

Annual Report

2024 – 2025

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Our officers

Executive Chair: Janice Perkins FRPharmS

Vice Chair: Fin McCaul FRPharmS

Treasurer: Mohammed Anwar MRPharmS

'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 second report as Chair of Community Pharmacy Greater Manchester.

2024–25 has been the most challenging year that I can remember for the Community Pharmacy sector, as funding and workforce pressures continued to put additional strain on what already felt like a broken system. I'm very proud of how you, our contractors have continued to deliver the highest standards of patient care going above and beyond to support patients with medicines shortages and the delivery of new services with all the complexity and change that brings for pharmacy teams.

I'd like to say a big thankyou to all our contractors, pharmacy teams, the CPGM committee and my team for showing exceptional commitment to making change happen for patients and our colleagues in the wider NHS system.

I always describe Community Pharmacy as being similar to a team sport. We all need each other and the things we can achieve working together are greater than what we can do working alone. This principle underpins the work we've been doing on your behalf helping resolve queries, sharing best practice and where possible undertaking tasks on your behalf so that you and your teams can be the very best you can be.

Our remit is to represent you and provide value. Therefore, once again, we've challenged ourselves to do even more. Our starting point is always "what can we do to support our contractors?" I hope you recognise this in the work we've been doing and the guidance and tools we've been producing.

We held committee member elections/nominations during Q4 and our new committee members joined on 1st April 2025. You can find out more on our [Meet the team webpage](#).

As many of you are aware, earlier this year, our great friend, colleague and valued committee member Jennie Watson passed away. Jennie was a caring person, always there to support those around her. She brought different thinking and a new perspective to our committee discussions and was able to use her connections and understanding of the pharmacists of the future to inform our decision making. Jennie is a massive loss to everyone who knew her and her contribution will not be forgotten.

Our review of the CPGM operating structure has been completed and all team members are now delivering against their new roles and responsibilities. This work has positioned us well to work as a key part of the Primary Care team ensuring Community Pharmacy has a voice and influence on the forthcoming NHS Reforms. It's also enabling our strategic voice to be heard at a national level as we share some of the innovative approaches to Primary Care being pioneered across Greater Manchester (GM).

Our ambitious workplan focused on the funding, workforce and workload issues both nationally and locally. We've made great progress though there's still more to do. The contractual funding settlement was a positive, albeit small first step so this year we need to work even more closely with our colleagues on Community Pharmacy England (CPE) and leverage our government connections to ensure momentum is maintained and we continue to get a fair share of the funding available.

It's been a privilege to lead the committee and the CPGM team over the last 12 months and I'd like to thank them all for their ongoing support and commitment to making things happen.

Our hard work during the year was recognised when CPGM won the Best Supporting Local Representative Committee category at the Independent Pharmacy Awards.

I hope you find this Annual Report a helpful summary of the work we've been doing and the progress we've made on your behalf.

If you'd like more detail or have any questions, feedback or suggestions please do get in touch at janice@cpgm.org.uk.

JANICE PERKINS

Executive Chair



Who we are

Our committee members

In the year ending 31st March 2025*, 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 current committee members.

*As of April 2025, following our election we now have 3 members nominated by IPA, 3 members nominated by CCA and 6 independent contractors.

Our office team



Luvjit Kandula
Director of Strategy and
Pharmacy Transformation



Louise Gatley
Director of Services &
Contractor Support



Rikki Smeeton
Pharmacy Contract &
Services Technician



Karishma Visram
Communications and
Engagement lead



Adrian Kuznicki
Services and Contractor
Support Lead

What we do

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.



Our vision

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

Working in partnership with others

Primary Care Board

[Primary Care Board](#) works jointly with wider Primary Care, GM system leaders and wider health and social care partners to represent Primary Care as a unified voice. Through this engagement we:

- Ensure all areas of Primary Care are linked at the GM, Locality and neighbourhood level
- Further understanding of what local services are needed
- Influence future commissioning arrangements
- Help prevent ill health
- Develop the role of Community Pharmacy Via CPPB in line with the ambitions set out in the NHS 10 Year plan.

Working together

We work with the GM Services Working Group—hosted via CPPB and CHL, GM ICB, and the programme delivery team to support Community Pharmacy teams with the guidance they need to successfully deliver national services. We also collaborate with ICB leads to engage and using data analysis to track and monitor progress. **GM remains one of the top 3 performing ICBs in England for Pharmacy First—an achievement to be proud of.**

CHL

[CHL](#) (CPGM Healthcare Ltd) is the provider company set up, with the support of Community Pharmacy Greater Manchester, to hold and administer contracts for healthcare services.

GM Healthcare Academy

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

Governance

Meeting attendance

The table below lists all committee members who served in 2024/25 alongside senior staff members. 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	Treasurer/Independent	11	10
Ali Dalal	Independent	11	7
Wesley Jones	CCA (Boots)	11	6
Aneet Kapoor	Independent	11	7
Abdenour Khalfoui	IPA (Cohens)	11	11
Ifti Khan	CCA (Well)	11	9
Peter Marks	IPA	11	11
Fin McCaul	VC/Independent	11	10
Mo Patel	Independent	11	11
Elliott Patrick	CCA (Well)	11	8
Helen Smith	CCA (Tesco)	11	8
Jennie Watson	CCA (Boots)	11	8
Janice Perkins	Chair	11	11
Luvjit Kandula	DSPT	10	9
Louise Gatley	DSCS	10	9

NHS Greater Manchester's (NHS GM) Community Pharmacy Integration and Commissioning Portfolio Lead, Alison Scowcroft and Chief Pharmacist Kenny Li also attend regularly.

Treasurer's report

Dear Pharmacy Contractors,

I have the pleasure of presenting the CPGM accounts for the financial year 2024/25 ending 31st March 2025.

I am responsible for overseeing the management of CPGM funds. I work closely with the CPGM Executive Team and Board members to ensure that contractor money is used as set out in the constitution for the benefit of all 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 CPE for their records.

Summary of accounts 2024-25

Income derived from **levies paid** by contractors to CPGM was **£660,000**.

CPGM **administrative and contractor support costs** for 2024/25 totalled **£384,986**. This is an **increase of £42,679** on the previous year of £342,307.

The **cost of running CPGM was £430,804**. This excludes the total sum of **monies paid to CPE £277,189**. The **closing balance** as of 31st March 2025 was **£735,686** including project money and around 3-months operating costs as per CPE guidance.

The **opening balance** for the current year starting 1st April 2024 was **£790,685**, 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 nine years from 2016/17.

LPC Levy/Bolton LPC Merger

Statutory levies collected from contractors was £660,000 between 2024-2025. There is a difference in statutory levy collected from the previous year which was £642,000. For three months (April, May and June 2023) Greater Manchester contractors paid a reduced levy due to a misunderstanding with

the NHSBSA. This was the same period Bolton LPC merged with Manchester LPC. Therefore, the total levy collected for 2023/24 was £642,000. The committee accepted the Finance/Audit & People sub-group's proposal not to recoup the difference through a levy increase and cover this from our reserves. Income of £26,690 was a disbursement cost for work carried out by CPGM employees to support Community Pharmacy Provider Board (CPPB).

Operating costs

Salary spend increased from £315,369 in 2023/24 to £340,729 in 2024/25 due to the change in staff hours and more responsibility taken on by the office team.

Office rent increased from £12,047 in 2023/24 to £22,075 in 2024/25. This was a conscious decision to move to a bigger unit within Barlow House to facilitate effective team working and the on-site hosting of committee meetings and training events. The increase in the rental cost has been offset by not paying for off-site accommodation at an average of £600 per day. The breakeven figure is 20 meetings per year which is easily achieved through committee meetings, planning and training days, NHS liaison meetings and will support our new CPGM Connect meetings.

Computer expenses & equipment increased by £1,731 from £7,610 in 2023/24 to £9,341 in 2024/25 due to the purchase of some digital equipment for the office. This was a one-off increase in cost and going forward, this will be lower.

Software cost was £4,352 in 2024/25 compared with £3,609 in 2023/24 due to the purchase of some new software to support operational efficiency and the renewal costs for existing software.

Printing & stationery costs were £6,091 in 2024/25. This was a one-off cost to support printing of contractor materials at training and engagement events, based on feedback received.

CPE Levy

Levies paid to CPE on behalf of contractors totalled **£277,189** an increase of £44,827 on the previous financial year 2023/24. This is in line with the Review Steering Group (RSG) proposals to rebalance the share of Community Pharmacy representation funding towards the higher value national contract negotiation.

Forecast for 2025/2026

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). The levy which will be collected for 2025/26 will be **£278,552** which was within our budget set last year which was **£281,977**.

Our accounts show for the year 2024/25 we are **-£18,000** over budget, this will be a pattern you will see over the coming years as we use our reserves to fund our expenditure. The forecast for 2025/26 shows us to be **-£89,000** in the deficit according to our budget. The committee will continue to monitor our forecast and budgets over the next few years as we continue to utilise our reserves to support contractors. This is the ninth successive year where we have not increased our contractor levy which is testament to effective budgeting and prudent forward thinking by the committee.

Information about the levy increase can be found on the [CPE website](#).

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 2024 board meeting, it was agreed to reduce the reserves from 6 months to 3 months.

CPGM holds a substantial reserve compared to other LPC's across the country. One of the reasons for this is because we are the largest LPC in the country and therefore the liabilities we hold are also substantial.

Over the last 12-months board members have had proactive discussions of how we can best use our reserves to serve our contactors. Work was undertaken to estimate CPGM's financial position over the next five years and the corresponding impact on our reserves. It was agreed at our June committee meeting to utilise our reserves to delay an increase in contractor levy, after which time we anticipate having to increase the levy to meet our budget commitments.

We will continue to monitor our budgets and reserves on a monthly basis 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 July 2026 AGM meeting.

CPGM Governance

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.

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 & People sub-committee. Our current policy can be found here [Our Policies – Community Pharmacy Greater Manchester](#)

MOHAMMED ANWAR
Treasurer

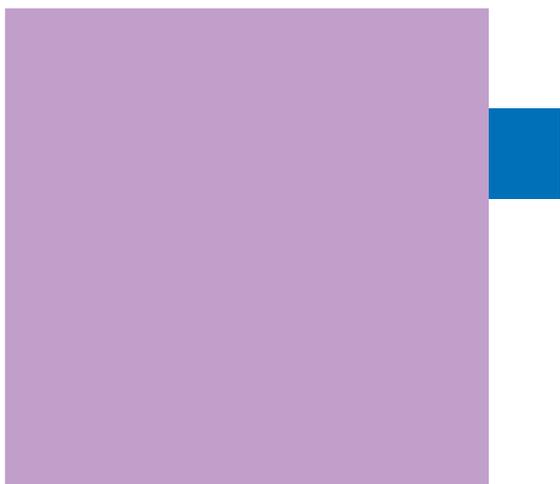


COMMUNITY PHARMACY
GREATER MANCHESTER

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31st MARCH 2025

See separate report from K.A.Rogers



Summary of our year

Our workplan

Towards the end of last year, we reviewed our workplan and workstreams to make it easier to communicate our areas of focus with our contractors.

These were shared with contractors earlier this year.

CPGM Workplan			
Community Pharmacy Contractual Framework <ul style="list-style-type: none"> CPAF Audits Assessment Quality Scheme Surveys HLP National Services Toolkits Post Payment Verification 	Local Services <ul style="list-style-type: none"> RAG Checklists Review Service Specs/SLA Review fees Toolkits Local projects Local pilots 	Workforce Development <ul style="list-style-type: none"> Independent Prescribing DPP Support Foundation Trainees Students Apprenticeship Pharmacy Excellence 	Community Pharmacy Innovation + Transformation <ul style="list-style-type: none"> GMCR PLO Data Insight GP/Pharmacy Interface Digital Connectivity Population Health GM Service Development
Communications + Engagement			
Community Pharmacy + CPGM Support			
Governance			
CPAF: Community Pharmacy Assurance Framework HLP: Healthy Living Pharmacy SLA: Service Level Agreement		DPP: Designated Prescribing Professional GMCR: Greater Manchester Care Record PLO: Patient Led Ordering	

Our enablers

Communications + Engagement



This year we were committed to maintaining the regular support that our pharmacy teams are accustomed to, whilst also striving to make communications ever-more easily digestible. We also expanded our support methods and provided additional timely resources to help our members mitigate the impact of new challenges as they arose.

Key highlights:

- Launched new dedicated Contract & Funding and Services & Training newsletters, providing a clear distinction between the type of content communicated in each
- Published monthly “Wellbeing Wednesday” newsletters to provide pharmacy teams with a range of resources and tools to support their mental health
- Introduced our “Sharing Success” case studies series to highlight best practices, help others deliver pharmacy services more effectively and navigate common issues
- Produced guidance to help pharmacy teams support prisoners on early release, adapt professional and operational practice during the worldwide IT outage and remain safe in the wake of civil unrest
- Engaged local MPs and PPCs (Prospective Parliamentary Candidates) to showcase the vital work of our contractors, arrange pharmacy visits and secure backing for additional funding
- Developed reminder comms to support compliance with all important service and funding deadlines e.g. Community Pharmacy Assurance Framework (CPAF), Directory of Services and other contractual requirements
- Increased our online social media presence raising awareness of the work of Community Pharmacy teams, the Pharmacy sector and CPGM
- Provided insights into what’s next in Community Pharmacy and key upcoming GM initiatives via a quarterly update from our Director of Strategy and Pharmacy Transformation (DSPT)
- Collated and posted out a support pack including key posters, briefing and resources to all pharmacy branches
- Highlighted key health campaigns such as Self-Care Week, Antimicrobial Awareness, Diabetes Prevention, Hypertension and Stoptober

Community Pharmacy + CPGM Support



During the year we focused on strengthening our contractor network by developing new relationships and enhancing existing ones. Our work aimed to provide targeted support to newly onboarded contractors, enabling their pharmacy teams to deliver commissioned services with confidence and consistency.

Key highlights:

- Provided one to one support to new contractors and change of ownerships through targeted pharmacy visits
- Ensured scrutiny and sufficient timely responses to all new Market Entry applications
- Streamlined CPGM website to support contractor engagement and ensure accuracy of content
- Actioned a large volume of contractor queries concerning:
 - Locally and Nationally Commissioned Services
 - Smartcard and locum requests
 - Service delivery and Governance compliance
 - General website and events enquiries

Governance



We maintained strong governance structures and offered ongoing leadership to our established contractor base, ensuring continued alignment with service standards and organisational objectives.

Key highlights:

- Providing supportive leadership to our contractor network for our Elections and Annual General Meeting
- Achieved the following voting results for AGM & Elections;
 - 185 contractors voted on the CPGM Financial Accounts for year ending March 2024, with 99.5% accepting and approving the accounts
 - 183 contractors voted on the proposed Constitution Amendment with 99.5% accepting and approving the amendment

Our workstreams

Community Pharmacy Contractual Framework



Throughout 2024–25, our work to support delivery of the Community Pharmacy Contractual Framework (CPCF) focused on enabling pharmacy teams to confidently deliver and expand commissioned services, while strengthening relationships across the GM health and care system. We combined hands-on support, collaborative events, and practical resources to ensure pharmacies could meet growing clinical demands and remain a vital access point for NHS care.

Key highlights:

- Upskilled pharmacy professionals through Contraception and Pharmacy First events, in preparation for service expansion
- Led a unified Pharmaceutical Needs Assessment (PNA) by coordinating a consistent survey across all GM localities—capturing voices from pharmacy and the public
- Maintained strong engagement via:
 - Monthly pharmacy visits
 - Weekly drop-in sessions
 - Weekly temperature check calls
 - Interactive WhatsApp polls
 - 1:1 personalised contractor support
- Launched a VirtualOutcomes campaign to encourage uptake of free online training modules aligned with service and development needs
- Strengthened GP and hospital referral pathways with NHS GM, leading to increased Community Pharmacy referrals
- Developed practical support tools, including:
 - Pharmacy First support packs
 - Care home Lateral Flow Device (LFD) posters
 - “Spotlights on Services”
 - A simplified NHSmail guide
- Provided immediate support on PEM (Post-Event Messaging) issues:
 - Clarified contractor responsibilities with written communications and over 300 telephone calls
- Used locality-level service and referral data to guide targeted improvements and support development
- Answered a queries from stakeholders including:
 - Pharmacy teams
 - General practices
 - Medicines Optimisation teams
 - NHS GM

Local Services



In 2024–25, we focused on improving consistency and supporting delivery of locally commissioned services. Our work aimed to ensure equitable access, highlight good practice, and assist both contractors and commissioners through a time of sustained pressure on the system.

Key highlights:

- Completed a full review of all locally commissioned services to inform future commissioning discussions and align service models
- Introduced a Red–Amber–Green (RAG) system to:
 - Help commissioners understand performance
 - Support decisions around re-commissioning and fee structures
 - Help Community Pharmacy teams to make decisions around service delivery
- Gathered insight via targeted WhatsApp polls to show commissioners the time and effort required to deliver services
- Provided tailored support on contractor payment issues, resolving challenges behind the scenes to reduce service disruption
- Shared good practice across localities to:
 - Showcase successful models
 - Reduce unwarranted variation in delivery
- Launched the Focus on Pharmacy Pressures campaign to:
 - Raise awareness of workload and capacity challenges
 - Offer tools for resilience, planning, and wellbeing

Workforce Development



This year we've been committed to ensuring the pharmacy staff have access to key training offers to support the workforce now, and into the future.

Key highlights:

- Obtained funding to host training events and support delivery of CPCF via CPPB and GM Healthcare Academy
- Continued access to free Healthy Living Pharmacy (HLP) Leadership and Champion training
- Provided access to Health and Wellbeing support tools and workshops via Primary Care Board
- Worked with GM and regional workforce leads to support foundation trainees and Designated Prescribing Professional (DPP) access
- Partnered with Woodspeen Training to access a 10-week "Pharmacy Skills Bootcamp" and apprenticeship schemes
- Organised access to leadership training offers with the GM training hub



Community Pharmacy Innovation and Transformation

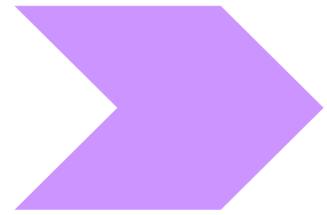


Throughout 2024–25, our work has focus on supporting key national and local health initiatives to help you better support your patients and enable pharmacies to enhance their clinical services.

Key highlights:

- Worked with Health Innovation Manchester to enable pharmacy access the GM Care Record (GMCR) with enhanced patient records
- Teamed up with the GM Integrated Care Board (ICB) Community Clinical lead to ensure Community Pharmacy inclusion in the development of strategic plans and future service development e.g. Population Health, Prevention and Medicines Optimisation
- Embedded Community Pharmacy leadership at place, with support from system leaders
- Develop a Community Pharmacy Alliance in Tameside to ensure an equal voice in locality planning and engagement
- Supported implementation of the GM MMR Vaccination Service
- Collaborated with the Medicines Optimisation team to minimise impact of medicines shortages and raise awareness of Community Pharmacy Pressures
- Facilitated the develop and implement of the GM Patient Led Ordering (PLO) initiative, in collaboration with GM ICB leads and the Stockport locality
- Ensured that wider health and social care access to opportunities for service development e.g. COVID Medicines Delivery Unit (CMDU), working with GM ICB leaders

Coming in 2025/26

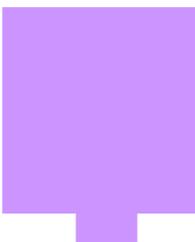


**Launch of
CPGM
Connect**

**Emergency
Contraception
Service**

**NHS 10 Year Plan, Live
Well and
Neighbourhood
working**

**More Face-to-
Face events**



Glossary

- **CCA:** Company Chemists Association
- **CMDU:** COVID Medicines Delivery Unit
- **CPCF:** Community Pharmacy Contractual Framework
- **CPE:** Community Pharmacy England
- **CPPB:** Community Pharmacy Provider Board
- **DSCS:** Director of Services & Contractor Support
- **DPP:** Designated Prescribing Professional
- **DSPT:** Director of Strategy and Pharmacy Transformation
- **ICB:** Integrated Care Board
- **IPA:** Independent Pharmacies Association – formerly AIMp
- **LFD:** Lateral Flow Device
- **NHSBSA:** NHS Business Services Authority (NHSBSA)
- **PEM:** Post-Event Messaging
- **PNA:** Pharmaceutical Needs Assessment
- **PPCs:** Prospective Parliamentary Candidates
- **RSG:** Review Steering Group
- **VC:** Vice Chair

Get in touch

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facebook.com/communitypharmacygreatermanchester



twitter.com/CPGreaterManc



linkedin.com/company/communitypharmacygreatermanchester



instagram.com/communitypharmacygm