

Community Pharmacy Wales



Annual Report 2004/5



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Foreword

It is hard to reflect on a year which has just closed with the impending introduction of the new contract the next day without taking a little time to have a forward look at the challenges after a reflective look at the achievements during the year.

This whole year has been geared towards the introduction of the new contract in Wales and ensuring that the regulations would be in place, contractors fully informed and the LHBs fully engaged in the delivery. Only time will tell if we achieved this but I am confident that we in CPW have given our very best efforts to ensure that every action was taken to ensure this was achieved. The pace of work has increased rapidly over the year and once the final contract offer was made in August 2004 the focus was on ensuring a 1st April 2005 delivery.

Informing contractors of the offer became critical and thus a series of road shows were held throughout Wales and a Welsh Addendum was produced for the PSNC Contract Brochure and a great deal of time was taken to explain to contractors the basis of the offer and to encourage them to accept in the ballot which was held in late November. In the ballot we achieved a 75% return and a 95% yes vote in Wales which provided an enormous mandate for CPW to take the new contract forward with the Welsh Assembly Government.

Time was also spend briefing Assembly Members on the new contract and this paid great dividends later in March 2005 when the regulations were debated in the Welsh Assembly and CPW corrections to the draft were included in the final amendment regulations with all political parties very supportive of the principle of the new contract in Wales.

Further briefing evenings were held with contractors, briefing folders produced, newsletters distributed and guidance published all aimed at getting information out to contractors in a timely and clear fashion.

Against and amongst all of this we have held our inaugural annual dinner when the then Minister, Jane Hutt, was our principle guest and it provided the CPW officers and committee members the opportunity to entertain our key strategic partners in Wales and our colleagues in our sister organisations in the UK. CPW has also played an active role attending PSNC conferences, meetings and functions.

I am confident that CPW will meet the challenges of the future and have no doubt that whatever the issues are ahead we will meet them head on to deliver your aspirations for community pharmacy in Wales.



Phil Parry
Chairman

CEO's Report

As outlined by our Chairman, the work of the officers and executive this year has been focussed on the introduction of the new contract and in the preparation for the delivery so that the aspirations of all parties (contractors, government, NHS Wales and, most importantly patients) are achieved. It has been a very long, hard and at many times bumpy road that we have gone down but I have been impressed by the resilience of the officers, officials and committee members in their determination and dedication to deliver. I am also indebted to the support that has been provided by the PSNC team in helping CPW to achieve its objectives.

The year has also seen the recruitment of our Regional Executive in North Wales, Dave Bethell, and the establishment of a permanent Regional Office for the North Wales Region in St Asaph. As well as this we have recruited a new Projects Officer, Steve Simmonds, who is based in the Cardiff Office and an Administrative Assistant, Sarah Rowntree, who provides the administrative support for both the Cardiff Office and for North Wales.

Regular meetings of the Central and Regional Committees have been achieved with the Central Committee holding its May 2004 meeting in West Wales and the July meeting in Newport. The remainder of the central committee meetings have been held in Cardiff though the officers and officials have attended regional committee meetings as required. The work of the committee has continued to be guided by the Vision Statement and a 4 Year Plan (2004 – 2008) which is used to direct and focus the forward work plan. Copies of the Vision statement and 4 year Plan are on the CPW web page (www.cpwales.org.uk).

In addition to the new contract negotiations CPW has participated in WAG working Groups that continue to address the key issues of the new contract though some were subsumed at the end of the year by the new contract Project Implementation Board. We have been heavily involved in the introduction of the Repeat Dispensing model in Wales, continue to strive for an all-Wales Direct Supply / Minor Ailments scheme; are involved with the work of the Oxygen Therapy Working Group which is addressing the future of oxygen therapy in Wales, the WAG Substance Misuse Working Group and the annual Ask about Medicines Week (AAMW). We have also continued to build on the sound bilateral relationships with strategic partners including GPC(Wales), NHS Confederation (Wales), Health Solutions Wales (HSW), RPSGB Welsh Executive, Local Health Boards (LHBs), National Public Health Service (NPHS), NHS Direct (Wales), National Patient Safety Agency (NPSA), Business Service Centres (BSCs), Community Health Councils (CHCs), Patient Groups etc etc.

CPW has continued to play its part on the wider stage with our colleagues from England, Scotland and Northern Ireland in forums where issues of mutual and strategic importance are discussed which have included the draft EU legislation on the provision of services in Europe.

We have also addressed the critical issue of communication with our contractors and have introduced a CPW Newsletter which is published on a quarterly basis, have refined the CPW Web Page as well as conducting briefings and exchanges for contractors in the regions. We held an induction meeting for new committee members as well as targeted courses for officers on public



speaking, management of meetings and minute taking. We also plan to run some of these courses in the regions to meet the wishes of the regional committees and contractors.

We have also worked closely with industry in Wales to ensure that they are aware of the community pharmacy agenda and to facilitate an exchange of ideas and views. We have also developed partnership arrangements with industry and received support from AAH. We are pleased that via our partnership Pharmacy Alliance are supporting us with the introduction of the new contract in Wales and in taking the community pharmacy agenda forward.

In conclusion this has been a very auspicious year for CPW in its new incarnation. The profile has been raised in the centre where CPW has established its strategic role and also in the Regions where the LHBs and other partners have started to involve the Regional Committees in their planning and discussion processes. We have achieved much but there is a great deal more to do, especially as we embark on the final stages of the Contract negotiations and its adoption and delivery by the LHBs. Next year promises to be even more demanding and challenging for CPW as we strive to deliver the CPW vision for community pharmacy.



Peter Haydn Jones OBE

Financial Statements and Reports

- The full financial report to cover England and Wales issues is provided in the PSNC Annual Report 2004/5 in which details of Remuneration for the year are outlined.
- The Income and Expenditure account for Community Pharmacy Wales for the year ended 31 March 2005 and the Balance Sheet at 31 March 2005 are set out in the attachment. The levy of 11.4 pence per £100 of NHS turnover, set in 2003/4, continued throughout 2004/5. As a result reserves increased to £205,465 by 31 March 2005 even though expenditure increased from £477,784 to £569,993 to support the introduction of the new contract.
- The committee have agreed in principle to the proposal to move to larger offices in Caspian Point which will allow the more efficient working of the executive team and officers. The Committee further agreed that the first years costs should be borne by the reserves in the first instant.

Welsh Specific Contractual Issues

CPW has played an active role in the working groups established by the WAG to take forward specific agenda items during the year and this culminated with the establishment of the New Community Pharmacy Contract Project Implementation Board (PIB) that was formed to oversee the introduction of the new contract in Wales. The groups that CPW is involved with are:

- **Direct Supply Working Group.** The work of this group was subsumed by the PIB at the end of 2004. CPW is working with PSNC to derive Service Specifications and we aspire to an all-Wales Minor Ailment Scheme across all 22 Local Health Boards.
- **Oxygen Therapy Reference Group.** This group has been involved in establishing and taking forward the policy in Wales for the future provision of oxygen therapy in the community. The work has been tied in with the parallel work in England and has progressed to the extent that tenders are currently being assessed for the service provision. The new oxygen contract is due to commence on 1 October 2005 and CPW is now engaged with the WAG to address the transitional arrangements and compensation issues. Updates will be provided to contractors as this work progresses next year.
- **Substance Misuse Working Group.** The work of this group has completed during the year with the publication, by the Minister for Social Justice and Regeneration of the Substance Misuse Treatment Frameworks for Wales. These Frameworks are now being taken forward by CPW in order to develop service specifications for supervised consumption and needle exchange programmes as enhanced services.
- **Ask About Medicines Week.** CPW again supported the work of the Ask About Medicines Week and continue to work with the partners to raise awareness of the important message of 'asking about medicines' throughout the year.
- **New Community Pharmacy Contract - Project Implementation Board (PIB).** The PIB was established at the end of 2004 under the chairmanship of the CEO of Ynys Mon LHB and was charged with the introduction of the new community pharmacy contract in Wales. The Board was made up of representatives from the LHBs, NHS Wales, WAG officials, CPW and strategic Partners and its work continues at the end of the year. CPW is represented on the PIB by Phil Parry and members of the executive sit on all the various working groups that are addressing specific issues. Full details of the PIB are on the NHS Wales web page at: <http://www.wales.nhs.uk/sites/home.cfm?OrgID=498>

Promoting Community Pharmacy in Wales

CPW has maintained its pro-active approach in taking every opportunity to promote community pharmacy in Wales. This has involved attendance and participation in various conferences and functions by bodies in Wales which have included the NHS Wales Confederation Conference, Cancer Awareness Conference, WCPPE evenings and presentations, Pharmaceutical Industry Forums, Press articles and briefings, meetings with Community Health Councils (CHCs) and Strategy Days arranged by the NHS Wales Confederation.



Political Activity in Wales

Regular meetings have been held with Ministers and Members in the Welsh Assembly with particular emphasis on the leaders and health spokespersons of each party. We have been greatly assisted by GJW, our political research company in this work and also in the preparation of political briefing material. CPW have attended and given evidence at both the Health and Social Services Committee meetings during the year as well as attending Plenary when the pharmaceutical regulations have been debated. CPW have also given evidence to the European and External Affairs Committee of the Welsh Assembly when it discussed the EU Directive on Service Provision when we were given a warm hearing and support for our concerns about the impact this measure would have on community pharmacy; allied to this CPW also lobbied Welsh MEPs on the same issues.

The then Minister for Health and Social Care, Mrs Jane Hutt AM was the Guest of Honour at the CPW Annual Dinner which was also attended by the health spokespersons for each party as well as other strategic partners. Mrs Ann Jones AM also formally opened the North Wales office in St Asaph in the autumn.

Regional Reports

North Wales Region Annual Report

The Chair and Vice-Chair were elected in April and Tim Williams and Phil Mulholland were returned unopposed, and the new Executive to the Committee David Bethell started in August. There were 6 meetings during the year and the attendance level was excellent.

On the 18th of October the local AM Ann Jones officially opened the new CPW office at Bowen Court St. Asaph. This new facility is centrally placed near the A55 and can handle meetings of up to 10 people in comfort.

The last year has been a particularly challenging one for the Committee and Officers as the Local Health Boards have started developing their long term plans, and the arrival at last, of the New Pharmacy Contract.

The LHBs are now considering their role in improving the health of their populations and there is a strategic move to ensure that the primary care estate is fit for purpose. Several LHBs have produced an Integrated Healthcare Strategy for Primary Care Premises to plan for the next 10 years. These plans may have a profound impact on the distribution of Community pharmacy and CPW has made robust comments to try and ensure that the role of a health professional in the neighbourhood is not forgotten.

From October onwards the New Pharmacy Contract has been the number one topic for the Committee. There was a contractor road show in November to ensure the latest information was disseminated and members of the Central Committee and PSNC were available to answer questions.



Regional Reports

The Chairman and Executive were invited to sit on all the local implementation boards and the regional group for the New Contract and this has helped set a cohesive, strategic and consistent message across North Wales.

During the last year the Committee met 6 times and a concerted effort was made to engage with the wider healthcare community, there were presentations from a Chair of a LHB, a community liaison officer, the voluntary sector, pharmacy leads from Denbigh and Flint, and the lead implementer of the substance misuse group. Also the Officers of CPW had regular meetings with the heads of pharmacy across North Wales and made presentations to the movers and shakers of the Local Health Boards.

There were three applications to relocate challenged in the year and two new applications by dispensing doctors. The Executive prepared robust responses on behalf of the Committee and to date there has been no progress on these. The application to dispense by GP's in Towyn is ongoing.

The Executive attended the BPC and PSNC conferences on behalf of the Committee and several committee members attended the inaugural CPW Annual Dinner in Cardiff on the 15th November.

Mid & West Wales Region Annual Report

With the sale of Howard and Palmer Pharmacies, Mr Steve Simmonds seat on the regional committee ceased in December and as Powys LHB area did not have a Contractor from that area on the committee and it was agreed to co-opt Mr Paul Davies, an independent Contractor onto the regional committee.

During the year, a lot of preliminary work was undertaken with the LHB's in preparation for the New Community Pharmacy contract. The Chair and Regional Executive Officer had met with various Officers of LHB's and Business Service Centre (BSCs). All the newly formed local implementation groups for the new contract at the LHB's had Pharmacist Chairs.

Work had been undertaken in the 2005-2008 plans of the Community Safety Partnerships to ensure the continued funding for supervised consumption of methadone and subutex on the Pharmacy Premises.

Final plans were in hand for the Swansea and Carmarthen BSCs to merge and be based in Swansea. This will then provide a single BSC for the region.

There have been many changes in ownership of Pharmacies during the year and some contractors have reduced their hours on Saturday mornings.

Towards the end of the year, the current Chairman, Sarah Bailey informed the committee that she would not be able to continue in Post for another year. Members of the committee thanked her for her work and contribution to the development of CPW both nationally and regionally.

Regional Reports

South East Wales Region Annual Report

In April 2004, Mr David Pearn stepped down as Chairman and Ms. Margaret Allan was elected. Mr. David Fairclough was re-elected as Vice-Chairman.

Much of the year was spent continuing to build relationships with our colleagues in the nine Local Health Boards (LHBs). Regular meetings with Pharmacy Liaison Group (LHB and BSC representatives in the Bro-taf area) and the Prescribing Support Pharmacist Group (LHB and BSC representatives in the Gwent Area) took place. In March 2005 these two groups merged to reflect the merger of Cardiff and Pontypool BSCs. These meetings provided the forum for many issues to be moved forward. Across the whole of the South East a new Care Homes SLA was adopted which was particularly beneficial to contractors in the Gwent area as it removed the cap of no more than 5 homes per pharmacy. In the Bro-Taf area, after much negotiation, SLAs for the supervised consumption of buprenorphine were put in place with backdating to April in secured for three of the four LHBs.

Meetings with LHB Medical Directors and their teams to discuss issues affecting community pharmacy and in particular the New Contract continued. Efforts were made to ensure there was sufficient community pharmacy representation on each of LHBs' Pharmacy Implementation Groups and that community pharmacy was involved in the development of the various strategies such as the Primary Care Estates Strategies and Health Social Care and Well Being Plans.

CPW SE was consulted on various pharmacy applications and appeals and, representatives sat in an advisory capacity on the Joint Pharmaceutical Services Advisory Committee and Gwent Pharmaceutical Applications Committee.

The Regional Executive and CPW SE representatives on the main CPW Board (Mr. David Pearn and Mr. Huw Grove) worked closely with CPW Central to ensure regional views were represented and used to drive and be incorporated into any All-Wales policies and strategies.

Our key aim for the year was to continue to forge strong links with the Local Health Boards (LHBs) and to ensure that Community Pharmacy Wales is a key player in the development of each LHB's Enhanced Services. It is felt that this was achieved and will ensure pharmacy contractors in the South East region will be able to continue to provide an exemplary pharmaceutical service with the introduction of the New Pharmacy Contract.

Committee Membership

The CPW Committee Members for the reporting period were:

Central Committee

Member	Representing
Phil Parry - Chair (and PSNC Welsh Regional Representative)	Independent
Peter J Jones - Vice Chair	CCA
Richard Evans	Independent
Sarah Bailey	Independent
Shan Jones	Independent
Tim Williams	Independent
Huw Grove	Independent
David Pearn	Independent
Ian Morgan	CCA
Ian Cowan	Over 5% of contracts
Steve Simmonds (resigned 12/04)	Over 5% of contracts
David Fairclough	CPA (formerly CPTP)
Matthew Price	
Raj Aggarwal	NPA Observer
Margaret Allan	In Attendance

North Wales Regional Committee

Member	Representing
Tim Williams - Chair	Independent
Phil Mulholland - Vice Chair	CCA
Tony Neville	Independent
Adrian Taylor	CCA
Gwyn Peris-Jones	CCA
Jane Pattison	CCA
Sion Llewelyn	Over 5% of contracts
Sheila Davies	Over 5% of contracts
Bob Jones	CCA
Grant Irlam	CPA (formerly CPTP)
Ian Cowan	Over 5% of contracts
Shan Jones	Independent
Sohael Rajput	Independent

Mid & West Regional Committee

Member	Representing
Sarah Bailey - Chair	Independent
Steve Simmonds - Vice Chair (until Dec 04)	Over 5% of contracts
Richard Evans	Independent
Peter J Jones (Vice Chair from 12/04)	CCA
Nick Thorne	Independent
John Llewelyn	Independent
Chris James	Independent
Steve Ridd	CCA
Huw Evans	CCA
Sam Jenkins	CCA
Ailsa Jones	CPA(CPTP)
Gwyn Morris	Independent
John David	Independent
Paul Davies	Independent

South East Regional Committee

Member	Representing
Margaret Allan - Chairman	CCA
David Fairclough - Vice Chair	CPA (formerly CPTP)
Sarah Edwards	Independent
Huw Grove	Independent
John McGrath	Independent
Raj Aggarwal	Independent
Matthew Price	Independent
Steve Davies	Independent
Allan Gilbert	Independent
Robert Lester	CCA
David Pearn	Independent
Lyn Aubrey	CCA
Ian Morgan (until Sept 04)	CCA
Marc Donovan (from Sept 04)	CCA

CPW Executive

Chief Executive

Peter Haydn Jones OBE

Financial Executive

Godfrey Horridge

Business and Contracts Manager

Catherine Stanley

Projects Officer

Steve Simmonds

Administrative Assistant

Sarah Rowntree

Regional Executives

North Wales

Dave Bethell

Mid & West

Hugh Thomas

South East

Jayne Howard



Appendix CPW Audited Accounts Financial Year 2004/05

COMMUNITY PHARMACY WALES

Income and Expenditure Account for the year ended 31 March 2005

	2005		2004	
	£	£	£	£
Income				
Levies from contractors		624,465		617,310
Interest received		6,298		958
		<u>630,763</u>		<u>618,268</u>
Expenditure				
Staff costs	195,310		172,989	
Property costs	14,162		12,450	
Office services	20,519		17,213	
Meeting and travel costs	102,882		60,969	
Legal and professional fees	3,446		11,339	
Levy to PSNC	175,946		165,428	
Public relations	38,372		22,812	
Capital expenditure	17,622		14,335	
Auditors fees	1,207		-	
Bank interest and charges	<u>467</u>		<u>249</u>	
		569,933		477,784
Surplus before tax		<u>60,830</u>		<u>140,484</u>
Taxation		-		-
Surplus after tax		<u>60,830</u>		<u>140,484</u>



Appendix CPW Audited Accounts Financial Year 2004/05

COMMUNITY PHARMACY WALES

Balance Sheet for the year ended 31 March 2005

	2005 £	2004 £
General fund		
Balance at 1 April 2004	144,635	4,151
Surplus for the year	60,830	140,484
Balance at 31 March 2005	<u>205,465</u>	<u>144,635</u>
Represented by :		
Current assets		
Bank account	239,795	148,178
Sundry debtors	7,827	20
	<u>247,622</u>	<u>148,198</u>
Current liabilities		
Sundry creditors	(42,157)	(3,563)
Net assets	<u>205,465</u>	<u>144,635</u>

These financial statements were approved by Community Pharmacy Wales on 19 July 2005 and signed on its behalf by :

C G Horridge



Financial Executive



Appendix CPW Audited Accounts Financial Year 2004/05

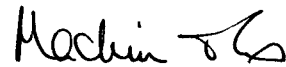
COMMUNITY PHARMACY WALES

Independent Auditors Report to the members of Community Pharmacy Wales for the year ended 31 March 2005

We have audited the financial statements on pages 1 and 2 which have been prepared under the historic cost accounting convention.

In our opinion, the Balance Sheet and Income and Expenditure Account fairly reflects the financial position of Community Pharmacy Wales as at 31 March 2005.

Date : 19 July 2005



Machin & Co
Registered Auditors
Chartered Accountants

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