aimed to improve orthopaedic referrals to reduce waiting times for patients with osteoarthritis of the hip or knee who may need surgery. Participating pharmacies assessed patients attending with non-injury-related problems for referral to their GP and onward referral for physiotherapy or orthopaedic assessment. The group has now developed a series of knee masterclasses in Stockport where a community pharmacist presents to attendees. The project was initiated through Stockport LPC and the results are currently being evaluated.

School asthma support

Pharmacists have run education sessions in primary and secondary schools across Greater Manchester to improve asthma awareness and minimise the risk of children experiencing severe, potentially fatal, asthma attacks. The sessions were tailored for different age groups and were attended by children and young people with asthma, teachers and, where appropriate, parents and carers. The project was initiated through Community Pharmacy Greater Manchester and the results are now being evaluated.

Future projects in the planning

Dementia-friendly pharmacy framework

We are developing plans to expand the dementia-friendly pharmacy framework across Greater Manchester, building on good work that has already taken place in Wigan and Bolton.

Potential new services

We have agreed with commissioners around the roll-out of the following locally-commissioned

services: Vitamin D provision in Manchester; Champix service in Rochdale.

Access to clinical information

It is vital that community pharmacies can access relevant, accurate, up-to-date information about patients so we are actively involved in Greater Manchester's data revolution, making best use of technology to enhance clinical care and enable health professionals in different locations to work together. The GM Connect and Datawell projects are two examples of this.

Research and innovation

Greater Manchester's landmark memorandum of understanding with the pharma industry will enable community pharmacy to play a greater role in research and innovation, and the development of new treatments. The Salford Lung Study showed the huge potential of community pharmacy. We are part of the Greater Manchester medicines workstream and other groups looking at how new treatments can be trialled and, if effective, rolled out more quickly.

CPGM Healthcare Ltd (CHL)

Local pharmaceutical committees (LPCs) are the statutory bodies that represent community pharmacy contractors, i.e. those with contracts to provide NHS pharmacy care and services commissioned by local authorities. LPCs are not allowed to provide pharmacy services themselves or to hold contracts for service delivery. There are times, however, when it would make sense for commissioners to be able to contract with one organisation rather than having individual contracts with each community pharmacy – especially since there are more than 700 in Greater Manchester.

That's why CPGM Healthcare Ltd (CHL) was created. It is a provider organisation that can hold contracts and deliver services on behalf of all community pharmacies in Greater Manchester. Although independent from LPCs, it was formed with their support; both Greater Manchester LPC and Bolton LPC are represented on its board and work closely with it.

CHL is the delivery vehicle for a number of pilots and services because it can hold contracts on behalf of participating pharmacies. One example is the Community Pharmacy Care Plan pilot (see page 12). It also delivers the annual flu vaccination training programme and supported the rollout of Accessible Information Standards by delivering face-to-face and online training.



Delivering great services to our members including training and education, regular communication, and advice and support

Greater Manchester LPC only exists because of the pharmacy contractors we represent. They put their faith in us by voting to create one LPC covering Bury, Glossop, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan. It is a responsibility we take seriously and we work hard to provide excellent services to our members.

We have made great progress with this in our first six months but we are keen to push ourselves even further and expand the services and support we provide our members. Our ambition is to be the best LPC in the country in terms of the services we provide and the outcomes we achieve. This section summarises what we have delivered in our first six months.

Training & education

We've coordinated, delivered or arranged training and education on a wide range of topics for pharmacists and pharmacy teams. The main focus has been Healthy Living Pharmacy (HLP) leadership and champions training (a two-day course), due to huge demand and the link to Quality Payments. We have incorporated Dementia Friends training as an optional extra for people attending other training and events. We worked with CPPE to secure and publicise safeguarding training.

Local training sessions have included cancer awareness in Oldham in partnership with Cancer Research UK, electronic repeat dispensing in North Manchester. Flu vaccination and PGD training has been arranged through CHL.

Our webinar series launched in March 2017 with a session on Quality Payments. We also publicise training and education opportunities that may be of interest to Greater Manchester LPC pharmacies.

Communications & engagement

Our weekly Wednesday e-bulletin contain the key news and information relevant to our contractors and their teams, and we supplement them with ad hoc bulletins with urgent updates or items relating to a particular area. Other communications channels include our WhatsApp broadcasts, Facebook & Twitter. We also introduced a Slack group for peer discussion and sharing best practice.

Local briefings & collaborative events

We have been developing plans with commissioners for local briefings and engagement events updating contractors on locally-commissioned services and providing guidance and support on them. The first event was in Trafford on 12th June.

Support with Quality Payments

Quality Payments have been one of our top contractor-support priorities. Back in November, we held a large contractor event covering what Quality Payments involved and strategies to help pharmacies achieve them. We created a Quality Payments resource centre on our website, produced weekly tip guides, and made short films on some of the key points.

Our customer care programme

We already contact pharmacies proactively where feasible – for example, checking whether they needed support with assurance visits from commissioners. We also resolve lots of queries and problems for our contractors. Over the next six months, however, we plan to introduce a much more comprehensive customer care programme to support contractors and their teams. We will proactively contact every pharmacy to check in with them and see how we can support them better.

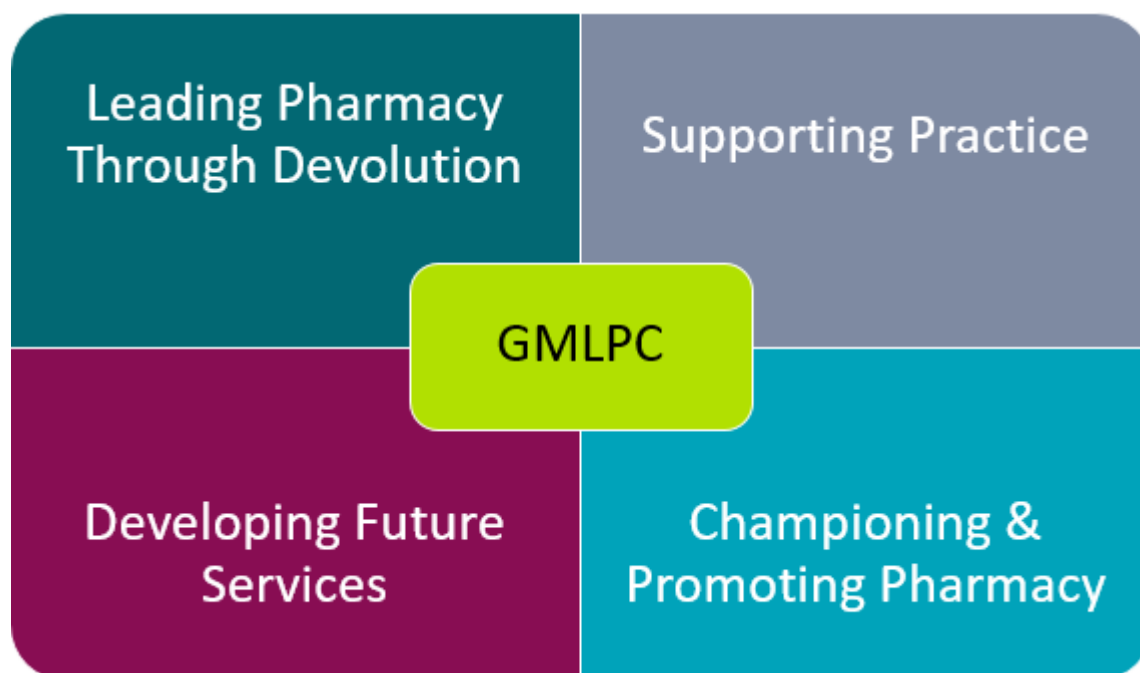
Plans for 2017/18

We are hugely ambitious on behalf of community pharmacy in Greater Manchester and our plans for the year ahead reflect that. Our vision is to enable community pharmacy to improve health now and in the future.

We will achieve this by ensuring the sector is firmly embedded at the heart of Greater Manchester commissioners' primary care strategy. Our approach will be to work collaboratively with pharmacy teams, partners, patient/public representatives, other health professions and care providers, the third sector, and other relevant local, regional and national stakeholders.

Community pharmacy faces increasing, and ever changing, demands. Helping pharmacy contractors and their teams to maximise the potential opportunities of Greater Manchester devolution, and supporting them through change, will be key priorities for us. Much of our focus will be on working with commissioners and the new Locality Care Organisations in each borough to shape the future of health and social care services.

Our strategy for the year ahead has four strands:



Leading pharmacy through devolution

- Work with others to develop opportunities for community pharmacy innovation and transformation, including new services building on the sector's shared ambition of being the facilitator of personalised care for people with long-term conditions, the trusted first port of call for health advice & treatment, and the neighbourhood health and wellbeing hub.
- Improve multidisciplinary working within primary care by collaboration with other professions.
- Develop a consistent community pharmacy 'offer' for people across Greater Manchester.
- Keep pharmacy teams in the loop and involved in Greater Manchester's devolution journey.
- Contribute to and, where relevant, lead Greater Manchester's Pharmacy Local Professional Network workstreams integrating community pharmacy within enhanced patient care pathways.
- Use these workstreams to guide workforce development within Greater Manchester.

Developing future services

- Assist contractors in optimising their teams for service delivery.
- Work with commissioners through the available contracting mechanisms to ensure the sustainability and value of locally-commissioned enhanced pharmacy services.
- Co-create new services so community pharmacy contributes to the success of 'Taking Charge', Greater Manchester's health and social care strategy.
- Bring innovative solutions to commissioners that forward an enhanced role for community pharmacists and their teams within health and social care.

Supporting practice

- Arrange appropriate training for current and future services, and other opportunities for community pharmacy, funded through sponsorship and collaboration wherever possible.
- Assist contractors with queries about contractual and operational matters, signposting and managing handover to relevant organisations as appropriate.
- Update contractors on key issues and developments within Greater Manchester.
- Work with pharmacies to maximise the funding available through Quality Payments.
- Promote uptake of locally-commissioned and advanced services (e.g. Medicines Use Reviews, New Medicine Service, and the NHS Urgent Medicine Supply Advanced Service), and facilitate networking with high-performing teams for practical tips to consistently provide a quality service to local communities.

Championing and promoting pharmacy

- Lead pharmacy and primary care workstreams maximising opportunities for community pharmacy.
- Ensure national funding such as the Pharmacy Integration Fund is appropriately invested to fit in with Greater Manchester's needs.
- Use and encourage relevant media channels to promote and champion community pharmacy through positive patient stories. Harness the opportunities that partnership working may offer for increasing media coverage.
- Support contractors to host local dignitaries (e.g. MPs and councillors) in their pharmacies to experience the vital role community pharmacy plays in their health and social care of citizens. This may help influence policy decisions, locally and nationally.
- Identify, encourage and support future leaders within local community pharmacy.

Greater Manchester community pharmacy data 2016/17

Note: MUR, NMS and prescription figures are for Greater Manchester LPC contractors. Flu figures include Bolton LPC contractors as well. Minor ailments figures are just for pharmacies in Manchester, Salford and Stockport providing the Greater Manchester Minor Ailments Service. Data from PSNC, NHS BSA and PharmOutcomes.

Greater Manchester pharmacies provide vital healthcare every day. Last year, they did all this & more...



182,422
Medicine Use
Reviews,
helping people
get more from
their medicine



42,631 NHS flu
vaccinations,
protecting
vulnerable
people from flu



5.6M
prescription
items
dispensed



37,002 minor
ailment
consultations,
avoiding the
need to see a GP



49,572 New
Medicine Service
consultations,
helping people
use medicine
correctly

Source: PSNC, PharmOutcomes and NHS Business Services Authority. Figures for flu also include Bolton. Figures for minor ailments only include Manchester, Salford and Stockport.

Greater Manchester pharmacies helped protect more than 42,000 people from flu last year...

42,631

NHS flu vaccinations
by local pharmacies in
2016/17



That was

67%

more than 2015/16
(25,461)

Data from NHS BSA.
Includes Bolton

Annual Accounts

2016/17

Accounts for the period ending 31st March 2017

Independent Examiner's Report to the Members of Greater Manchester LPC

I report on the accounts of the LPC for the period ended 31st March 2017 which are set out on pages 20-21.

RESPECTIVE RESPONSIBILITIES OF MEMBERS AND EXAMINER

The LPC members are responsible for the preparation of the accounts. The LPC members consider that an audit is not required for this year in accordance with the rules and that an independent examination is needed.

It is my responsibility to:

- examine the accounts;
- follow the procedures laid down in the rules of the LPC; and
- state whether particular matters have come to my attention.

BASIS OF INDEPENDENT EXAMINER'S STATEMENT

My examination was carried out in accordance with the rules of the LPC. An examination includes a review of the accounting records kept by the LPC and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as members concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

INDEPENDENT EXAMINER'S STATEMENT

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements
 - to keep accounting records in accordance with the rules of the LPC, and
 - to prepare accounts which accord with the accounting records and to comply with the rules of the LPC have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

K.A. ROGERS
Chartered Accountant
608 Liverpool Road
Irlam
Manchester M44 5AA
Date: 30th June 2017

Income & Expenditure Account

Period ended 31st March 2017

	2017
	£
<u>Income</u>	
Statutory Levies	293,864
LPC Transfers	415,594
Sponsorship	28,505
Monies from Commissioner for Advance	8,480
Other Income	300
Bank Interest Received (Gross)	601
Total Income	747,344
<u>Expenditure</u>	
<u>Administrative Expenses</u>	
Remuneration	136,968
Office Rent	6,138
Telephone & Internet	1,805
Printing, Stationery &	1,874
Equipment	3,168
Travel Expenses	4,943
<u>PSNC Expenditure</u>	
Levy	87,261
<u>Meetings</u>	
Hire of Rooms	1,217
Members Expenses - LPC Meetings	19,128
Members Expenses - Other Meetings	18,512
<u>Other Expenses</u>	
Demonstrator Project	23,803
Children's inhaler project	837
LPC Restricted Funds	2,404
Locality Contractor Events Expenses	4,343
Chairman's Honorarium	0
Treasurer's Honorarium	0
Accountancy Fees	540
Professional Fees	1,532
Insurance	244
LPC Member Training & Development	1,956
Advance payments to contractors	8,480
Sundry Expenses	56
Entertaining	234
Bank Charges	25
Total Expenditure	325,468
Surplus for the Year before	421,876
Corporation Tax Payable	120
Surplus/(Deficit) for the Year after tax	421,756
Retained Surpluses brought forward	0
Retained Surpluses carried forward	421,756

Balance Sheet

Period ended 31st March 2017

	31.3.17	
	£	£
Fixed Assets		0
		<u>0</u>
Current Assets		
Cash at Bank	434,177	
	<u>434,177</u>	
Current Liabilities		
Accruals	5,394	
PAYE Creditor	6,907	
Corporation Tax	<u>120</u>	
	<u>12,421</u>	
Net Current Assets		421,756
Net Assets		<u><u>421,756</u></u>
Reserves		
Income & Expenditure Account		421,756
		<u><u>421,756</u></u>

Notes to the Accounts

During the financial year ending 31st March 2017, Greater Manchester LPC committee members received the following amounts in fees and expenses:

Members' Fee Claims	£32,261.00
Members' Expenses Claims	£2,129.87



GMLPC

Supporting Community Pharmacy
in Greater Manchester

Contact Us

We hope that you have enjoyed this Annual Report. If you have any comments or queries about any of the contents, we would welcome them. You can contact us on enquiries@gmlpc.org.uk or call us on **0161 228 6163**.

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Website: <http://psnc.org.uk/greater-manchester-lpc>