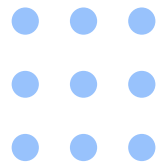


ANNUAL REPORT

2023/24

Making a success of
your pharmacy services



CPH Annual Report 2023/24

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Foreword from your CPH Chair and Chief Officer

Community Pharmacy Hertfordshire

Community Pharmacy Hertfordshire (CPH) is the Local Pharmaceutical Committee (LPC) which is the statutory body representing community pharmacy contractors within the geographical area of the Hertfordshire Health and Wellbeing Board. At the end of March 2024 we represented 223 pharmacy premises.

CPH negotiates and promotes pharmacy services with local commissioners and advises community pharmacy contractors on existing and new services. CPH is available to advise any stakeholders wanting to know more about community pharmacy.

CPH is funded by a statutory levy which NHS England (managed through the NHS Business Services Authority) is empowered by regulation to deduct from the remuneration paid to community pharmacy contractors.

CPH sends out regular weekly news, has a presence on social media, administers pertinent WhatsApp groups and manages a wealth of information via our website which is open to contractors, stakeholders and the public. To find out more about CPH or become involved with CPH please contact the CPH office.

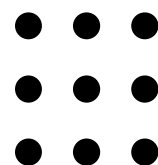
Acknowledgements

CPH remains representative of all our contractors in Hertfordshire and we would like to thank all the Committee members for their commitment and engagement. We would like to acknowledge and say thank you to Sean Gage from Boots and Zahra Choudhry from Lloyds who served as CCA committee members from 2021-2023 and have left us this year. We are grateful for their passion and engagement as committee members during this period.

We welcomed two new CCA representatives following the committee elections in 2023: Adrian Price from Tesco and Niru Sivanesan from Morrisons.

In the last year CPH has been led by Helen Musson as Chief Officer supported by Deputy Chief Officer, Farhan Moulana; Services and Engagement Lead Officer, Ann-Marie Carrey (May 2023) and Business Officers: Sara Norwood and Lorna Girling (September 2023).

We would like to acknowledge and thank the CPH office team for their continued dedication and hard work as they are the key implementors in the organisation's successes.



Foreword from your CPH Chair and Chief Officer

The Year Behind 2023/24 and the Year Ahead 2024/25

We recognise all contractors are under immense financial pressure and, our primary focus is to support you as our contractors and be able to demonstrate value for your levy. We welcome any contractor to be involved to understand the work we do and have an open invite to attend future [CPH meetings](#) as an observer. The committee now regularly surveys pharmacy contractors in advance of meetings so we are aware of your challenges in order to represent your views effectively. We would actively encourage you to engage with these surveys to help shape the work we undertake.

The CPH committee is made up of community pharmacy contractors that understand the relentless work that community pharmacy undertakes to support your local community despite huge financial challenges, workforce issues and continued medicines shortages. Whilst it may not always feel like it, the role of community pharmacy and all that you have to offer is recognised by stakeholders and other providers and you should congratulate yourself for the hard work and dedication contributing to this. CPH has continued to advocate on your behalf at both a national and local level regarding all of these issues.

CPH is committed to supporting and representing community pharmacy contractors and strives to ensure that you see the added value in the work we undertake on your behalf. The highlights of 2023/24 include:

- Support for the Hertfordshire and West Essex (HWE) Integrated Care Board (ICB) PCN integration leads project. This project has enabled a remunerated local PCN community pharmacist lead to support and represent you within your PCN, and the sum of £1500 paid directly to each pharmacy contractor to enable your engagement;
- Support for Pharmacy First with free training and evening meetings (with approximately over 400 pharmacist attendees);
- Support for the delivery of COVID (and flu) vaccination programmes;
- Instigated and maintained WhatsApp groups for shared peer support and communications (including for COVID vaccination, Pharmacy First and general CPH communications);
- Being the top in East of England for delivery of DMS; and
- Developed and drove the delivery of the local UTI service, via a successful pilot and then subsequent role out over the whole of Hertfordshire. This service is now superseded by Pharmacy First; however, our contractors have been ahead of the curve with delivery and were ready and trained on 31 January 2024 when Pharmacy First went live.

These successes have allowed an increased engagement with Hertfordshire and West Essex ICB and for CPH to continue to demonstrate the value that our Hertfordshire pharmacy contractors can add to primary care at a local level.

Support for implementation of the national community pharmacy services particularly Pharmacy First, Hypertension Case-Finding and Contraception will be a high priority in 2024/25 for CPH along with community pharmacy communications, engagement, and workforce.



Foreword from your CPH Chair and Chief Officer

The Year Behind 2023/24 and the Year Ahead 2024/25 Cont.

We have a specific focus on supporting a future strategy of local negotiation and influence and contractor engagement and delivery. We recognise the benefits and value this would continue to bring and build for you and this is why we believe we need to ensure the right level of support from CPH strategically at a local level. By budgeting for this financial year 2024/25, there has been a need to review and increase the levy contractors pay of which all pharmacy contractors were notified directly by email.

The important question is what does this mean for you as a contractor and the value that CPH delivers for you from the levy funding. We would therefore direct you to the annual report included within and encourage all contractors to join us at our [“Making a success of your pharmacy services event” on Wednesday 3 July 2024 \(7pm-10pm\) at the Fielder Centre in Hatfield](#). This is your chance to come and hear about the future of community pharmacy, how CPH intends to deliver its support and representation for you in the coming year, and, most importantly, it is a chance for you to have the opportunity to hear and share best practice to help you deliver the key services of pharmacy first, contraception and hypertension case-finding.

Rachel Solanki
Chair

Helen Musson
Chief Officer



Committee Update

Committee Elections 2023

A CPH elections and nomination process was undertaken in the summer of 2023 because current CPH committee members' terms of office expired on 30 September 2023. The newly elected committee were confirmed as announced [via our e-news](#):

Independent Representatives - six places

- Karsan Chandegra
- Girish Mehta
- Mohamed Moledina
- Vikash Patel
- Sheelan Shah
- Rachel Solanki

Seven nominations were received for the six places and Viralkumar Patel was not elected. We received 27 contractor votes of the 131 independent contractors eligible to vote which was a 21% response rate.

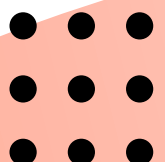
Company Chemist's Association (CCA) – four places

- Vinesh Naidoo CCA – Boots
- Parag Oza CCA – Boots
- Adrian Price CCA – Tesco
- Niru Sivanesan CCA – Morrisons

Association of Independent Multiple pharmacies (AIMp) – one place

- Suraj Varia AIMp – Jade

The new members took up their posts on 1 October 2023 and their term of office runs until 31 March 2027. Information on current CPH members is available on the [CPH website](#).



Committee Update

Committee Update

The [committee](#) consists of 11 representatives.

Name	Representative	Attendance at CPH meetings	Expenses Paid (for additional meetings other than CPH)
Karsan Chandegra (Treasurer)	Independent	6/6	£0
Zahra Choudhry (left June 2023)	CCA - Lloyds	1/1	£0
Sean Gage (left September 2023 – end of term)	CCA - Boots	2/2	£0
Girish Mehta	Independent	6/6	£0
Mohamed Moledina	Independent	6/6	£0
Vinesh Naidoo	CCA - Boots	4/6	£0
Parag Oza (Vice Chair)	CCA – Boots	5/6	£278.05*
Vikash Patel	Independent	5/6	£0
Adrian Price (joined June 2023)	CCA – Tesco	3/5	£0
Sheelan Shah	Independent	5/6	£0
Niru Sivanesan (joined October 2023)	CCA – Morrisons	3/4	£0
Rachel Solanki (Chair)	Independent	6/6	£630.10*
Suraj Varia	AIMp - Jade	4/6	£0

**Does not include honoraria paid to officers which is outlined separately on the finance annual statement.*

The Chief Officer incurred annual expenses of £332.63 and other staff within the CPH office incurred annual expenses of £380.04.

Two half day virtual CPH meetings and four full day in person CPH meetings, where local stakeholder guests are invited were held in this period. Minutes from all meetings are available on our [website](#). We welcome community pharmacy contractor attendance at CPH meetings although we ask that you let us know in advance.

CPH Events

2023/24

CPH supported 5 contractor events in 2023/24 as outlined below. CPH regularly listens and acts on the comments received in relation to our meetings. CPH will continue to support meetings in 2024/25 for the benefit of community pharmacy contractors in Hertfordshire.

- CPH AGM (July 2023)
- Pharmacy Contraception Service initiation and ongoing supply (February 2024)
- Pharmacy First: Implementation webinars (6 and 13 February 2024)
- Pharmacy First Training: online 20 places and otoscope (January 2024)

CPH regularly ensures that key local events are represented at or promoted for the benefit of local pharmacies to attend by working with key partners nationally and locally such as Hertfordshire and West Essex Integrated Care Board (ICB), pharmaceutical companies, CPPE, Hertfordshire County Council (HCC), CGL, Public Health Hertfordshire. CPH supported 4 stakeholder events in 2023/24.

- HWE ICB Expressions of interest for CP PCN Integration Leads event (May 2023)
- Pharmacy First Training (ICB): online and otoscope (February 2024)
- PCN lead events x 5 (June, July, September, January and February 2023-24)
- CGL Supervised Consumption Changes and Training Event – new contract (March 2024)
- CGL Supervised Consumption Service Training Event x 2 (2023)
- Community Pharmacy UTI training x 5 (May, July, November 2023)
- Pharmacy Professional Networks in East and North Herts and South and West Herts x 8 (2023/24)

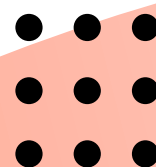
Communications and Engagement

- Sent 50 [CPH e-news](#) to approximately 760 subscribers to support contractors – a 5% decrease in contractors due to pharmacy closures.
- X ([Twitter](#)): As end of March 2024: 1,073 followers (less than 1% increase), 707 following (1% increase).
- [LinkedIn](#): As of April 2024: 206 connections (31% increase), 217 followers (30% increase).
- [Facebook](#): As end of March 2024: 102 people like the page (1% increase) and 110 follow (2% increase).
- Due to a change in the CPH website domain name in 2023-24, statistics on usage and visits have not been able to be provided.

WhatsApp Groups

CPH set up WhatsApp groups in support of (in addition to the continuing support to the COVID vaccination WhatsApp Group of 128 members):

- Pharmacy First (January 2024) – 292 members
- CPH Update Group (October 2023) – 145 members



Priority Workstreams and Achievements 2023/24

National CPCF Services

National CPCF Services - Making it work locally

Objective: to implement, maximise and support quality delivery of seven key services: Pharmacy First, Hypertension Case-Finding Service, Discharge Medicines Service (DMS), New Medicines Service (NMS), Contraception Service, Flu Vaccination Service, COVID-19 Vaccination Service.

Outcome: To enable opportunities for community pharmacies to deliver CPCF services, ensuring that they understand the requirements. Ensure that the service is integrated within local pathways at HWE ICB to enable collaborative working.

Pharmacy First

- ❑ WhatsApp group set up and supported by CPH.
- ❑ Blended and online training to meet competences of service offered by ICB.
- ❑ Pharmacy First page on CPH website updated and 10-minute video created to support readiness for service.
- ❑ Two CPH webinars attended by over 150 individuals in February 2024 organised at the request of pharmacy contractors.
- ❑ Presented at locality meetings and supported PCN leads to present at meetings.

Hypertension Case-Finding

- ❑ Hypertension Case-Finding page on CPH website updated and 10-minute video created to support service with particular focus on achieving greater delivery of ABPM.
- ❑ Agreed integrated primary care pathway for Hypertension Case-Finding Service that continues to be publicised.
- ❑ Contacted individual pharmacies (prior to December 2023) when they registered to offer the service and check they understand the requirements of the service or need support.
- ❑ GP referrals through PharmOutcomes extended for another year in Hertsmere and Dacorum localities.
- ❑ Supported with development of locally agreed processes.
- ❑ Supported with the development of a BP project as part of the East and North Herts Health inequalities group.

Discharge Medicines Service (DMS)

- ❑ HPFT fully implemented across all wards making DMS referrals.
- ❑ Supported Watford Hospital getting ready with digital requirements to increase referrals and Princess Alexandra Hospital with the transition to a new IT system to avoid any decrease in referrals.

Priority Workstreams and Achievements 2023/24

National CPCF Services Cont.

Pharmacy Contraception Service

- ❑ Contacted individual pharmacies (prior to December 2023) when they registered to offer the service and check understand the requirements of the service or need support.
- ❑ Pharmacy Contraception Service page on CPH website updated and 10-minute video created with slides to support pharmacies in preparation for the initiation aspect of the service.
- ❑ Webinar held on 29 February 2024 with information on initiation and formulary, sexual health signposting, LARC and best practice. Uploaded to website.

Flu Vaccination Service

- ❑ Pilot to increase uptake of flu vaccinations by GP practices referring to community pharmacy implemented with one practice and one pharmacy in February 2024.

COVID-19 Service

- ❑ Supported contractors with the new Expressions of Interest that was open to all in August 2023.
- ❑ Support and administer vibrant COVID WhatsApp group ensuring promotion of issues for resolution.

General

- ❑ Mapping all services in Hertfordshire and West Essex updated on a weekly basis with which pharmacies are registered to deliver with exception of flu and DMS.
- ❑ Survey developed and completed to ascertain support needed by pharmacy contractors for Pharmacy First, Hypertension and Contraception services. Training implemented from survey.

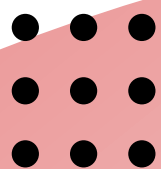
Primary Care Networks (PCNs)

Primary Care Networks

Objective: To support resourced community pharmacy leads within each PCN to encourage primary care providers to work more efficiently together and for the benefit of patient outcomes at a local level.

Outcome: To ensure that community pharmacy PCN leads are aware of CPH and work collaboratively with CPH on important issues/services for the benefit of community pharmacies enabling the Leads to engage with community pharmacies and vice versa.

- ❑ Supported recruitment process of leads encouraging community pharmacists to put themselves forward for the role.
- ❑ Supported leads to have influence at local meetings whilst representing the voice of all pharmacies.
- ❑ Supported with the implementation and take up of the Community Pharmacy Integration Programme to encourage community pharmacies to receive a one-off fee to support with engagement of leads.
- ❑ CPH involved as key stakeholder and invited to take part as part of the evaluation.



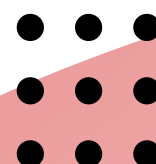
Priority Workstreams and Achievements 2023/24

Community Pharmacy Communication and Engagement

Objective: To implement the actions from the agreed CPH communications strategy optimising pharmacy contractors to deliver a quality contractual framework including celebrating success, sharing best practice and identifying those who may be struggling.

Outcome: To develop a consistent communication offer for all workstreams in a format that is easy read and accessible for all community pharmacy contractors regardless of levels of engagement with CPH. To develop tools and structured visits to those pharmacies that do not engage to understand the role of CPH and what it can do. To engage with the University of Hertfordshire to explain to the pharmacy student trainees the LPC role.

- ❑ 76% of subscribers to the CPH e-news are highly engaged and often open and click emails.
- ❑ Key workstreams now have their own webpage and video. There is further work to be done on an easy to navigate framework that is consistent across all local and national services.
- ❑ A process for pharmacy visits has been developed and agreed with implementation to take place from May 2024.
- ❑ An easy-to-read welcome pack so all pharmacies are aware of local services, signposting and support has been developed to be implemented from May 2024.
- ❑ Changes to UH staff and impending Pharmacist Foundation changes have impacted on presenting to students at UH but to be undertaken in 2024-25.
- ❑ Sub group met regarding the implications of the Foundation Training. CPH part of the East of England Workforce Strategy Group and ICB workforce group.
- ❑ New style e-news and change in day actioned (from Friday to Monday) in January 2023.
- ❑ Rebranded CPH to new style CPE recommended version in March 2024.
- ❑ WhatsApp group for contractors set up and supported by CPH.
- ❑ Supported MP visits particularly for Pharmacy First.
- ❑ Supported media requests with information in the Pharmaceutical Journal on independent prescribing.



Priority Workstreams and Achievements 2023/24

Integrated Care Systems (ICSs) and Preparing for Commissioning Transition

Objective: To embed working relationships with the new Integrated Care Systems (ICS) and Board (ICB) ensuring community pharmacy has a clinical voice particularly ensuring that the transition to local commissioning of community pharmacy services is open, transparent and equitable.

Outcome: To ensure that the CPH voice is represented at all committee agreed ICS/ICB meetings and that the clinical voice of community pharmacy is appropriately harnessed at senior levels and resourced by HWE ICB to enable community pharmacy as a key part of primary care.

- ❑ CPH has agreed office representation at key ICB meetings and a process of engagement with the ICB in January 2024.
- ❑ Supported delivery of the UTI PGD service through training and individual support to deliver.
- ❑ Strongly influenced the reinvigoration of the Immediate Access to Emergency Medicines service with a new service that was equitable across Hertfordshire and West Essex and financially viable for contractors to deliver.
- ❑ Engaged with the development of the Urgent and Emergency care strategy.
- ❑ Community Pharmacies in St Albans able to directly book appropriate patients into the Integrated urgent care hub.

TAPR – Transforming Pharmacy Representation

Objective - To ensure that CPH is meeting its responsibilities for addressing the Review Steering Group proposals as part of the TAPR work programme.

- ❑ Have achieved all areas of TAPR arrangements within our control i.e. constitution; governance arrangements; financial arrangements; branding.
- ❑ Held a joint meeting between CPH committee and CPEsx on Wednesday 22 November 2023 to agree a position regarding being contiguous with an ICB.

Priority Workstreams and Achievements 2023/24

Community Pharmacy Locally Commissioned Services

Objective: To maximise local delivery of public health services. To develop and test new services for Patient Group Directions, independent prescribing and diabetes testing delivered through community pharmacy.

Outcome: To support community pharmacy to optimise its public health role as part of its essential contract such as Healthy Living Pharmacy and enable opportunities for community pharmacies to deliver local public health services, ensuring that they understand the requirements of the service specification and are reimbursed fairly reflecting local negotiations and comparable information from neighbouring areas.

Public Health

- ❑ Benchmarking completed for sexual health; stop smoking and supervised consumption service specifications that includes a financial review.
- ❑ Agreement that stop smoking service is not financially viable and communicated to pharmacy contractors.
- ❑ Costings tool in development for all public health services for pharmacies to use as appropriate to identify financial viability of a service.
- ❑ New Emergency Hormonal Contraception (EHC) service specification and PGDs agreed where there will be no age limit for the supply of EHC effective from April 2024.
- ❑ Dual testing fee increased from £5 to £10 per kit tested at laboratory. As well as payment to participate in research.
- ❑ New core Medication Assisted Treatment (MAT) agreed with CGL for substance misuse which now includes payments for supervised and non-supervised patients and any pharmacy can sign up, effective from April 2024.

UTI

- ❑ Successfully supported the pilot pharmacy contractors with delivery and communications.
- ❑ SOP devised for the service for use as a template for all community pharmacies.
- ❑ Supported the rollout of the service from November 2023 until it was replaced by Pharmacy First in February 2024.

PIP

- ❑ CPH has supported four Pharmacy Independent Prescriber (PIP) pathfinder sites identified in Hertfordshire: Harpenden, Stevenage, Welwyn and Letchworth based on an initial expressions of interest process undertaken in 2023.
- ❑ The PIP Pathfinder has been delayed due to NHS England and their implementation processes.
- ❑ Financial aspects have been dictated at a national level that cannot be changed.
- ❑ Local service specification to be consulted with committee during 2024.

Diabetes

- ❑ Project plan, service specification and pilot pharmacies identified for pilot diabetes screening project in St Albans.
- ❑ Despite numerous presentation and discussions at meetings, the ICB is unwilling to support the community pharmacy diabetes screening project even using identified funds due to the National Screening Committee identifying that screening for Type 2 diabetes is not recommended.
- ❑ Therefore, as CPH cannot demonstrate there is a genuine commitment to rollout a service across Hertfordshire this project will not be taken forward.



CPH Vision, Mission and Aims

In March 2021 CPH agreed a three-year strategic plan to run until March 2024 that included an overarching vision, mission and aims. The committee agreed an extension of the strategic plan until March 2025 due to ongoing [TAPR changes](#). The priorities for achievement would continue to refresh every financial year and have been updated as outlined below.

Vision

Community pharmacies are an integrated and equal partner in the health and care landscape for the benefit of patients.

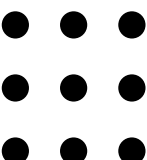
Mission

Represent and support community pharmacies to work locally as one unified and integrated part of the health and care community that supports the best possible outcomes for patients.

Aims and Core Responsibilities

CPH Office to deliver these aims

1. To represent community pharmacy in Hertfordshire to all stakeholders.
 - a. Engaging with stakeholders such as Local Representative Committees, Pharmaceutical companies, other LPCs and PSNC on a regular basis.
 - b. Attending regular meetings and engage with commissioning and provider stakeholders within the local health and care environment. This includes medicines management meetings and locality meetings. The current focus is on Clinical Commissioning Groups, Public Health Hertfordshire, NHS England and NHS Improvement and the transition to the Integrated Care System.
 - c. Maximising delivery and integration of community pharmacy with other providers in discussions with provider and commissioner colleagues.
2. To provide leadership and development of community pharmacy to meet future challenges.
 - a. Delivering training/education/events that are not already provided or signposting existing events to support community pharmacy contractors and their teams to deliver on existing and new services.
 - b. Identifying gaps in community pharmacy delivery and identifying support/guidance to aid delivery.
 - c. Reminding community pharmacy contractors of best practice in areas identified as challenges.
3. To enable community pharmacies to be able to deliver existing and new commissioned/contracted services, nationally and locally, successfully.
 - a. Supporting community pharmacy contractors and their teams to deliver their community pharmacy contractual framework and any local services sharing best practice and data on delivery, signposting to supportive information and feeding back on impractical aspects of contracts/services to commissioners/other providers to enact change.
 - b. Responding and resolving queries and contacts from community pharmacy contractors and their teams on a daily basis.
 - c. Keeping community pharmacy contractors and their teams updated and briefed on changes to their Community Pharmacy Contractual Framework through the website, regular news communications and social media.



CPH Vision, Mission and Aims

Workstreams 2024/25

Workstream (ordered in rank according to highest priority)	Objective	Outcome 2024-25
1. Pharmacy First	To deliver integrated local pathways for the benefit of patients in Hertfordshire and the system with the following services: <ol style="list-style-type: none"> 1. Pharmacy First (PF) 2. Hypertension Case-Finding (HCF) 3. Contraception (PCS) 	That Pharmacy First, hypertension and contraception services are fully integrated as part of the local system and community pharmacy is recognised as a part of primary care for these services thereby increasing community pharmacies clinical value and revenue, with primary recovery plan targets met by all pharmacies registered.
2. Community Pharmacy Communication and Engagement	To implement a succession planning process for future community pharmacy leaders and to influence the integration of resourced community pharmacy leads as part of the ICB whilst developing all community pharmacy contractors to engage with CPH and peers sharing best practice and supporting those that are challenged with delivering pharmacy services.	An engagement plan for all community pharmacies (with a focus on those less engaged) and succession planning for community pharmacy leaders has been implemented with clear communications for all community pharmacies for the benefit of patient outcomes and better primary care provider working.
2. Community Pharmacy Workforce	That community pharmacy is included as part of HWE ICB primary care education and training delivery and supported to host educational placements.	Community pharmacies are a key partner in the ICB pharmacy workforce strategy with identified support for community pharmacies with quality education and training with a focus on developing better use of pharmacy skill mix and increasing utilisation of Pharmacist Independent Prescribers (PIP).
2. Prescribing and Medicines Optimisation Services	To deliver integrated local pathways that increases provider collaboration and referrals for local prescribing services that community pharmacy engages with thereby improving patient quality through medicines optimisation.	That NMS and DMS services and community pharmacy dispensing services are fully integrated within local pathways at HWE ICB thereby increasing community pharmacies clinical value and revenue.
2. Public Health	To enable delivery of the national advanced service for the Smoking Cessation Service by community pharmacies and to extend vaccination services to be commissioned locally from community pharmacies for shingles, childhood immunisations and pertussis in Hertfordshire for the benefit of patients.	That local hospitals can refer to community pharmacies for the Smoking Cessation Service and that community pharmacies are fully integrated as part of the local system for vaccination services bringing community pharmacies additional income and providing greater access to services for local communities.



Statutory Information

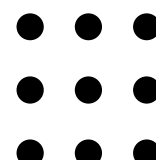
Contract Matters

Summary of applications for inclusion in the Pharmaceutical List from 1 April 2023 - 31 March 2024.

Type of Application 2013 Regulations	Applications	Appeals dealt with by CPH	Decisions pending (as at 17/5/24)	Total granted
Unforeseen Benefits	2 (out of area – Stansted Mountfitchet)	2	3	0
Distance Selling	1	0	1	0
No Significant Change Relocation Consolidation	5	0	0	4 (1 withdrawn)
Change of Ownership	1	0	0	1
Change of Ownership	21	0	0	19 (1 withdrawn and 1 refused)
Total	30	2	4	24

There were **twelve** pharmacy closures:

1. Lloyds at Sainsburys (Hitchin Road) Stevenage
2. Lloyds at Sainsburys (Barnet Road) St Albans
3. Lloyds at Sainsburys (Church Road) Welwyn Garden City
4. Lloyds at Sainsburys (Everard Close) St Albans
5. Lloyds at Sainsburys (Third Avenue Park) Letchworth
6. Lloyds at Sainsburys (London Road) Hemel Hempstead
7. Lloyds at Sainsburys (Brewery Road) Hoddesdon
8. Lloyds at Sainsburys (North Western Avenue) Watford
9. Elgon Chemist Broxbourne (consolidation)
10. Tweens Pharmacy Bushey
11. Boots (Bennetts Gate) Hemel Hempstead
12. Boots (Peartree Lane) Welwyn Garden City



Statutory Information

Accompanying Notes to Annual Accounts 2023/24: Treasurer's Report

CPHs' net income for year ending 31 March 2024 was £363,892 compared with £309,450 for year ending 31 March 2023.

CPH received £285,252 from the contractor levy and this was the same as the previous year 2022/23 as the levy was frozen. The current contractor levy collection method reduces the variation in levy income making CPH financially stable.

CPH also had residual funds of £20,804 for the care home service in Dacorum and stockpiling service in Hertsmere included within income. As these projects had ceased, in agreement with the localities and HWE ICB the funding was reappropriated for the UTI service and for the continuation of the hypertension PharmOutcomes service to enable GP practices to refer in Hertsmere and Dacorum which is reflected in the cost of services. There remains £12,767 of residual funds from these project services held in trust which will be will be accrued into the financial year of 2024/25 and reported on in next year's account. The committee, as the key decision-making body, will discuss and determine how to best utilise these funds to support Hertfordshire contractors in consultation with the key locality personnel from where the funds originated.

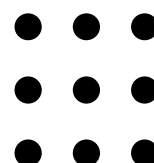
CPH also received £4,158 of additional funds from HWE ICB to pay the pharmacies in Hertfordshire when the UTI service was implemented outside of the Dacorum and Hertsmere localities and reflected in the cost of services.

In addition, CPH also had £5,000 of residual funds to support GP CPCS. This funding was utilised to support Pharmacists with Pharmacy First otoscope training (and online training for the rest of the service) in January and 20 online only places (without otoscope in person training).

The residual funds for the diabetes project of £9,178 accrued over a few years was expended with committee agreement recognising the amount of project management time that had been put into the diabetes project over the last two years.

Additional income was also received from event sponsorship of £5,082 which goes some way to meeting the expenses spent on CPH meetings and events totalling £8,050. Bank interest of £1,508 was received in July 2023.

The Chief Officer is seconded 1.5 days a week to Hertfordshire and West Essex (HWE) Integrated Care Board (ICB) that started in January 2023 and has been extended to the end of July 2024. CPH received funding for the ICB secondment of £34,418. A small proportion of these funds (£7637) have been paid to the Chief Officer for additional hours per week which is included within the Chief Officer salary for 2023/24. The remaining funds pay for any Chief Officer on costs i.e. employer national insurance and for the part time staff member plus on costs i.e. pension, employer national insurance (Services and Engagement Lead Officer) working two days a week (0.4WTE).



Statutory Information

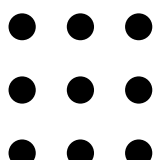
Treasurers Report /cont.

Net expenses for year ending 31 March 2024 were £366,986 compared with £327,083 for year ending 31 March 2023. Cost of sales for year ending 31 March 2024 were £25,771 compared with £12,854 for year ending 31 March 2023. Office administration expenses include office insurance, ICO fees and sundry expenses. Expenses were largely increased in 2023/24 due to Community Pharmacy England increased levy from £61,844 in 2022/23 to £77,306 in 2023/24. There was a slight increase in staff salary due to increased inflationary costs agreed by the committee however some of this is offset by the ICB secondment funding. There was an increase in CPH meeting expenses as all more meetings were held over a full day and in person.

The overspend of £33,236 was less than the predicted budget overspend of £75,050. The CPH Committee has approved an overspend position over several years to use up historic reserve investment available. This is focused on enabling the CPH office to have the capacity to support you.

CPH keeps tight control on administrative costs over the year, reviewing several of its office contracts to maximise efficiency, which continues on an annual basis of where contracts are identified for renewal. CPH finances are vital as we have enough in reserve after overspending, less ringfenced money held CPH in Trust for services, and three months of reserve as agreed by the committee. This reassures us of our financial stability and the committee's diligent oversight. Annual budgeting for CPH is published on our [website](#) alongside our annual reports. Using the Sage Online accounting program, we can regularly produce accurate financial reports for committee meetings. All committee members are asked to approve quarterly income and expenditure reports during the year. As the community pharmacy landscape is changing, CPH is committed to being stable and financially viable to support contractors during challenging times and offer value for money.

Karsan Chandegra
Treasurer
June 2024

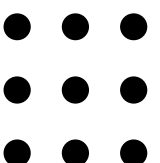


Statutory Information

Statement of Accounts 2023/24

COMMUNITY PHARMACY HERTFORDSHIRE (HERTFORDSHIRE LPC) MEMBER'S REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024



**Community Pharmacy Hertfordshire (Hertfordshire LPC)
Company Information
For The Year Ended 31 March 2024**

Chair	R Solanki
Treasurer	K Chandegra
Chief Officer	H J Musson
Address	Unit 27b Weltech Centre Ridgeway Welwyn Garden City Hertfordshire AL7 2AA
Accountants	Pomroy Associates Ltd Chartered Accountants 14a Meadway Court Rutherford Close Stevenage Hertfordshire SG1 2EF

Community Pharmacy Hertfordshire (Hertfordshire LPC)

Member's Report For The Year Ended 31 March 2024

The committee members are responsible for preparing the Report of the Committee Members and the financial statements in accordance with applicable law and regulations.

The committee members are required to prepare financial statements for each financial year. The committee members have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'. The committee members must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the committee for that period.

In preparing these financial statements, the committee members are required to:

- a) select suitable accounting policies and then apply them consistently;
- b) make judgments and accounting estimates that are reasonable and prudent;
- c) prepare the financial statements on the going concern basis, unless it is inappropriate to presume that the committee will continue in operation.

The committee members are responsible for keeping adequate accounting records that are sufficient to show and explain the committee's transactions and disclose with reasonable accuracy at any time the financial position of the committee. They are also responsible for safeguarding the assets of the committee and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The committee members are responsible for the maintenance and integrity of the financial information included on the committee website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The committee members confirm that so far as they are aware, there is no relevant audit information of which the committee's auditors are unaware. They have taken all the steps that they ought to have taken as committee members in order to make themselves aware of any relevant audit information and to establish that the committee's auditors are aware of that information.



Treasurer

Date 3 June 2024

Community Pharmacy Hertfordshire (Hertfordshire LPC)
Accountant's Report
For The Year Ended 31 March 2024

INDEPENDENT CHARTERED MANAGEMENT ACCOUNTANTS' REVIEW REPORT TO THE COMMITTEE MEMBERS OF HERTFORDSHIRE LPC

We have reviewed the committee's financial statements for the year ended 31 March 2024 which comprise the Income Statement, Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Committee Members' Responsibility for the Financial Statements

As explained more fully in the Responsibilities Statement, the committee members are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Accountants' Responsibility

Our responsibility is to express a conclusion on the financial statements. We conducted our review in accordance with International Standard on Review Engagements (ISRE) 2400 (Revised) Engagements to review historical financial statements and TECH 09/13AAF (Revised) Assurance review engagements on historical financial statements. ISRE 2400 (Revised) requires us to conclude whether anything has come to our attention that causes us to believe that the financial statements, taken as a whole, are not prepared, in all material respects, in accordance with United Kingdom Generally Accepted Accounting Practice. ISRE 2400 (Revised) also requires us to comply with the institutes Code of Ethics.

Scope of the Assurance Review

A review of financial statements in accordance with ISRE 2400 (Revised) is a limited assurance engagement. We have performed additional procedures to those required under a compilation engagement. These primarily consist of making enquiries of management and others within the entity, as appropriate, applying analytical procedures and evaluating the evidence obtained. The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with International Standards on Auditing (UK). Accordingly, we do not express an audit opinion on these financial statements.

Conclusion

Based on our review, nothing has come to our attention that causes us to believe that the financial statements have not been prepared:

- so as to give a true and fair view of the state of the committee's affairs as at 31 March 2024, and of its profit for the year then ended; and
- in accordance with United Kingdom Generally Accepted Accounting Practice.

Use of our report

This report is made solely to the Committee's members, as a body, in accordance with the terms of our engagement letter dated 31 March 2024. Our review has been undertaken so that we may state to the committee's members those matters we have agreed to state to them in a reviewer's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Committee and the Committee's members as a body for our work, for this report or the conclusions we have formed.



Date 3 June 2024
Pomroy Associates Ltd
14a Meadway Court
Rutherford Close
Stevenage
Hertfordshire
SG1 2EF

Community Pharmacy Hertfordshire (Hertfordshire LPC)
Balance Sheet
As At 31 March 2024

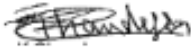
	Notes	2024		2023	
		£	£	£	£
FIXED ASSETS					
Tangible Assets	4		1,330		1,243
			1,330		1,243
CURRENT ASSETS					
Debtors	5	57,215		34,579	
Cash at bank and in hand		126,686		204,514	
		183,901		239,093	
Creditors: Amounts Falling Due Within One Year	6	(42,790)		(66,092)	
			141,111		173,001
NET CURRENT ASSETS (LIABILITIES)			141,111		173,001
TOTAL ASSETS LESS CURRENT LIABILITIES			142,441		174,244
NET ASSETS			142,441		174,244
Income and Expenditure Account			142,441		174,244
MEMBERS' FUNDS			142,441		174,244
			142,441		174,244

Community Pharmacy Hertfordshire (Hertfordshire LPC)
Balance Sheet (continued)
As At 31 March 2024

These financial statements were approved by the Community Pharmacy Hertfordshire (Hertfordshire LPC) on 3 June 2024 and signed on its behalf by:



Chair



Treasurer

Community Pharmacy Hertfordshire (Hertfordshire LPC)
Notes to the Financial Statements
For The Year Ended 31 March 2024

1. Accounting Policies

1.1. Basis of Preparation of Financial Statements

The financial statements have been prepared under the historical cost convention and in accordance with Financial Reporting Standard 102 section 1A Small Entities "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006.

1.2. Going Concern Disclosure

The committee members consider that there are no material uncertainties about the committee's ability to continue as a going concern. In forming their opinion, the committee members have considered a period of one year from the date of signing the financial statements.

1.3. Turnover

Turnover is measured at the fair value of the consideration received or receivable, net of discounts and value added taxes. Turnover includes revenue earned from the sale of goods and from the rendering of services. Turnover is reduced for estimated customer returns, rebates and other similar allowances.

1.4. Tangible Fixed Assets and Depreciation

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Depreciation is provided at rates calculated to write off the cost of the fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixtures & Fittings	20% straight line
Computer Equipment	20% straight line

1.5. Taxation

Any surplus arising from the activities of the LPC on its non-mutual activities is subject to corporation at 19%.

1.6. Pensions

The amounts paid during the year are charged to the income and expenditure account. Details are shown in note 9 of these accounts.

1.7. Debtors and creditors

Basic financial assets and liabilities, including trade debtors, other debtors and other creditors, are initially recognised at transaction price, unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Such assets and liabilities are subsequently carried at amortised cost using the effective interest method, less any impairment.

2. Staff Costs

Staff costs consist of:

	2024	2023
	£	£
Wages and salaries	221,261	205,106
Social security costs	17,612	16,210
Other pension costs	4,297	4,311
	<u>243,170</u>	<u>225,627</u>

The salary of the Chief Officer was £78,744 (2023 - £65,112).

3. Average Number of Employees

Average number of employees during the year was: 8 (2023: 8)

Community Pharmacy Hertfordshire (Hertfordshire LPC)
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2024

4. Tangible Assets

	Fixtures & Fittings £	Computer Equipment £	Total £
Cost			
As at 1 April 2023	1,152	10,081	11,233
Additions	-	891	891
As at 31 March 2024	1,152	10,972	12,124
Depreciation			
As at 1 April 2023	1,008	8,982	9,990
Provided during the period	48	756	804
As at 31 March 2024	1,056	9,738	10,794
Net Book Value			
As at 31 March 2024	96	1,234	1,330
As at 1 April 2023	144	1,099	1,243

5. Debtors

	2024 £	2023 £
Due within one year		
Trade debtors	55,193	32,557
Other debtors	2,022	2,022
	57,215	34,579

6. Creditors: Amounts Falling Due Within One Year

	2024 £	2023 £
Trade creditors	6,499	3,059
Other creditors	32,816	60,016
Taxation and social security	3,475	3,017
	42,790	66,092

Community Pharmacy Hertfordshire (Hertfordshire LPC)
Detailed Income and Expenditure Account
For The Year Ended 31 March 2024

	2024		2023	
	£	£	£	£
TURNOVER				
Levy		285,252		284,604
CPPQ		-		1,710
Event sponsorship		5,082		4,338
ICB Secondment		34,418		979
HWE ICB		4,158		
Care home services		13,356		6,935
Stockpiling		7,448		10,884
GP CPCS		5,000		-
Diabetes - sale		9,178		-
		363,892		309,450
COST OF SALES				
Care home service	-		7,906	
CPPQ costs	-		1,059	
Stockpiling costs	-		3,889	
GP CPCS - costs	4,968		-	
UTI Service	14,829		-	
Hypertension	10,133		-	
		(29,930)		(12,854)
GROSS SURPLUS		333,962		296,596
Administrative Expenses				
PSNC levy	77,306		61,844	
Chair honoraria	6,880		6,880	
Vice chair honoraria	3,840		3,840	
Treasurer honoraria	2,720		2,720	
Chief Officer Salary	78,744		65,112	
Staff salaries	129,077		126,554	
Employers national insurance	17,612		16,210	
Pension	4,297		4,311	
Staff and member training	1,375		176	
Rent and service charges	7,089		6,689	
Light and heat	671		627	
CPH meeting and member expenses	14,265		12,454	
Meeting and events venue expenses	8,050		5,481	
Staff and member expenses	1,621		2,280	
IT support and software	5,625		4,380	
Printing and stationery	1,011		1,109	
Postage	1		36	
Marketing costs	705		-	
Telephone	1,650		1,286	

...CONTINUED

Community Pharmacy Hertfordshire (Hertfordshire LPC)
Detailed Income and Expenditure Account (continued)
For The Year Ended 31 March 2024

Accountancy fees	1,506	1,434
Professional fees	130	84
Depreciation	804	2,248
Office administration	2,007	1,283
	<u>(366,986)</u>	<u>(327,083)</u>
OPERATING DEFICIT	(33,024)	(30,442)
Other interest receivable and similar income		
Bank interest receivable	1,508	37
	<u>1,508</u>	<u>37</u>
DEFICIT BEFORE TAXATION	<u>(31,516)</u>	<u>(30,405)</u>
Tax on Deficit		
Corporation tax charge	287	7
	<u>(287)</u>	<u>(7)</u>
DEFICIT AFTER TAXATION BEING DEFICIT FOR THE FINANCIAL YEAR	<u>(31,803)</u>	<u>(30,412)</u>