

# Review of the Year

Community Pharmacy Surrey & Sussex on behalf of East Sussex,  
West Sussex and Surrey Local Pharmaceutical Committees



## Our heroes

The coronavirus crisis has identified many heroes, especially all the people who cared for others. We especially want to pay tribute to our own heroes, all our colleagues who have served their local communities face-to-face, on the phone or in support areas. In uncertain times thousands of community pharmacy staff across Surrey and Sussex responded fabulously at the end of an already busy year, continuing to provide vital services in difficult circumstances. We would like to thank each and every one for their amazing efforts.



# A review

It is with pride that we look back at the achievements made by Community Pharmacy Surrey and Sussex on behalf of your three Local Pharmaceutical Committees in the last year.

We are thrilled to have made important progress in our work to develop and promote community pharmacy locally. We've secured £1.5m in local funding across Surrey and Sussex; kept everyone up-to-date with local news; revamped our website to make it easier for contractors to access local information; strengthened our identity; represented and promoted our sector at all levels across Sussex and Surrey and have been delighted that several of our publications were endorsed by the local medical committee (LMC) for the benefit of everyone in primary care.



*James Wood*  
Chief Executive Officer

jameswood@communitypharmacyss.co.uk  
@Jameswood

The last month of our financial year was overshadowed by the coronavirus. We have set out what happened in the early days of the pandemic and what we did to help make contractors, and their employees, work a little easier at this extremely difficult time. I would like to especially thank our staff team who have gone to extraordinary lengths to serve community pharmacy through this time, along with your LPC committee members that have governed our work. Towards the end you'll find a summary of all things financial, a bit about how we raise and spend out budget plus word about our budget for 2020-21. Thank you for being part of community pharmacy in Surrey and Sussex. This year more than ever we have collectively made a difference.

## Supporting patients coming out of hospital

**2019 saw the implementation of the Transfer of Care Around Medicines (TCAM) pathway across Surrey and Sussex – the first digital portal to connect pharmacy and key primary care partners, enabling the safe transfer of patients' medication records and improving the safety of dispensing, between hospital and community settings.**

Led by Kent, Sussex and Surrey Academic Health Sciences Network (AHSN), this new and exciting digital collaboration aims to significantly improve patient care and safety by reducing unintentional mistakes and delays that can occur when patients transfer between care providers. TCAM brings primary care services together by ensuring hospital referrals are received by both a patient's GP and a designated pharmacy simultaneously, supporting safe and effective care when patients return to the community.

East Sussex Healthcare NHS Trust (ESHT)

were the first to pilot TCAM in April 2019, followed by three more Surrey-based trusts – Ashford and St Peter's Hospital, Surrey; Surrey and Borders Partnership; and Royal Surrey. Together, along with the successful partnerships formed with over 300 pharmacies, they have used the TCAM system to support over 800 patients across Surrey and Sussex during Q1 – Q4, 2019-20, with referrals still building up.

TCAM is one of the first times both hospital and community pharmacy have come together with a common purpose in both East Sussex and Surrey. Simon Badcott, chief hospital

**Why TCAM is important**  
"The local TCAM pathway is critical to being able to deliver the new Discharge Medicines Service, a new essential service being added to the Community Pharmacy Contractual Framework later in 2020-21".



pharmacist at East Sussex Healthcare NHS Trust, believes the relationships built with community pharmacy on the ground, deliver "huge benefits" for both patients and hospitals. "Most reassuring is the knowledge that patients leave the hospital setting but remain connected to expert care. Community pharmacy are now able to support the smooth transition of patients between care settings, not only reducing readmission rates and improving patient outcomes, but supporting hospitals, GPs and pharmacies to operate in a more efficient and streamlined way." James Wood, our chief executive, adds that the completion rate of referrals, at an average of almost \*78.1% across community pharmacies, demonstrates a high level of support and engagement, and highlights the "importance of a joined-up approach across organisational boundaries, with the project driving all parts of the health care system to work together, integrating new pathways into normal routines."

Recognising the potential for further success, we are now working with partners to secure the implementation of the TCAM

system in five further trusts for universal coverage across Surrey and Sussex, and discussions are underway with pharmacies in West Sussex and Brighton and Hove. Using the lessons learned, and relationships forged, TCAM will continue to deliver even more exciting development opportunities beyond this initial launch. At its heart is the ambition and potential to bring community pharmacy to the centre of patient care in the community. By working collaboratively with key stakeholders: hospitals, GPs, CCGs and LPCs, the Transferring Care Around Medicines pathway will help strengthen the position of community pharmacy and build on its role as a key facilitator for primary care services.

*\*Data refers to 2019-20, Q1 – Q4.*



Simon Badcott chairs the East Sussex TCAM working group



**More than 40 pharmacy colleagues from across Surrey and Sussex attended special one-day Healthy Living Pharmacy (HLP) workshops to help them get ready for new quality monitoring and new terms of service being introduced as part of the new pharmacy contract which was announced in July 2019.**

The LPC supported workshop in January was specially timed to help contractors in advance of the **Pharmacy Quality Scheme** (PQS) declaration period which ran throughout February. Pharmacists and non-

pharmacist managers attended alongside those seeking to become HLP Leaders and qualified Health Champions. The day also included RSPH level 2 award assessments.



# Improving links with other community services

**Primary care networks (PCNs)** were formed by NHS England in July 2019 to encourage collaborative working across all health and care organisations in small clearly defined geographical areas.

By February 2020 we had supported all 535 community pharmacy contractors to identify the PCN they should belong to, all other pharmacies in the same PCN and, a lead pharmacist to represent them all at PCN meetings. It was a step change towards closer collaboration of pharmacy contractors, which we expect will underpin all future ways of working at community levels. Supporting contractors to get involved in PCNs resulted in:

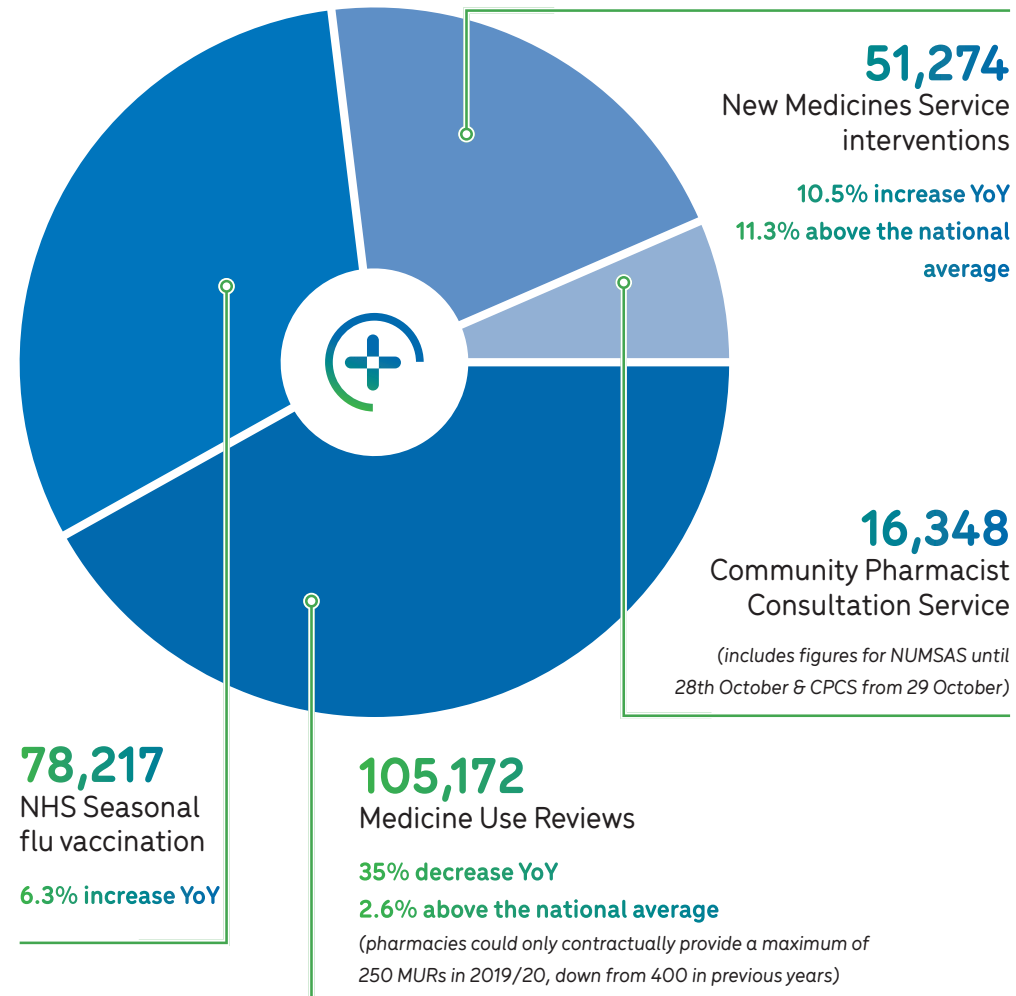
- A webinar attended by over 90 pharmacy owners and managers – our best attended ever!
- 67 nominations for 64 lead-PCN pharmacy roles, meaning three areas needed extra help to reach consensus
- Mapping pharmacies to PCN areas and working with them to validate the information, which saved contractors having to do this themselves

- Four editions of a bespoke PCN newsletter with how-to, and what-to-do advice and information and dedicated pages on our website
- All pharmacy owners able to claim their PCN funding as part of the Pharmacy Quality Scheme (PQS), bringing around £525,000 funding into Surrey and Sussex pharmacies.

Typically, community pharmacists and GPs do not meet regularly to discuss in depth topics of mutual interest. But, in March Surrey's 24 lead community pharmacists were able to come together with their GP counterparts (called clinical directors) at a joint meeting hosted by Surrey Heartlands ICS. Planning for the Sussex-wide equivalent was postponed when the coronavirus lockdown forced different priorities on us.

## A key part of the primary care team

There are six Advanced Services within the NHS Community Pharmacy Contractual Framework. Community pharmacies can choose to provide any of these services if they meet the requirements set out in the Secretary of State Directions. Here's the activity for the top four, with a value of over £5.1m in Surrey and Sussex during 2019-20



# Helping contractors achieve great things

Community pharmacies role was further enhanced last year by the roll-out of the **Community Pharmacy Consultation Service** in England, which allows NHS 111 to refer patients to a community pharmacist.

The introduction of this new service, which coincided with NUMSAS being discontinued, allows NHS 111 to refer patients to a community pharmacist when they have a minor illness or need an emergency supply of a medicine that they have previously been prescribed. Through CPCS we are helping relieve pressure on the wider NHS and speed up patient access to treatment by making use of pharmacists' core knowledge and skills.

Almost all community pharmacies from across Surrey and Sussex signed up to offer the service. Together they completed 5,904 consultations in the five months to the end of March 2020. This is huge recognition for the planning work undertaken behind-the-scenes by our staff team. This included convening a KSS working group with NHS 111, NHSE regional pharmacy contract managers, DOS leads and others taking part in weekly conference calls – a model which was copied by other LPCs across England.



For many contractors the internet is the first place they turn to for help, making our website a vital resource and critical to their effectiveness.

Halfway through the year we revealed our new look identity and revised layouts and content on our website. A new A-Z of advice, tips and links helps contractors manage their NHS contracts. Our most popular pages are 'about us' and our 'A-Z'. Monitoring data tells us that the site is accessed most often on a Thursday at 3pm.



Our No 1 goal for our website is local news and easy access to local information



Nick Gibb Member of Parliament for Bognor Regis and Littlehampton visited Glynn Norris Pharmacy to learn more about medicines safety and to hear about some of the ways we are changing.

The General Election presented a great opportunity for our sector to be recognised as a valuable health and wellbeing asset, so we joined forces with the national pharmacy organisations and PSNC on their 'Vote Pharmacy' manifesto campaign, which set out how we hoped any new Government will commit to investing in community pharmacy.

Contractors across Surrey and Sussex got involved in the campaign by inviting local candidates from all parties to visit them and sign a pledge of support using the #vote pharmacy hashtag.



## Public Health and Detection

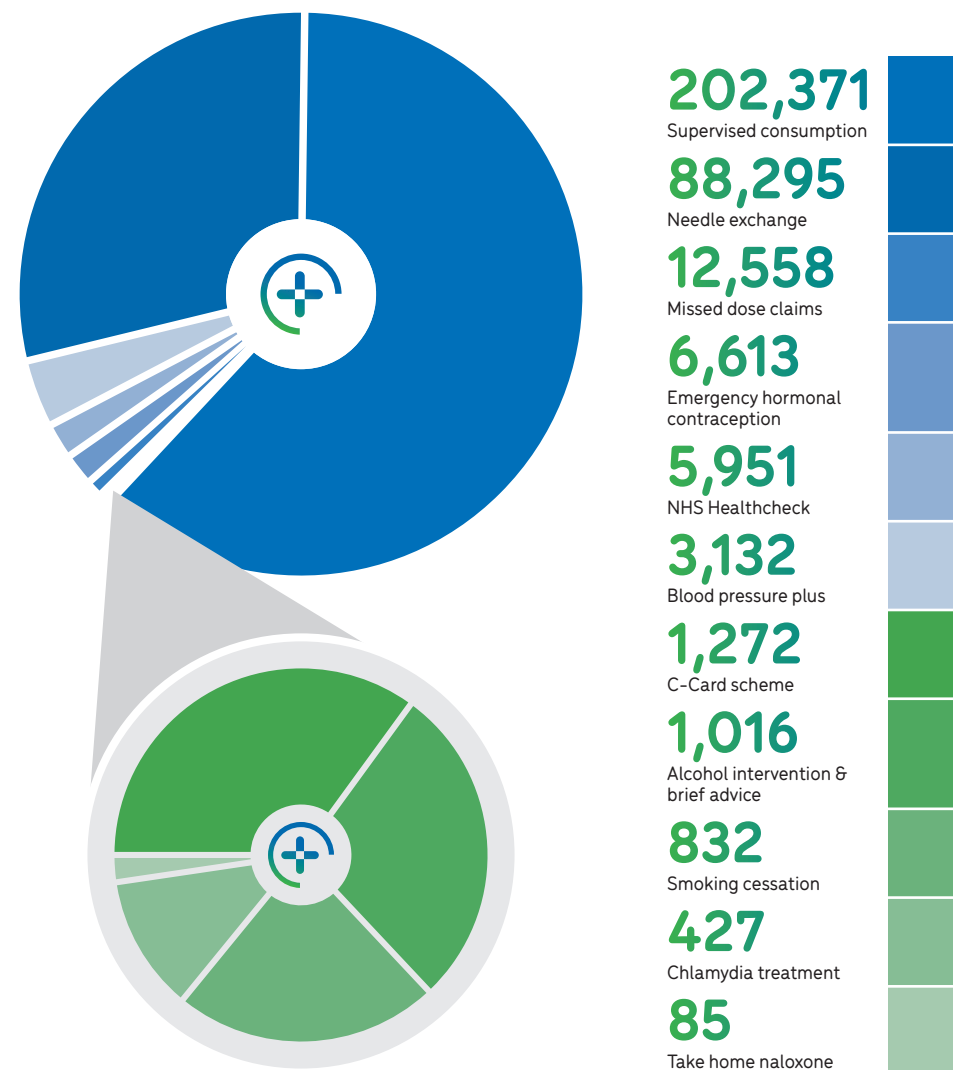
Surrey cabinet member for adults and health, Sinead Mooney, urged residents to protect themselves from the risk of flu by getting a flu jab from their local pharmacy. The number of flu vaccinations administered by community pharmacists in Surrey and Sussex under the NHS advanced service grew by 6 per cent in 2019-20 compared to the previous year, with 78,217 administrations being claimed to the end of March, according to the NHSBSA data.



Councillor Sinead Mooney in her local pharmacy.  
Pic courtesy of Surrey County Council with permission



### Over 10 locally commissioned public health services



Not all services are commissioned in all areas across Sussex and Surrey

We helped attract funding of around £1.5 million into community pharmacies in Surrey and Sussex last year. Together, all three LPCs worked to represent local contractors and build upon opportunities for new services within masterplan frameworks for public health and disease detection.

Having local knowledge enabled effective scrutiny of proposals drafted by local commissioners and being able to share insight with contractors helped pharmacy owners make informed decisions about

delivering locally commissioned services – from NHS Healthchecks and Stop Smoking services through to Needle Exchange and Take Home Naloxone, alcohol identification and brief advice to emergency contraception.

Our ongoing success for firming up new services continues to see positive uptake from community pharmacy and we look forward to welcoming new and exciting proposals into the future.

The funding settlement from West Sussex County Council for 2020 was a very welcome first-year of a three-year deal conducted wholly through the SE Shared Services portal, a secure contracting method used by many councils to reduce time and cost for buyers and suppliers. Moving from one year to three-year contracting was welcomed by West Sussex contractors who, on the whole, found the portal easy to use, efficient and secure. It saved time and administration costs for everyone, despite our staff team having to coordinate and log over 50 questions about the specifications, amounts and types of supporting documentation required as part of the contracting process, for the contracting team to consider.



Hinal Patel at the HSJ cardio forum. Pic courtesy of HSJ with permission

### Service development and support pharmacist, Hinal Patel, leads the LPCs work on blood pressure and atrial fibrillation through an innovative project, called BP+, funded by Surrey Heartlands Integrated Care System

In January she spoke at the inaugural HSJ National Cardio Forum about co-developing the project, sharing her skills and knowledge and undertaking engagement activities to ensure the project and partnership with Surrey Heartlands was a success. CEO, James Wood also spoke, underlining how the project has deepened and strengthened the LPCs relationship with partner organisations and commissioners and introduced them to new people and new ideas. He also indicated his hopes that this

work may lead to other projects in the future. The HSJ National Cardio Forum brought together clinicians and local leaders from NHS England, NHS Improvement, Public Health England and other arms' length bodies to support clinicians and local leaders in implementing and achieving the goals set out in the NHS Long Term Plan. During the year community pharmacists undertook 3,132 BP+ tests, detecting several serious cases of atrial fibrillation which were immediately referred to primary care.



# When coronavirus changed everything...

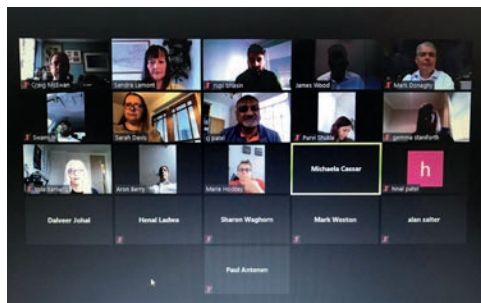
31 January

The first two cases of coronavirus (2019-nCoV) in the UK are confirmed.



13 March

We start to develop an online conferencing solution to ensure LPC meetings can take place safely and that representative and leadership decision-making processes are still accountable to all 527 contractors represented by the 27 members across three committees.



23 March

The PM announces the UK will go into lockdown to prevent the rapid spread of the virus and to protect the NHS. We start to contact all pharmacies who are contracted to provide locally commissioned services for public health to let them know that local authority commissioners have agreed to our request to protect funding for services that have been stood-down. This protects around £500,000 of local funding across Surrey and Sussex.



26 March

The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020, informally known as "the Lockdown Regulations" come into force. Pharmacies are allowed to remain open so that citizens can obtain medicines and seek medical assistance for non Covid-19 illnesses. Pharmacists in Sussex and Surrey report violent and abusive behaviour towards them. Our story makes the front pages in Sussex and is picked-up by local radio and social media too.



4 April

Our specially created 'medicines call handling scripts' help local authority call handlers field calls about medicines and help relieve pressure on pharmacy phones which are red-hot. We distribute guidance for pharmacies about working with volunteers which has been checked by voluntary sector leaders.



**BRIEFING NOTE**  
Covid-19: using volunteers to get medicines to vulnerable and shielding citizens  
2 pages with appendices. Contact: [loc@communitypharmacies.co.uk](mailto:loc@communitypharmacies.co.uk)  
1 April 2020 to be reviewed on 14 April 2020, latest

Distribution across Sussex and Surrey: Community Pharmacists, County Councils, District and Borough Councils, Healthwatch, Voluntary and Community Sector.



10 February



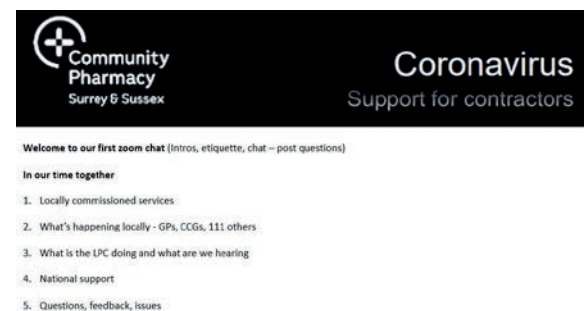
The total number of cases in the UK reaches eight as four cases are confirmed in people linked to an affected man from Brighton. Several Brighton GP practices are closed at short notice. The impact on community pharmacy and CPCS starts to become clear as LPC staff gather local insight and record first-hand experiences to give to PSNC.

19 March



We start hearing about massive demand for prescriptions and deliveries, and brief the local resilience forum (LRF) on the challenges being faced around medicines. We gather insight to inform a briefing note for pharmacies about local help that is available to them.

24 March

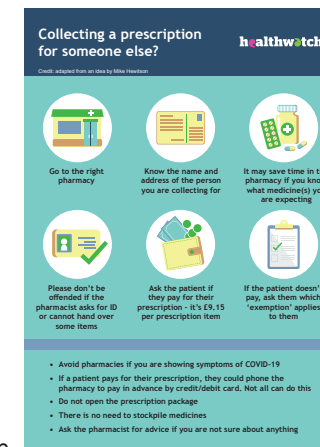


An updated Standard Operating Procedure (SOP) gives pharmacies some flexibility with opening and closing times which proves to be vital to ensuring safe and efficient services. We deliver the first of eight weekly online contractor briefings and give Kent LPC access to our online conferencing platform so they can deliver a series of online briefings too.

28 March



We start negotiations locally for pharmacy staff (and the people they live with) to get access to coronavirus testing should one display symptoms. We ask Healthwatch West Sussex to design a poster to help those collecting prescriptions for someone else. Generic branding means it can be used around England if required.



5 April

24 Million

The Queen makes an historic TV broadcast to the nation, telling 24 million viewers: **'We will meet again'**. (We'll pick up the story in next year's review).

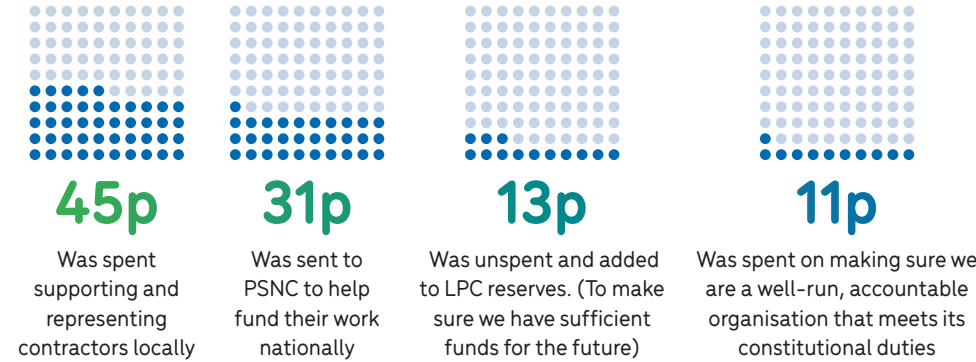


# How we raise and spend our budget

We want you to feel confident about how we're spending contractor's funds. Here's brief information about how we're funded and manage our budget.

In 2019-20, our income was £483,131, of which £460,437 was Levy income raised from all NHS community pharmacy contractors in Sussex and Surrey. The rest came from industry partnerships and bank interest.

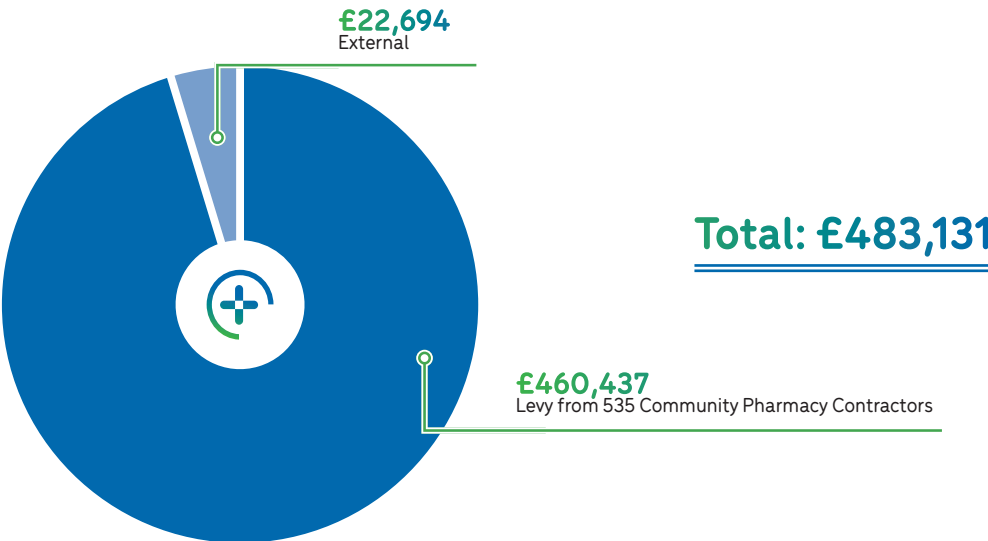
Committee members have noted that savings made by combining resources and reducing duplication across the three LPCs in Surrey and Sussex has helped financial reserves reach healthy levels. After debating the Levy members have agreed to reduce the contractor Levy for 2020-21 through either a payment holiday (Surrey) or a percentage reduction (East and West Sussex), which still leaves the LPCs in excellent and robust financial positions.



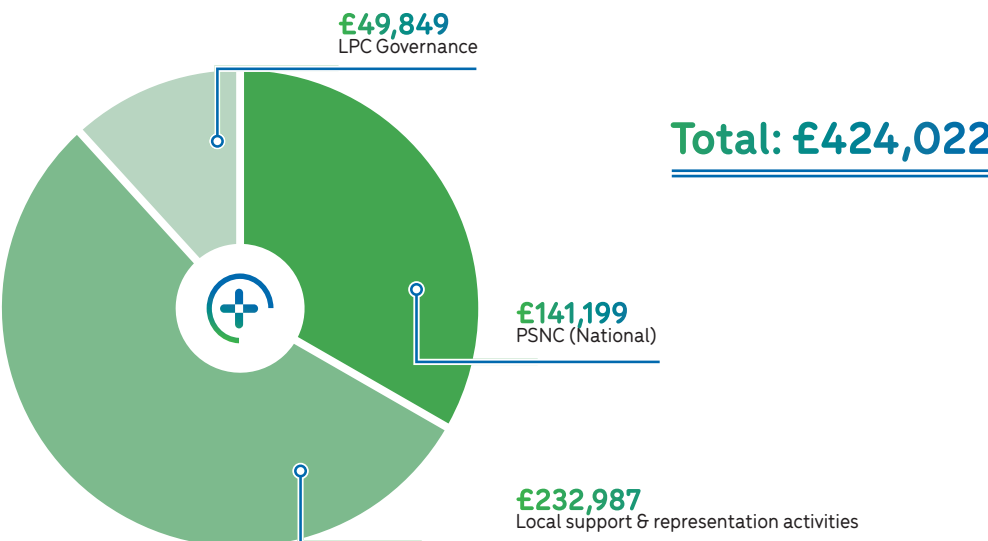
**NOTE:** Financial information shown here is for Community Pharmacy Surrey & Sussex and is consolidated across our three LPCs. Financial Accounts for each of our individually constituted LPCs for 2019-20 are available to view on our website – [www.communitypharmacyss.co.uk](http://www.communitypharmacyss.co.uk) – alongside the income and expenditure accounts for Community Pharmacy Surrey & Sussex. Other documents on the website highlight our three-way collaboration to deliver the strategy and operations of each individually constituted LPC through joint administration arrangements.



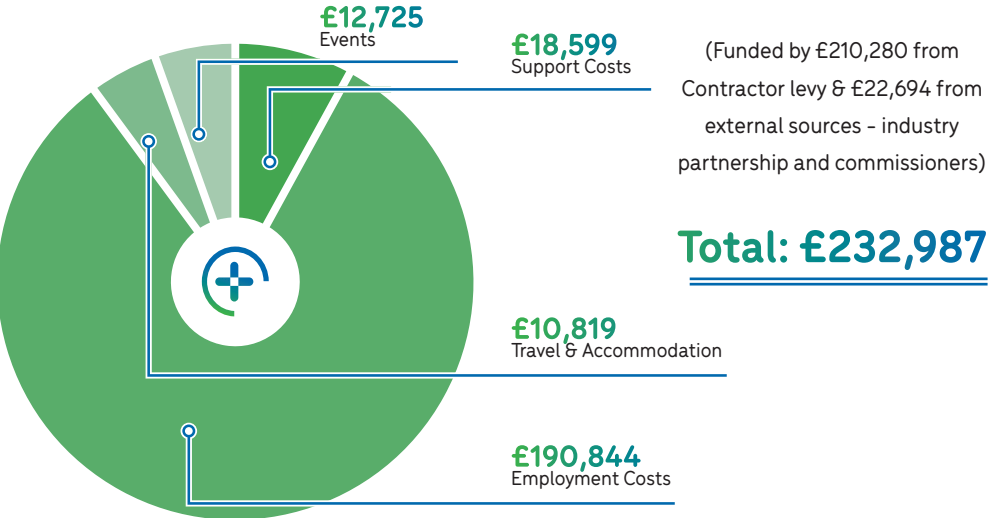
## Combined LPC total income 2019-20 was:



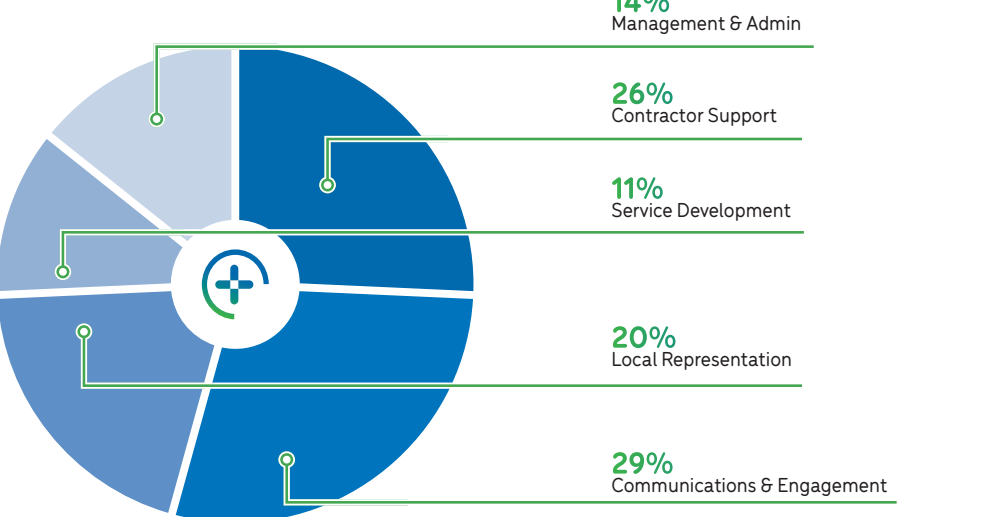
## Combined LPCs total expenditure 2019-20 was:



## Local support and representation expenditure in Surrey & Sussex 2019-20 was:



## % employment costs allocated to local activities against 2019-20 operational plan





Represent | Support | Develop | Deliver

## Thank you

We would like to express our gratitude to those who have supported and worked alongside us this year.

**Corporate partners:** ALK-Abello Ltd, Bausch + Lomb UK Limited, UKCPA who received funding from Daiichi Sankyo UK Ltd

**Commissioners:** NHS England & Improvement in the South East, Brighton & Hove City Council, East Sussex County Council, Surrey County Council, West Sussex County Council, NHS commissioners in the 11 CCGs across Sussex and Surrey

**NHS System Partners:** NHS Digital, Kent Surrey Sussex Academic Health Science Network (KSS AHSN), Sussex Health and Care Partnership (STP), Surrey Heartlands ICS, Health Education England (Kent, Surrey and Sussex and London), PSNC

**Other pharmacy bodies:** CCA, AIMp, NPA, CPPE, Surrey and Sussex LMCs and neighbouring LPCs

**The incredible numbers of people across Surrey and Sussex who stood forward to pick up prescriptions for those unable to for themselves**

Produced by Community Pharmacy Surrey & Sussex on behalf of East Sussex, West Sussex and Surrey Local Pharmaceutical Committees. August 2020. Photos by Sandra Lamont unless stated

[www.communitypharmacyss.co.uk](http://www.communitypharmacyss.co.uk)