

# **Kensington Chelsea & Westminster LPC**

## **Annual Report 2018**



**The Executive Report 2018**  
**LPC Annual Accounts 2017/18**

**(Attached)**

## **The Executive Report October 2018**

Welcome to the LPC Annual Report 2018. It does not seem long since I was writing this report last year – time does certainly fly by! However this year just gone past has been an extremely unsettled and challenging one for everyone working in the sector all over the country as the impact of the funding cuts on cash flow and viability along with unprecedented market volatility and increased pressure on pharmacy teams to source certain medicines for their patients are leaving their mark.

The current pressures from the funding cuts have necessitated contractors to make some difficult decisions and to plan effective strategies to protect, maintain and grow their businesses in order to continue to remain viable and secure a sustainable future. In recognition of this the LPC has tried over the last year to ensure we have provided pharmacy teams with robust information and support as well as brought through new opportunities for alternative sources of revenue to try and minimise the impact of the reduced funding.

Following receipt of a substantial mandate from contractors at the last AGM, the LPC commissioned CPPE to run a major training event last December to develop pharmacists' skills in the Advanced Assessment and Management of Urgent Cases. This valuable learning was so well received that it energised and enthused many of the pharmacists to implement successfully, a private service assessing and managing low acuity cases in their pharmacies, utilising a very favourable LPC negotiated package of a large range of PGDs from Sonar Informatics.

The LPC has worked well over the last two years with Connect2Pharma to advise and encourage pharmacy teams across KC & W to implement many of the diagnostic and screening services they offer, together with some of the disease or condition management opportunities this brings.

The LPC is also advocating all those pharmacies in KC & W that provide Travel Vaccination Clinics to sign up to a web based booking platform, which is available to them at no cost. This is proving extremely useful in driving in additional and new footfall, which has also boosted sales and activity in other services. If you are interested to learn more please contact your LPC cell lead.

As part of our Business Development Programme the LPC commissioned Pharmacy Complete to run a weekend workshop to enable contractors to work up Strategic Business Plans for Growth for their businesses. The event also provided a great networking opportunity allowing for some great examples of innovative developments in some pharmacies to be shared and learnt from by others. Another workshop was also arranged to develop current Health Champions further, enabling them to expand their learning

and build their confidence in order to maximise their potential for your businesses.

Together with the Middlesex Group of LPC's we were successful in being awarded funding from HEE NWL to provide Leadership and Health Champion training to build on and widen the Healthy Living Pharmacy estate across NW London and through this, enable more of the pharmacies to qualify for the Quality Payment Scheme last year.

Alongside this one weekend event was held to help those struggling to make the HLP registration and QPS submission to ensure they were completed in a timely manner. One further new Health Champion training event is planned for later in November.

The implementation of the Quality Payment Scheme (QPS) for 2017/18 sought to deliver a consistent approach to quality community pharmacy service provision. The LPC recognised that maximising the QP claims by our contractor base goes some way towards offsetting the drop in income following the Cuts. 106 pharmacies (from a total of 134) in KC and W made a QP submission for the April 2017 review point. Another three, i.e. 109 pharmacies made a QP submission for the November 2017 review point. However, it was extremely disappointing to find that only 103 pharmacies made a QP submission in June 2018.

As part of our on-going programme of training for pharmacy teams, the LPC has invested in Virtual Outcomes, an online training solution able to be used by all the team and available in small bite sized modules taking just 15 to 20 minutes and able to be completed at work or at home via a pc, tablet or mobile phone. This has seemed really popular with the staff that have started to utilise the platform and also with those teams who find it difficult to release their staff for face to face learning events. This is one of the most effective means for pharmacy teams to maintain continuous development of the whole team easily and keep records with ease through easily printable certification.

Like in the rest of healthcare, the working environment for everyone in the community pharmacy sector has got extremely tough. This is expected to continue further especially for us since we now have the details of the funding package for 2018/19. Therefore it is imperative that each and every pharmacy team maximise the potential from all of the services that we are already commissioned to deliver as well as the new ones on the horizon. Every single pharmacy team must critically appraise their outputs for all services including MURs, NMS, NUMSAS, Flu Vaccinations & other Immunisations eg PPV & MenACWY, Minor Ailments, the two Substance Misuse services, RBKC Healthy Hearts BP testing, Smoking Cessation, Hep C Testing (pilot) and the upcoming DMIRS and Palliative Care services. Together with the huge range of successful and in demand private services to be provided, your consultation rooms should never be free! I can only urge each contractor / manager to really consider this and put the necessary plans

in place to maximise every opportunity and utilise their teams and consultation facilities to drive in the (profitable) revenue needed to mitigate the impact of the funding cuts and to further grow their businesses by driving in the footfall.

The LPC has had to engage this last year with more stakeholders than ever before. With the cuts in LA and NHSE budgets and staff numbers, we have had to provide increasing levels of day to day contractor support with information about deadlines, regulatory matters etc. We have managed to avoid cuts to commissioned services and indeed, seen a little more in terms of commissioning and support for Public Health services which is opposite to the general trend. The Phase 2 of the Hep C testing pilot in both pharmacies is well underway and doing extremely well. The Pharmacy Minister, Steve Brine MP, visited Portmans Pharmacy in Pimlico to see this service for himself and was most impressed with what he heard and saw; so much so that he actually referred to his visit and the great work being done there during a debate in Parliament. Making this pilot a success in our patch has been rewarded with the Bi-Borough of RBKC and City of Westminster agreeing to commission a Pharmacy HepC Testing service. However, the Healthy Hearts BP & AF monitoring service in K&C has done well in just three pharmacies which is a great shame as the fees we managed to secure have surprised many other areas in London. The extremely successful vaccination service in London had MenACWY added to it last year; however pharmacies did not manage to make a success of this at all. Unfortunately this year, the local London service has been reduced in its remit and coverage. Contractors must realise that pharmacy teams must be focussed on delivering those services that are commissioned from community pharmacy. If we fail to deliver on the opportunities created for the sector and demonstrate pharmacy CAN deliver, be it local or national services, then we will not get many more opportunities in the future.

We expect to see more of the same over the next few months as the reduced funding and re-instated Cat M clawback bite further from January 2019. However pharmacy teams will need to be pushing to deliver more and maximise the potential from what commissioned services there are and to top it up with additional and innovative private services that the public need and want and which are profitable.

With respect to Market Entry, the last year has seen quite a lot of activity, mainly No Significant Change Minor relocations and Change of Ownerships. However besides this we have had to make robust representations on one Identified Need New Contract, one Current Need New Contract, and one Distance Selling applications as well as one Appeal against a Decision. The huge amount of input into the development of the new PNA's to ensure they were made more robust has certainly helped with these.

As always, the LPC is keen to hear of your ideas for how we may be able to support you better. The LPC runs a cell structure for peer support by the members and you will already be aware of who your cell lead is and are in regular contact with them. This has proved invaluable in supporting you all over the last year with the increasing issues pharmacies have needed LPC support for.

The committee of eight members generally meets approximately 10 times each year. We believe our operational efficiency as a small committee is exceptional and produces real value for money for you, the contractors who fund us. I can assure you that the members take their responsibilities to ensure your LPC remains fit for the future, able to continue and sustain the effort to engage and influence on your behalf keeping pharmacy firmly in the picture everywhere, seriously. If any of you want to see what the LPC is about, you are welcome to join us at an LPC meeting with prior arrangement with myself in order to manage the logistics.

We will continue to keep in touch and update you in our normal way, through e-mails and telephone calls directly from me and through our cell structure and via Twitter as well as our web portal. We always welcome any feedback you have.

On behalf of the LPC, I wish you and your team all the very best for the rest of this year

*Rekha Shah*

Rekha Shah, CEO

# Kensington, Chelsea and Westminster LPC

## Members (Current)

(Chief Executive Officer: Rekha Shah FRPharmS)

### **Yogin Patel MRPharmS**

Independent Contractor

Chairman

### **Baywood Chemists**

239 Westbourne Grove

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### **Amish Patel MRPharmS**

Independent Contractor

Vice Chair  
Station

Member of the Market Entry, PNA  
and EPS & IM&T Sub-Groups

### **Stickland Chemist**

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### **Anar Tejani MRPharmS**

Independent Contractor

Treasurer and Chair of

Finance & Audit Committee

Member of the Market Entry and PNA Sub-Groups

### **Portmans Pharmacy**

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### **Beneeta Shah MRpharmS**

Company Chemists Association

Finance & Audit Committee

Member of the Market Entry and PNA Sub-Groups

Pharmacy London Vaccn Group

### **Boots The Chemists**

South Divisional Office

14 Blacklands Terrace

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**Shiraz Mohammed**

Independent Contractor  
Finance & Audit Committee  
Member of the Market Entry,  
EPS & IM&T and PNA Sub-Groups

**Market Chemist**

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**Priti Chohan MRPharmS**

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Member of PNA Sub-Group

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**Ronak Patel MRPharmS**

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**Hitesh Tailor MRpharmS**

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**Rekha Shah FRPharmS**

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**Stuart Brown**

Administrator

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## KCW LPC Meetings Attendance Record

2017/2018

<b>LPC Member Name</b>	<b>Attendance from possible meetings apart from AGM</b>
Yogin Patel	9 of 9
Amish Patel	7 of 9
Anar Tejani	8 of 9
Beneeta Shah	6 of 9
Shiraz Mohammed	7 of 9
Priti Chohan	7 of 9
Ronak Patel	8 of 9
<i>Hitesh Tailor</i>	<i>Joined LPC in April 2018</i>

In Attendance:	
Rekha Shah CEO, KCW LPC	9 of 9
Stuart Brown	Admin – Minutes

Note that the above attendance record does not include all the meetings held by conference call / online etc nor other meetings attended as a representative from KCWLPC