

Annual Report

2023 – 2024

TABLE OF CONTENTS

Our officers	3
Welcome	4
Summary of our year	5
About us	6
Who we are	7
Governance	8
Treasurer's report	9
Financial statements	12
What we've done	13
Coming in 2024/25	16

Our officers

Executive Chair: Janice Perkins

Vice Chair: Fin McCaul

Treasurer: Mohammed Anwar

Chief Officer: Luvjit Kandula

'The Committee' shall be the "Greater Manchester Local Pharmaceutical Committee" (as required by the NHS Act 2006) and known as 'Community Pharmacy Greater Manchester' (CPGM)

Welcome

Welcome to my first report as Chair of Community Pharmacy Greater Manchester. It's hard to believe that it's now over a year since I was appointed to the role and what a year it's been.

I'm very proud of what you, our contractors, pharmacy teams, the CPGM team and the committee have delivered during 2023-24.

Whilst we're all still facing the workload challenges, funding pressures and the increased demands of our communities, we have also seen opportunities to expand our clinical roles through the introduction of new services and continued to play a key role within the wider Greater Manchester (GM) system.

Through your great work and our increased focus on ensuring community pharmacy has a seat at all key discussions and decision-making forums, we are ensuring that our sector remains a key part of primary care.

Our purpose is to deliver value for you and with that in mind the last year has been about increasing our contractor support and engagement as we recognise that working in the current complex environment can feel very isolating.

We are committed to providing streamlined information, simplifying the complex and being available to provide support. Pharmacy visits, phone calls, drop-in sessions, training sessions and other communication methods are all part of our increased focus in this area.

In the same way as you've all had to review how you operate and the skill mix your team needs, I've been completing this work on behalf of the committee. We're challenging ourselves to think differently and look for creative ways to add value, without creating more work for you.

Efficient ways of working and good governance formed an important part of the Wright Review and so I'm delighted to confirm that we've adopted and implemented all the recommendations agreed to date. We've reviewed our team structure, our operating costs and relocated to a more suitable office suite where we can hold our committee meetings and training sessions to avoid incurring additional costs. You're welcome to come and meet the team and see the new space.

It's been a privilege to lead and support the team and the committee during the last year and I'd like to thank them all for their ongoing support. I'm looking forward to continuing this journey on your behalf during the coming year.

If you have any suggestions that you'd like to share with me, please get in touch: janice@cpgm.org.uk

JANICE PERKINS
Executive Chair



Summary of our year

Contractors and community pharmacy teams continue to face significant financial, operational and workforce challenges however have continued to exhibit unprecedented levels of resilience and determination.

Roles have expanded as outlined in the national [delivery plan for recovering access to primary care](#) through the launch of Pharmacy First, Oral Contraception and the Hypertension Case Finding service which could save 10 million appointments in general practice once scaled.

CPGM continue to highlight and escalate the current community pharmacy pressures. Working closely with wider primary care via the [Primary Care Provider Board \(PCB\)](#) provides a unified voice for providers to support transformation, inform strategic planning and development of new services to support local communities and patients.

We also continue to represent community pharmacies in GM NHS forums and the [Greater Manchester Integrated Care Partnership Board \(GM ICB\)](#) in the development of the Primary Care Strategy Blueprint.

There has been significant investment to enable community pharmacy to access the [GM Care Record](#), providing pharmacy teams with access to the full patient record to support Independent Prescribing and future service developments.

Our work to aid the expansion of the GM Minor Ailments Scheme (MAS) across all 10 localities has provided the evidence base to inform future commissioning of MAS, enabling pharmacy teams to support more patients especially those in areas of deprivation.

Fantastic engagement from 180 community pharmacy sites delivered a comprehensive COVID vaccination programme in the heart of their local communities.

There is continued hard work to develop, expand and review locally commissioned services in GM to support prevention and support services such as Stop Smoking, Substance Misuse and Emergency Contraception services.

We are committed to working on your behalf to ensure community pharmacy is recognised, supported (including financially) and enabled to extend its role, support care closer to home and improve health outcomes for local patients and residents in GM.

Thank you for your engagement, dedication and hard work.



LUVJIT KANDULA

Director of Pharmacy Transformation

About us

Community Pharmacy Greater Manchester (formerly GMLPC) is the statutory body representing contractors who provide community pharmacy services in Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan.

We began this year with 630 contractors and ended with 629.



630 pharmacies



65 PCNs



Our vision

To empower and enable community pharmacy to improve health in our local communities, now and in the future.



Who we are

Our committee members

In the year ending 31st March 2024, our committee had 12 members who were nominated or elected to represent their sector:

- 5 independent contractors, elected by peers
- 2 members nominated by IPA (Independent Pharmacies Association) (formerly AIMp)
- 5 members nominated by CCA (Company Chemists Association)

Visit our [Meet the team](#) website page to view the full list of committee members

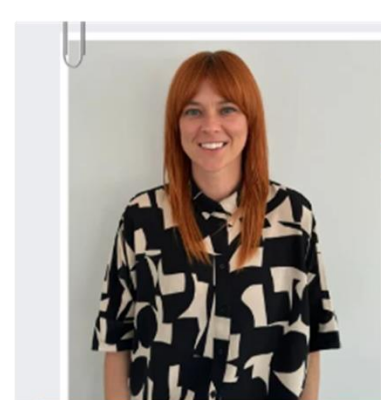
Our office team



Luvjit Kandula
Director of Pharmacy
Transformation



Louise Gatley
Director of Services



Rikki Smeeton
Pharmacy Services Lead



Karishma Visram
Communications and
Engagement lead



Adrian Kuznicki
Business and Services
Support Officer

Governance

Meeting attendance

The table below lists all committee members who served in 2023/24. Our committee meets on a regular basis. Meetings are held in public, and contractors are welcome to attend the open part of the meeting if they inform us in advance. If you would like to attend, please email our Chair:

janice@cpgm.org.uk. You can find the dates for our future meetings on our [website](#).

Name	Role/Status	Possible meeting attendance	Actual meeting attendance
Mo Anwar	Independent	11	10
Ali Dalal	Independent	11	10
Wesley Jones	CCA (Boots)	11	7
Aneet Kapoor	Independent	11	9
Abdenour Khalfoui	AIMP/IPA (Cohens)	9	9
Ifti Khan	CCA (Well)	11	7
Peter Marks	AIMP/IPA (Tims and Parker/Peak Pharmacy)	11	10
Fin McCaul	Independent	11	9
Mo Patel	Independent	11	8
Elliott Patrick	CCA (Well)	9	8
Helen Smith	CCA (Tesco)	11	7
Jennie Watson	CCA (Boots)	11	7
Janice Perkins	Chair	11	11

Governance documentation

Committee members are required to attend meetings on a regular basis. They also attend other meetings on behalf of CPGM and contractors. The committee operates under and complies with the [Nolan Principles](#) and sign an annual declaration.

You can view a full range of policies and documentation including the Code of Conduct and Governance Framework on our dedicated [website page](#).

Treasurer's report

Dear Pharmacy Contractors,

I have the pleasure of presenting the CPGM accounts for the financial year 2023/24 ending 31st March 2024.

I am responsible for overseeing the management of CPGM funds. I work closely with the CPGM officers and board members to ensure that contractor money is used as set out in the constitution for the benefit of all our contractors.

At the end of the financial year our registered chartered accountant, K.A. Rogers submits the accounts for auditing. The audited accounts have to be approved at the AGM and a copy sent to Community Pharmacy England (CPE) for their records

Summary of accounts 2023-24

Income derived from **levies paid** by contractors to CPGM was **£642,000**. CPGM **administrative and contractor support costs** for 2023-24 totalled **£342,307**. This is an **increase of £118,785** on the previous year of £223,522.

The **cost of running CPGM was £387,079**. This excludes the total sum of **monies paid to CPE £232,362**. The **closing balance** as of 31st March 2024 was **£724,667** including project money and 6-months operating costs as per CPE guidance. The **opening balance** for the current year starting 1st April 2024 was **£779,677**, with the difference in amount being due to the contractor levy being received on the 1st of every month.

The following information is provided for further clarification.

Budgeting and Levy payments

- Using a "Zero-base budgeting" approach ensures the best value for contractors. This enables us to scrutinise each cost and reduce our administrative expenses.
- Contractors' statutory levy has been maintained at the same level for eight years from 2016/17

Bolton LPC merger

- Statutory levies collected from contractors should have been £660,000, however only £642,000 was collected. This was due to the merger of Bolton LPC with CPGM and their levy being incorporated into our levy collection. For three months (April, May and June 2023) Greater Manchester contractors paid a reduced levy due to a misunderstanding with the NHSBSA. The committee accepted the Finance/Audit & HR sub-committee's proposal not to recoup the difference through a levy increase and cover this from our reserves.
- A transfer of £27,993 net assets was received from Bolton LPC. This was remaining contractor money and a £3,750 loan for the formation of CPGM Healthcare Ltd (CHL). Bolton LPC's bank account has been closed and all monies transferred to CPGM.
- Income of £8,894 was a disbursement cost for work carried out by CPGM employees to support Community Pharmacy Provider Board (CPPB).

Operating costs

- Salary spending increased from £203,640 in 2022/23 to £315,369 in 2023/24 due to the merger of Bolton LPC and the expansion of the team. This has enabled the office team to increase capacity, support contractors and maintain system engagement with GM ICB to ensure pharmacy continues to be included in primary care funding conversations.
- Computer expenses & equipment increased by £6,090 from £4,666 in 2022/23 to £10,756 in 2023/24 due to moving to a new office space. New office equipment was required for the team to ensure health and safety standards were met.
- Travel expenses increased by £1,794 for 2023/24 compared to the previous financial year. This is due to the office team actively visiting pharmacies to offer support with queries, pharmacy services and resolve issues.

CPE Levy

Levies paid to CPE on behalf of contractors totalled **£232,362**, an increase of £57,840 on the previous financial year 2022/23. This is in line with the RSG proposals to rebalance the share of community pharmacy representation funding towards the higher value national contract negotiation. Therefore, the levy demand on CPGM will increase by £750k in 2023/24 and by another £750k in 2024/25.

Forecast for 2024/2025

The CPE levy is recalibrated annually based on each LPC's share of national contractor income, total drug and appliance reimbursement plus fees and service income from contractors. CPE now recommends that LPC's plan for a +/- 5% of the final 'guidance' figure set (usually in January 2025). For this financial year 2024/25, the committee budgeted **£281,977** for the CPE levy which is an increase of £49,615. This has resulted in CPGM being £70,000 over budget. Due to effective budgeting and prudent forward planning, we have sufficient reserves to cover this increase.

Information about the levy increase can be found on the CPE website: [TAPR Update: PSNC takes initial governance, levy and influencing decisions – Community Pharmacy England \(cpe.org.uk\)](#)

Reserves

CPE updated their [Reserves guidance](#) in April 2024.

The board reviewed the new guidance and have undertaken a detailed review of all CPGM liabilities. At the June board meeting it was agreed to reduce the reserves from 6 months to 3 months. Further work is now underway to calculate any surplus funds, bearing in mind the projected additional CPE levy costs over the coming years and monies needed to support contractors with any additional services training. An update will be provided at the **September 2025** AGM meeting once this work is complete.

CPGM governance

Members carrying out duties on behalf of pharmacy contractors should not be out of pocket and therefore CPGM operates a robust accountability and governance framework that is regularly monitored. Our expenses policy is routinely reviewed and updated by the Finance/Audit & HR sub-committee. Our current policy can be found on our website: [Our Policies – Community Pharmacy Greater Manchester](#)

MOHAMMED ANWAR

Treasurer



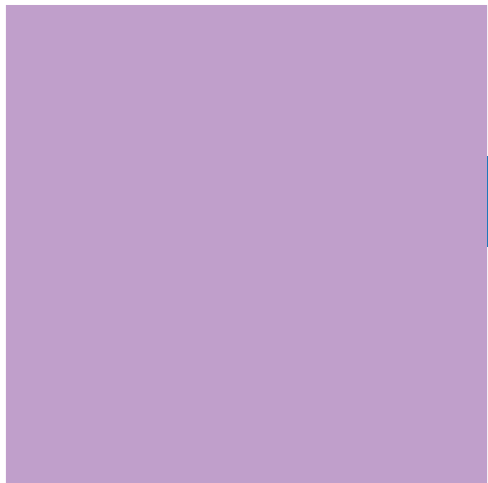


COMMUNITY PHARMACY
GREATER MANCHESTER

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

See separate report from K.A.Rogers



What we've done

Our workstreams

ICS Engagement
and
Transformation

Workforce
Development

Service
Development

Contractor Support and Communications & Engagement

ICS Engagement and Transformation



In collaboration with Community Pharmacy Provider Board (CPPB) and via the PCB we have:

- Encouraged **collaboration between pharmacies, GPs and secondary care**
- Supported development of GP/Pharmacy interface principles and Patient Led Ordering
- **Strengthened the collective and unified voice of primary care** to help develop the Blueprint Strategy and secure inclusion in the Integrated Care System (ICS) operating model
- Increased **representation** with GM ICB, MPs and Healthwatch to highlight challenges
- Launched the first **Pharmacy Excellence** programme
- Enabled access for community pharmacy to the **GM Care Record**
- **Supported expansion of Covid-19 vaccination provision** through community pharmacies

Our partnership with NHS Greater Manchester enabled us to:

- Secure **IT funding for PharmOutcomes** to support referral between GPs, trusts and pharmacies
- Support with the implementation of the **national IP Pathfinder Programme** and NHSE's **National Early Cancer Diagnosis** pilot in Bolton
- Assist the implementation of MMR vaccinations in community pharmacy
- Address medicines stock supply issues

Workforce Development



- Hosted 10 face to face Pharmacy First events to support clinical training for 600 pharmacists and locums in collaboration with the Greater Manchester Pharmacy Programme team and CPGM Healthcare Ltd (CHL). Over 95% of our contractors have engaged to deliver this service
- Delivered a 'Pharmacy First Maximising Success' webinar for our pharmacy teams in partnership with the Greater Manchester Pharmacy Programme team
- Delivered a number of webinars with GM NHS to help improve patient care in relation to Smoking Cessation Service (SCS), Discharge Medicines Service (DMS) as well as Pharmacy First training sessions for more than 350 GPs/PCNs
- Launched **VirtualOutcomes online training**, with short on-demand modules covering a range of topics and pharmacy services
- Secured funding for **Healthy Living Pharmacy** leadership and champion training places
- Advocated for ongoing access to **health and wellbeing** offers for pharmacy teams
- Facilitated access to Flu training for pharmacy teams via CHL

Service Development



- Supported NHS GM colleagues with **general practice engagement and updates for the Pharmacy First service**, with ongoing work to support GP teams across the 67 Primary Care Networks (PCNs) to increase service activity
- Embedded the **Hypertension Case Finding and Oral Contraception services**
- Service support for pharmacy teams and area managers via **weekly GPCPCS RAG reports**
- **Drove referrals for Hypertension Case Finding**, working with Manchester Central PCNs
- Assisted the **rollout of DMS, SCS, Contraception & CPCS Urgent and Emergency Care services**
- Developed a range of tools for community pharmacy & GP teams e.g. **toolkits, top tips guides, locality guides, Spotlights on Services, Deadline Tracker and Pharmacy First specific materials**
- Aided the expansion of the **GM MAS with extended eligibility across 10 localities** to support the winter surge plans
- Conducted extensive system engagement with NHSE and primary care colleagues to **review and recommission local services, including clinical and operational review of Service Specifications, Patient Group Directives (PGDs) and fee increase negotiations**
- Communicated and engaged with community pharmacy colleagues extensively to **achieve enhanced local relationships and support collaborative ways of working**
- Enhanced service delivery through an **increased number of pharmacy visits**

Contractor Support and Communications & Engagement



- Produced a **contractor and stakeholder communication plan** to ensure the successful merger of Bolton LPC and smooth transition for Bolton contractors
- Developed engagement and reminder **comms to support compliance with all important services and funding deadlines** e.g. Pharmacy Quality Scheme (PQS), Community Pharmacy Assurance Framework (CPAF), Directory of Services (DoS) and other contractual requirements
- Produced **dedicated newsletters prior to the launch of Pharmacy First** to support sign up, training and successful service implementation
- Provided one to one **support to new contractors through visits specifically targeted at new pharmacies and change of ownerships**
- **Streamlined WhatsApp Communities** structure to support contractor engagement
- **Increased our online social media presence** raising awareness of the work of community pharmacy teams, the pharmacy sector and CPGM
- Highlighted key campaigns such as **Self-Care Week, Antimicrobial Awareness, Diabetes Prevention, Hypertension and Stoptober**
- **Engaged local MPs** on key pharmacy developments & pressures faced to **secure their backing for additional funding and sector reform**
- **Implemented our rebrand from GMLPC to CPGM** as part of the TAPR recommendations to align local and national representation
- Audited website content ahead of relaunch to **improve the user experience, streamline information and ensure accuracy of content**

Working in partnership with others



CHL

CHL (CPGM Healthcare Ltd) is a provider company set up with the support of Greater Manchester's LPCs to hold and administer contracts for healthcare services. CPGM and CPGM continue to build collaborative approaches for the benefit of contractors by working together on key services. For further information please visit the [CHL website](#).

GM Healthcare Academy

The [Greater Manchester Healthcare Academy \(GMHCA\)](#) was formed to ensure that pharmacies across Greater Manchester could access cohesive, high-quality training and development that supports and empowers them, now and in the future.

Coming in 2024/25



New apprenticeship opportunities

Further support with workforce pressures through operational excellence

Working with CPE to maximise new contract opportunities

Development of sustainable services

Investment in face to face training

Get in touch

Visit: greatermanchester.communitypharmacy.org.uk

Email: enquiries@cpgm.org.uk

Address: Suite 6, Barlow House, Manchester, M1 3DZ



facebook.com/communitypharmacygreatermanchester



twitter.com/CPGreaterManc



linkedin.com/company/communitypharmacygreatermanchester



instagram.com/communitypharmacygm