



**Community
Pharmacy**
Hertfordshire

ANNUAL REPORT

2024 / 25



CONTENTS

Foreword from your CPH Chair and Chief Officer

Page 3 - 7

A Year of Impact: Looking back at 2024/25

Page 3 - 4

Highlights of 2024/25 – Delivering Value for Your Levy

Page 4

Our Strategic Plan for 2025/26 and Beyond

Page 5 - 7

Your CPH Committee: Guiding Our Journey

Page 8 - 10

Committee Update

Page 9 - 10

CPH: Connecting and Communicating for Community Pharmacy Success

Page 11 - 12

Our Key Events: Learning, Sharing, Growing

Page 11

Staying Connected: Our Communications and Engagement Reach

Page 12

CPH Achievements 2024/25: A Year of Progress in Community Pharmacy

Page 13 - 20

Our Core Responsibilities and How We Delivered

Page 13 - 15

Our 2024/25 Objectives: Driving Impact in Community Pharmacy

Page 15 - 20

Statutory Information

Page 21 - 32

Contract Matters

Page 21

Treasurer's Report: Our Financial Health in 2024/25

Page 22 - 24

Community Pharmacy Hertfordshire (Hertfordshire LPC) Members Report and Financial Statements for the Year Ended 31 March 2025

Page 25 - 32



Foreword from your CPH Chair and Chief Officer

At the heart of Hertfordshire's healthcare landscape, our community pharmacies stand as pillars of health, resilience, and accessibility. Day in and day out, you deliver vital services, offer trusted advice, and serve as the first point of contact for countless residents. Community Pharmacy Hertfordshire (CPH) is immensely proud to be the Local Pharmaceutical Committee (LPC) that champions your invaluable work. As of the end of March 2025, we proudly represent 220 dedicated pharmacy practices across our county.

CPH serves as your strategic voice, actively advocating, negotiating and promoting the crucial services you provide and can provide with local commissioners. We advise contractors on everything from existing pathways to exciting new service opportunities. Think of us as your primary resource, always available to enlighten any stakeholder keen to understand the transformative power of community pharmacy. Our operations are funded by a statutory levy, managed by NHS England through the NHS Business Services Authority, ensuring we can dedicate our resources to supporting you.

Staying connected is key. CPH consistently delivers timely updates through our [regular weekly news](#), maintains a vibrant presence on social media, facilitates pertinent WhatsApp groups for peer support, and manages a wealth of information on our [comprehensive website](#) - a resource open to contractors, stakeholders, and the public alike. We encourage you to reach out to the [CPH office](#) to discover more or to explore opportunities for deeper involvement.

A Year of Impact: Looking Back at 2024/25

This past year, 2024/25, has been a testament to the unwavering dedication of Hertfordshire's community pharmacy teams amidst immense financial pressures, workforce challenges, and ongoing medicines shortages. Despite these hurdles, your commitment to supporting your local communities has shone brightly, and it is truly inspiring. We want to acknowledge and thank every committee member for their exceptional commitment and engagement. Their insights and efforts are the bedrock of our progress.

We extend a special thank you to Niru Sivanesan from Morrisons, who served diligently as a CCA committee member from October 2023 to March 2025. Niru's passion and engagement has left a significant mark and we were pleased to welcome her to the CPH office team as Deputy Chief Officer in March 2025.

Our CPH team has been instrumental in driving our initiatives forward. In the last year, Chief Officer Helen Musson led the charge, supported by Deputy Chief Officer Farhan Moulana until February 2025, and Niru Sivanesan from March 2025. Our Services and Engagement Lead Officers included Ann-Marie Carrey (until Oct 2024), Frank McLaughlan (April 2024-March 2025), and Chloe Papadopoulos (from Nov 2024). Business Officer Lorna Girling contributed significantly until August 2024. Sara Norwood continued her vital contributions as a Business Officer, and we welcomed Izzy Hicks as Engagement Officer from November 2024.

Foreword from your CPH Chair and Chief Officer

We acknowledge the departures of Farhan Moulana, Ann-Marie Carrey, and Lorna Girling, who took up new opportunities, and Frank McLaughlan, who completed a year-long contract. We are deeply grateful for their invaluable support and contributions throughout the past year and wish them immense success in their future endeavours.

As we reflect on the past year, we want to extend our sincere gratitude to all our dedicated committee members. Your expertise, commitment, and countless hours of voluntary service are the bedrock of our achievements. A special thank you also goes to our truly invaluable office team for their outstanding support and tireless work behind the scenes. The teamwork and seamless collaboration between the committee and CPH office teams makes leading and working with the committee a truly rewarding experience.

We want to specifically acknowledge our Treasurer, Karsan Chandegra, whose diligent oversight and strategic financial guidance were instrumental in maintaining our strong position during his 11 years of service, concluding in March 2025.

Highlights of 2024/25 – Delivering Value for Your Levy

The past year has been defined by proactive support, strategic engagement, and tangible achievements that demonstrate the added value CPH brings to every contractor.

Pioneering New Services: We achieved remarkable engagement with national services, with 100% of pharmacies registered for Pharmacy First, 95% for Hypertension Case Finding, and 85% for Contraception by January 2025. We equipped you with essential costing tools and "top tips" to ensure financial viability and seamless delivery.

Boosting Referrals and Integration: Our active engagement with PCNs and Urgent Treatment Centres (UTCs) aimed to significantly increase referrals, supported by initiatives like school posters to expand pathways. We provided crucial operational support for system integration and referral processes.

Investing in Workforce and Professional Development: We supported the Community Pharmacy PIP Rollout, facilitating model testing in 5 pharmacies and aiding all sites to go live. Our efforts secured ICB funding for 10 pharmacists for Independent Prescribing (IP) qualification, with 7 pharmacists successfully enrolled on IP courses with support DPPs.

Strengthening Our Network and Communication: Our team conducted an impressive 179 pharmacy visits (80.9% of contractors), with 89% expressing satisfaction and a desire for more support. We launched a robust, multi-faceted communication strategy, including 51 e-newsletters, increased social media presence, and a refined visit process focused on sharing best practices and addressing challenges.

Advocating for Your Role: We undertook extensive stakeholder engagement with key partners, providing leadership, addressing training needs, and ensuring seamless service delivery, thereby significantly raising the profile and influence of community pharmacy within the broader healthcare system.

Foreword from your CPH Chair and Chief Officer

Our Strategic Plan for 2025/26 and Beyond

As we look ahead, we are pleased to promote our updated Strategic Plan, launched in April 2025. This comprehensive roadmap for the future was shaped by consultation with pharmacies in early 2025 and approved by our committee in March 2025. Your invaluable feedback, gathered through a six-week survey promoted across our channels, has been instrumental in crafting this vision for a stronger, more integrated community pharmacy network.

Our Driving Force: CPH Vision and Mission



Vision

To be the driving force for a thriving and integrated community pharmacy network in Hertfordshire, delivering exceptional patient-centred care and contributing to a healthier community



Mission

To empower and support community pharmacies in Hertfordshire by advocating for sustainable funding, fostering collaboration, driving service innovation, and ensuring the delivery of high-quality, accessible healthcare services.

Our complete vision, mission, and detailed strategic objectives with aims are outlined on the [CPH website](#), where you can also access the full Strategic Plan document.

Foreword from your CPH Chair and Chief Officer

Our Strategic Objectives: Your Roadmap to Success

Our path forward is guided by three dynamic strategic objectives, each with clear aims to propel community pharmacy to new heights.

Advocate, Integrate, and Lead: Shaping the Future of Pharmacy

- **Championing Your Interests:** We will be your unwavering voice, proactively representing community pharmacy to key stakeholders like commissioners, GPs, and PCNs to secure vital funding and boost recognition for your essential services.
- **Driving Transformation:** We're committed to leading the development and evolution of community pharmacy, ensuring we meet future healthcare needs through proactive engagement, strategic planning, and fostering a culture of innovation across the network.
- **Seamless Integration:** We'll maximise the integration of your services within the wider health and care system, enhancing care coordination, improving patient outcomes, and tackling health inequalities head-on by embedding pharmacy as a core component of local pathways.

Empower and Support Service Delivery: Equipping You for Success

- **Enabling Service Excellence:** We will provide comprehensive support, share best practices, and help you overcome challenges, ensuring you can successfully deliver both existing and new commissioned services (national and local) with confidence.
- **Nurturing Our Workforce:** We're dedicated to developing and supporting the community pharmacy workforce by facilitating access to crucial training, promoting continuous professional growth, and actively addressing critical workforce challenges.
- **Strengthening Connections:** We'll enhance communication and collaboration across our vibrant community pharmacy network, providing timely updates, responding to your queries efficiently, and fostering effective communication channels that build a stronger, more connected profession.

Ensure Sustainability and Drive Innovation: Building for the Long Term

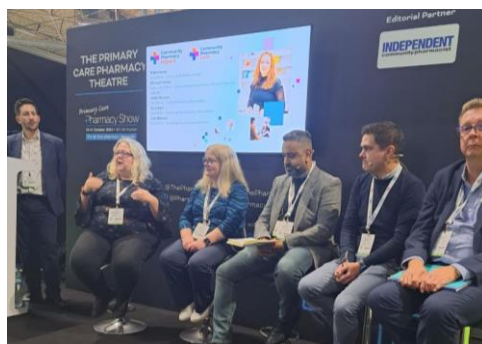
- **Securing Your Future:** We will work tirelessly to secure sustainable funding models and enhance financial viability for community pharmacies, enabling crucial investment in your workforce, training, and service delivery for long-term stability.
- **Pioneering New Solutions:** We'll drive innovation in community pharmacy services and practice by promoting the adoption of cutting-edge technologies, supporting new service development, and encouraging a proactive approach to change that keeps you at the forefront of healthcare.
- **Navigating the Landscape:** We will proactively address challenges and seize opportunities in the ever-evolving healthcare landscape, ensuring the long-term sustainability and growth of community pharmacy for the benefit of both contractors and the patients they serve.

Foreword from your CPH Chair and Chief Officer

We are committed to working closely with you on this journey. We would particularly like to encourage all contractors to join us at our **'Empowering Your Pharmacy: Shared Experiences, Local Solutions'** event on **Wednesday 2 July 2025, 7pm-10pm at the Fielder Centre in Hatfield**. This is your unique opportunity to hear about the future of community pharmacy, understand how CPH intends to deliver its support and representation in the coming year, and most importantly, to hear and share best practice to help you deliver successful services.

Rachel Solanki
Chair

Helen Musson
Chief Officer



Your CPH Committee: Guiding Our Journey

Our Community Pharmacy Hertfordshire (CPH) Committee is the driving force behind our efforts, representing the diverse voices and vital interests of community pharmacies across Hertfordshire. Comprised of dedicated individuals, they volunteer their time and expertise to steer our strategic direction and ensure your needs are championed at every level. The committee consists of 11 representatives, all committed to representing the voice of the thriving pharmacy network.

A Warm Welcome to Our Newest Member!

We are delighted to welcome Viral Patel to the CPH Committee, effective April 2025. Following a nomination process in February/March 2025 due to a vacancy created due to a resignation, Viral joins us with fresh perspectives and a commitment to our shared goals. We look forward to his contributions.

Representatives

Our committee members come from various backgrounds within community pharmacy, ensuring comprehensive representation.

| | |
|---|--|
| Independent Representatives (six places) | <ul style="list-style-type: none">▪ Karsan Chandegra (Treasurer: 2024/25)▪ Girish Mehta▪ Mohamed Moledina▪ Vikash Patel▪ Sheelan Shah▪ Rachel Solanki (Chair) |
| Company Chemist's Association (CCA) (four places) | <ul style="list-style-type: none">▪ Vinesh Naidoo - Boots▪ Parag Oza - Boots (Vice-Chair)▪ Adrian Price - Tesco▪ Niru Sivanesan - Morrisons (left March 2025) |
| Independent Pharmacies Association (IPA) (one place) | <ul style="list-style-type: none">▪ Suraj Varia - Jade |

You can find more detailed information on all current CPH members on the [CPH website](#).

Your CPH Committee: Guiding Our Journey

Committee Update

The commitment of your [committee](#) members is demonstrated not just by their strategic input, but also by their active participation. We believe in full transparency, and the table below outlines attendance at our six full-day meetings and any expenses incurred for additional engagements (excluding honoraria for officers, which are detailed in the financial annual statement).

| Name | Representative | Attendance at CPH meetings | Expenses Paid (for additional meetings other than CPH) |
|-------------------------------------|-----------------|----------------------------|---|
| Karsan Chandegra (Treasurer) | Independent | 5/6 | £0 |
| Girish Mehta | Independent | 6/6 | £30 |
| Mohamed Moledina | Independent | 6/6 | £0 |
| Vinesh Naidoo | CCA - Boots | 4/6 | £0 |
| Parag Oza (Vice Chair) | CCA - Boots | 6/6 | £0 |
| Vikash Patel | Independent | 5/6 | £0 |
| Adrian Price | CCA – Tesco | 6/6 | £0 |
| Sheelan Shah | Independent | 5/6 | £0 |
| Niru Sivanesan (left March 2025) | CCA – Morrisons | 5/6 | £0 |
| Rachel Solanki (Chair) | Independent | 6/6 | £1,758.80 |
| Suraj Varia | IPA - Jade | 2/6 | £0 |

Note: The Chief Officer incurred annual expenses of £506.39, and other staff within the CPH office incurred annual expenses of £567.20. These figures ensure our operational effectiveness and outreach.

Your CPH Committee: Guiding Our Journey

Shaping the Future: Our Committee Meetings

During this period, we held six crucial full-day, in-person CPH meetings. These sessions are vital forums where we engage with local stakeholder guests, delve into strategic planning, and address the pressing issues facing community pharmacy. Minutes from all our meetings are readily available on our [CPH website](#).

We firmly believe in an open and collaborative approach, and we warmly welcome community pharmacy contractors to attend CPH meetings as observers. We also have a budget allocated for one observer per committee meeting to recognise the time commitment to facilitate your attendance. Your presence and insights are invaluable; please do let us know in advance if you plan to join us.



CPH: Connecting and Communicating for Community Pharmacy Success

At CPH, we believe in the power of connection. In 2024/25, we've actively supported our community pharmacy contractors through a robust programme of events and a dynamic communication strategy. We are always listening to your feedback to ensure our initiatives are as helpful and impactful as possible.

Our Key Events: Learning, Sharing, Growing

We facilitated three key contractor events this past year, designed to address your most pressing needs and foster a collaborative environment.

CPH Annual General Meeting (July 2024): Our flagship event, bringing together contractors to celebrate successes, share insights, and discuss the future.

Pharmacy First: 3 Months Since Launch - Challenges and Best Practice (May 2024 - two sessions): Timely and practical workshops addressing the critical early stages of the Pharmacy First service rollout.

Beyond our direct events, we also ensured our community pharmacies were well-informed about, and encouraged to attend, a wide array of vital local and national events. We achieve this by working closely with key partners like the Hertfordshire and West Essex Integrated Care Board (ICB), pharmaceutical companies, CPPE, Hertfordshire County Council (HCC), CGL, and Public Health Hertfordshire.

Here are some of the supportive events we promoted or represented at.

June 2024

- ✓ HWE ICB - Dispensing Paxlovid for Pharmacists
- ✓ Pharmacy Professional Network
- ✓ NHSE - Acute Urinary Tract Infection in Primary Care

September 2024

- ✓ Community Pharmacy Technicians - Advancing Your Role
- ✓ HWE ICB - Pharmacy First EMIS
- ✓ HWE ICB - Pharmacy First SystemOne

October 2024

- ✓ HWE ICB - Foundation Pharmacist Placement Opportunities 2025/26
- ✓ NHSE - COVID-19 Vaccination Update Q&A

November 2024

- ✓ CGL - Pharmacy Training
- ✓ NHSBSA - Prescription Services

CPPE - Asthma: Optimising Adherence to Medicines

Attended February 2025 and March 2025 x2

Foundation Trainee Pharmacist

Attended December 2024, January 2025 x2 and February 2025

March 2025

- ✓ NPA - Member Event

CPH: Connecting and Communicating for Community Pharmacy Success

Staying Connected: Our Communications and Engagement Reach

Effective communication is at the heart of what we do. We strive to keep you informed, engaged, and empowered through various channels.

CPH E-News

We sent 52 weekly e-newsletters to approximately 750 subscribers, providing timely updates and vital information to support contractors.

Social Media Growth

X (formerly Twitter): Reached 1,059 followers, maintaining our strong presence.

LinkedIn: Experienced significant growth with 271 connections (a 32% increase) and 302 followers (a 39% increase), expanding our professional network.

Facebook: Gained 107 page likes (a 5% increase) and 124 followers (a 13% increase), fostering community engagement.

CPH Website

Our website served 729 users with 2,000 views between 1 April 2024 and 31 March 2025, acting as a central hub for resources and information.

WhatsApp Groups: Instant Support, Real-Time Updates

Our dedicated WhatsApp groups continue to be a vital tool for quick, direct communication and peer support among contractors.

We've seen healthy growth across all groups:

- ❑ **Pharmacy First:** Grew to 308 members (from 292 in 2024), demonstrating its value during the service rollout.
- ❑ **CPH Update Group:** Increased to 170 members (from 145 in 2024), ensuring more contractors receive essential updates.
- ❑ **COVID Vaccination:** Expanded to 162 members (from 128 in 2024), reflecting ongoing needs for information and support.

We are committed to building on this successful year of engagement and communication in 2025/26, continuing to provide valuable events and information that benefit all community pharmacy contractors in Hertfordshire.



CPH Achievements 2024/25: A Year of Progress in Community Pharmacy

At CPH, we are dedicated to championing community pharmacy, ensuring it remains a vital and integrated part of our local healthcare landscape. This past year has seen us sharpen our focus on three core responsibilities, delivering significant progress and supporting our pharmacies through evolving challenges. We have also been driven by clear objectives; each designed to enhance the role of community pharmacy and improve patient care across Hertfordshire.

Here is a look at our key workstreams, what we aimed to achieve, and how we have progressed in making a real difference for pharmacies and patients alike.

Our Core Responsibilities and How We Delivered

These are the pillars of our work, demonstrating how we actively support and empower community pharmacies.

Representing Community Pharmacy to All Stakeholders

We actively represent Hertfordshire's community pharmacies to a wide range of stakeholders, ensuring your voice is heard and valued where it matters most.

Strengthening Partnerships

We have built stronger connections through regular engagement with stakeholders like Local Medical Committees (LMCs), pharmaceutical companies, and other Local Pharmaceutical Committees (LPCs). This includes active participation in the ICB meetings to foster closer collaboration and to ensure the pharmacy voice is represented.

Influencing Policy

We attended key meetings with commissioning and provider stakeholders, including medicines management and locality meetings, navigating the transition to the Integrated Care System (ICS) to advocate for pharmacy's role.

Advocacy in Action

We successfully hosted five impactful MP visits across Watford, Hertsmere, Hemel Hempstead, Berkhamsted, and Abbots Langley, highlighting the invaluable role of community pharmacy and discussing key initiatives like Pharmacy First. We also ensured all local MPs were invited to the CPE parliamentary event.

Regional Collaboration

By participating in the East of England LPCs collaborative, we explored shared working opportunities. We also had the opportunity to have an observer role at the CPE committee meeting. Our Chief Officer further amplified our voice at the CPE conference about LPC collaboration.

CPH Achievements 2024/25: A Year of Progress in Community Pharmacy

Integration with Healthcare

We have actively participated in groups like the South West Herts Integrated Clinical and Professional Care Advisory Group and East and North Herts Care Closer to Home Group, driving PCN engagement and promoting the seamless integration of community pharmacy into local care pathways. Our Chief Officer also shared our integration journey at the Pharmacy Show, focusing on ICBs.

Providing Leadership and Development for Future Challenges

We empower community pharmacies in Hertfordshire with the tools and knowledge to excel, now and in the future.

Identifying Needs

Our ongoing training needs survey helps us pinpoint specific areas where pharmacies require support, ensuring our development initiatives are highly relevant and impactful. We have also explored collaborations with Primary Care Careers for recruitment support and met with CPPE to explore collaborative working opportunities to broaden our reach.

Sharing Best Practice

Our Annual General Meeting (AGM) successfully delivered valuable resources and showcased best practices, creating a platform for learning and recognition, complemented by our annual awards. We have also developed practical "top tips" to support the efficient delivery of key services.

Promoting Vital Services

We facilitated the creation and promotion of an informative video developed by Sexual Health Hertfordshire on local services, extending reach and awareness of crucial patient support.

Enabling Successful Delivery of Commissioned Services

We ensure community pharmacies can seamlessly deliver both national and local commissioned services, providing crucial support and guidance every step of the way.

Maximising Funding

We are actively supporting pharmacies to deliver the Medication Assisted Treatment (MAT) service and working closely with CGL to ensure pharmacies are claiming their full funding entitlement, maximising their valuable contribution.

Influencing Service Specifications

We provided crucial feedback on the proposed stop smoking service specification, clarifying areas and influencing future negotiations to better serve our pharmacies. We also fed back comprehensive comments to inform the Pharmaceutical Needs Assessment (PNA) consultation document.

CPH Achievements 2024/25: A Year of Progress in Community Pharmacy

Unwavering Daily Support

We continue to provide daily, confidential support to contractors on a variety of individual issues from navigating mandatory workforce surveys and CPAF surveys (achieving a 100% completion rate for the screening questionnaire in Hertfordshire, excluding one pharmacy that closed) to address complex challenges.

Navigating Complexities

We have supported contractors through serious ongoing investigations, provided clear communications around changes to the stop smoking service, and collaborated with the ICB on Bank Holiday service development, local resolution processes, and community pharmacy resilience.

Streamlining Operations

To provide clear financial guidance for locally commissioned services, we developed and published a local services payment timetable, mirroring the national tracker. We also promptly updated FAQs on the contraception service webpage based on valuable pharmacy feedback.

Promoting Best Practice

We have supported pharmacies in understanding patient event messages for IT systems, helped with issues regarding ordering condoms for the sexual health service, and highlighted key contractual dates. We also supported the timely completion of the DSP toolkit in the indicated timeframe and signposted essential support videos for services implementation.

Our 2024/25 Objectives: Driving Impact in Community Pharmacy

Beyond our core responsibilities, this year we set out to achieve specific objectives that would truly drive impact and advance community pharmacy's role.

Workstreams

Pharmacy First

2024/25 Agreed Objective: To deliver integrated local pathways for the benefit of patients in Hertfordshire and the system with the following services: Pharmacy First (PF), Hypertension Case-Finding (HCF), and Contraception (PCS).

2024/25 Agreed Outcome: 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.

CPH Achievements 2024/25: A Year of Progress in Community Pharmacy

Achievements

Financial Tools

We have developed essential costing tools for Pharmacy First, Hypertension, and Contraception services to help pharmacies assess their financial viability and plan effectively.

Targeted Training and Support

We are actively planning follow-up visits to pharmacies that could benefit from further support in implementation, ensuring successful uptake and delivery.

Promotional Campaigns

We are planning a regular social media campaign for all Pharmacy First services providing contractors with ready-to-use materials to promote to patients and stakeholders. We have also updated our hints and tips guides to ensure pharmacies have the latest information.

Service Delivery Focus

Our dedicated pharmacy visits and the AGM placed a strong emphasis on supporting the efficient delivery of these three crucial services.

Pharmacy First Referrals

We have worked closely with Watford Urgent Treatment Centre to ensure a smooth rollout of Pharmacy First referrals. We are also seeing encouraging increased referrals from Stevenage North PCN following some collaboration led by CPH. We have actively addressed misconceptions with “myth busters” in our e-news and supported IT system events with GP practices to support enhance referral pathways.

Contraception Service Integration

We have collaborated with CPPE and other LPCs to organise webinars and events on contraception leading to a significant increase in registrations to deliver the service. Our website has been updated with comprehensive FAQs, and we have presented on the Pharmacy Contraception Service (PCS) to the Hertfordshire LARC Fitters Forum engaging GP practice staff.

Driving Hypertension Case-Finding

We have proactively engaged with the optometry and dentistry hypertension pilot to ensure pharmacy involvement and supported pharmacies with communications around ABPMs. Our website has been updated with relevant information, and we are actively encouraging pharmacies to undertake more ABPMs with relevant support.

CPH Achievements 2024/25: A Year of Progress in Community Pharmacy

Community Pharmacy Communication and Engagement

2024/25 Agreed Objective: 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.

2024/25 Agreed Outcome: 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.

Achievements

Engagement Visits

Our visit process is continuing, with refinements to gather valuable insights like best practice tips and key challenges from each pharmacy, ensuring our support is tailored.

Leadership Development

We are actively supporting Community Pharmacy PCN Engagement Leads, providing timely briefings via a dedicated WhatsApp group and raising issues directly with the ICB. We also facilitated applications for all advertised Engagement Lead positions, with successful candidates starting in September 2024.

Promoting Community Pharmacy

We have been actively promoting opportunities for pharmacies to host trainee placements via our e-news, helping to shape the next generation of pharmacy professionals.

University Partnerships

We hope to present to University of Hertfordshire pharmacy students on the vital LPC role and continue to explore other activities to promote community pharmacy to students, inspiring future careers.

Resource Development

We have published a comprehensive local pharmacy guide outlining all services in Hertfordshire and have a robust visit process in place for new pharmacies and ownership changes, ensuring a smooth transition for all.

CPH Achievements 2024/25: A Year of Progress in Community Pharmacy

Community Pharmacy Workforce

2024/25 Agreed Objective: That community pharmacy is included as part of HWE ICB primary care education and training delivery and supported to host educational placements.

2024/25 Agreed Outcome: 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).

Achievements

Upskilling Community Pharmacists

We have worked in collaboration with the ICB to identify and support seven community pharmacists to undertake their independent prescribing qualification with recognition that further opportunities are required in the future to upskill the existing community pharmacists.

Pioneering Independent Prescribing (IP) Support

We have successfully supported five pharmacies to go live with the pathfinder for independent prescribing (PIP). Our Community Pharmacy PIP sites are progressing, with ongoing efforts to make the model scalable and support additional sites. We are also active in the steering group, discussing feedback and payment issues to ensure its success.

Regional Workforce

We have contributed to the revised East of England workforce strategy and are actively involved in the “Teach and Treat” model, which supports community pharmacists in upskilling to become independent prescribers. We have also supported pharmacies in securing Designated Prescribing Practitioners (DPP) for Foundation trainees and helped them to apply and offer placements to Foundation Trainees, along with making national commissioners aware of funding constraints.

Strengthening Training Hub Collaboration

We have met with the HWE ICB Training Hub to discuss how to best support community pharmacy contractors, ensuring workforce and education information is available via their website.

Apprenticeships

We actively supported communications regarding the Community Pharmacy Technician Apprenticeship and addressed individual queries regarding the requirements, fostering new talent in the sector.

CPH Achievements 2024/25: A Year of Progress in Community Pharmacy

Prescribing and Medicines Optimisation Services

2024/25 Agreed Objective: 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.

2024/25 Agreed Outcome: That New Medicine Service (NMS) and Discharge Medicine Service (DMS) services and community pharmacy dispensing services are fully integrated within local pathways at HWE ICB thereby increasing community pharmacies' clinical value and revenue.

Achievements

Promoting Key Services

We continue to promote NMS and DMS services effectively linking them to the ICB frailty programme and discussing their crucial role at Health and Care Provider Boards.

Addressing Gaps

We have proactively raised concerns about the Care Closer to Home ICB model not adequately including community pharmacy, particularly where NMS and DMS can support frail patients, ensuring our voice is heard.

Advocating for Incentives

We continue to highlight the clear need for a local community pharmacy incentive scheme and advocate for CPH involvement in the design of the GP practice Enhanced Care Framework (ECF) ensuring pharmacy is central to future plans.

Ongoing Support

NMS and DMS remain key focuses during our pharmacy visits, and we have developed practical top tips for these services, helping pharmacies to maximise their impact.

CPH Achievements 2024/25: A Year of Progress in Community Pharmacy

Public Health

2024/25 Agreed Objective: 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.

2024/25 Agreed Outcome: 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.

What we have been doing

Vaccination Services

We have met with the NHS England vaccination team to discuss expanding vaccination offerings through community pharmacies. We are actively involved in the HWE Vaccination Cell meeting to widen the vaccination offer across Hertfordshire.

Smoking Cessation Referrals

We have engaged with Hospital Chief Pharmacists regarding interest in the national stop smoking service and are working towards agreeing next steps for seamless referrals.

Pilot Programmes

We continue to collaborate with the regional team on potential vaccination pilots in the East of England, closely monitoring the RSV pilot in other ICB areas where CPH has provided input.

Statutory Information

Contract Matters

Summary of applications for inclusion in the Pharmaceutical List from 1 April 2024 - 31 March 2025.

| Type of Application 2013 Regulations | Applications | Appeals dealt with by CPH | Decisions pending (as at 21/5/25) | Total granted |
|---|--------------|------------------------------|---|---|
| Unforeseen Benefits | 0 | 0 | 0 | 0 |
| Distance Selling | 4 | 1 | 1 | 1 (1 refused and appealed, 1 withdrawn) |
| No Significant Change Relocation | 1 | 0 | 0 | 1 |
| Consolidation | 1 | 0 | 0 | 1 |
| Change of Ownership | 11 | 1 | 0 | 11 (1 refused and appealed) |
| Change of Core Opening Hours | 1 | 0 | 0 | 0 |
| Total | 18 | 2 | 1 | 14 |

There were **three** pharmacy closures:

1. Signature, Northwood
2. Bridge Cottage, Welwyn
3. Chemist Click, Rickmansworth

Statutory Information

Treasurer's Report: Our Financial Health in 2024/25

This marks my first Treasurer's Report for CPH since my election in April 2025, and I am genuinely delighted to be serving you, the community pharmacy contractors of Hertfordshire. I owe a huge thank you to my predecessor, Karsan Chandegra, whose 11 years of invaluable service ensured CPH remains on a strong financial footing. Below, you will find a detailed financial overview for the year ending 31 March 2025. This past year, we have steadfastly supported Hertfordshire's community pharmacies, navigating an evolving landscape with prudent and strategic financial management to ensure we continue delivering vital services.

A Strong Financial Foundation

CPHs net income for 2024/25 was £442,925, an increase from £363,892 in the previous year. This growth is largely due to the contractor levy of £427,999, which saw an increase in 2024/25 as communicated to all pharmacies. Our current levy collection method significantly reduces income variation, ensuring CPH remains financially stable.

Crucially, after accounting for all expenses and taxes, CPH achieved a net surplus of £9,190 for the year ending 31 March 2025, from the £31,803 deficit in 2024. This reflects effective financial management and a robust operational year. We also maintained efficient working capital, with a healthy reduction in debtors (money owed to us) to £36,649 (from £57,215 in 2024) and a managed reduction in creditors (money we owe) to £28,819 (from £42,790 in 2024).

Strategic Reinvestment and Future Planning

In 2024/25, we effectively utilised £695 in residual funds held in trust from previous projects, as identified in our 2023/24 annual report. This included £680 to support PCN engagement for pharmacy referrals and £15 for residual payments on the UTI project, which concluded in February 2024.

Looking ahead, £12,057 of residual project funds remain held in trust. These funds will be formally accounted for in the 2025/26 financial year. Your committee, as the key decision-making body, will carefully discuss and determine how best to utilise these funds to continue supporting Hertfordshire contractors.

Diversifying Income and Managing Costs

We actively seek additional revenue streams. Our event sponsorship of £5,338 significantly helped to offset the £10,456 spent on CPH meetings and events this year. Additionally, we received £41 in bank interest which, though small, helped to mitigate the new monthly bank charges introduced in January 2025.

Statutory Information

CPH also received £8,893 in funding for our Chief Officer's secondment to the Hertfordshire and West Essex (HWE) Integrated Care Board (ICB). This secondment, which ran from January 2023 to July 2024, provided vital links to the ICB. A portion of these funds (£2,520) covered additional hours for the Chief Officer, while the remainder contributed to their on-costs (eg. employer national insurance) and supported a part-time Services and Engagement Lead Officer (0.4 WTE), including their on-costs.

We continued our commitment to efficient spending. Honoraria costs for the Chair, Vice Chair, and Treasurer reduced from £13,440 in 2023/24 to £11,680 in 2024/25. This reduction reflects a committee decision to adjust payment for pre-reading, now integrated into their core hourly rate at a higher value.

Investing in Capacity and Engagement

Staff salaries saw a 4.5% increase due to inflationary costs, agreed by the committee. This also supported additional resource for one year, enabling CPH to conduct vital support visits to over 80% of pharmacy contractors during this period. While this additional support has now ended, its impact on engagement and direct contractor assistance was invaluable. We also continued to invest in our operational tools, with £1,110 invested in new computer equipment this year, increasing our tangible assets to £2,036.

Our net expenses for 2024/25 were £433,736, up from £366,986 in the previous year. This increase was primarily driven by the increased levy from Community Pharmacy England, which rose from £77,306 in 2023/24 to £90,071 in 2024/25. We also saw a slight rise in staff and member expenses as we returned to more in-person meetings, aligning with pre-COVID engagement levels.

Some costs were managed down: IT support and software expenses reduced due to a server change in 2024, a benefit of our transition to a cloud-based system. Conversely, telephone costs saw a slight inflationary increase and reflected an additional staff member. Professional fees increased significantly this year, as we piloted an HR rewards programme that ultimately was not fully utilised and has since been cancelled.

Financial Resilience and Diligent Oversight

CPH maintains tight control over administrative costs, consistently reviewing office contracts to maximise efficiency. We are proud to confirm our strong financial stability, with sufficient reserves (excluding ringfenced funds held in trust for services) to cover three months of operational expenses, as agreed by the committee. This reassures us of our financial resilience and the committee's diligent oversight.

Statutory Information

Our annual budget is transparently published on [our website](#) alongside our annual reports. We use the Sage Online accounting program, enabling accurate and regular financial reporting for committee meetings, with all members approving quarterly income and expenditure.

As the community pharmacy landscape continues to change, CPH remains steadfast in its commitment to being stable and financially viable. We are here to support contractors during challenging times and to continue offering excellent value for money.

Looking Ahead: 2025/26 Levy Adjustment

As previously reported in our e-news on [3 March 2024](#), the CPH committee approved the [2025/26 budget](#), which includes an adjustment to the contractor levy. This reflects a 2.6% increase, in line with inflation as at September 2024 and our [established Levy Policy](#). We have also absorbed a further 2% increase in the levy from Community Pharmacy England. This unanimous decision by your contractor representatives on the committee ensures we can maintain our vital workplan, focusing on strengthening local negotiation, influence, and contractor engagement - all crucial in today's demanding environment. We understand the financial pressures you face, and this adjustment allows us to continue providing the strategic support you need.

CPH remains committed to efficient resource management, leveraging existing investments to minimise levy impact. Our funding is derived from a statutory levy, directly deducted by NHS England.

Vinesh Naidoo
Treasurer

Statutory Information

COMMUNITY PHARMACY HERTFORDSHIRE (HERTFORDSHIRE LPC) MEMBER’S REPORT AND FINANCIAL STATEMENTS FOR THE YEAR END ED 31 MARCH 2025

Community Pharmacy Hertfordshire (Hertfordshire LPC)
Company Information
For The Year Ended 31 March 2025

| | |
|-------------------|---|
| Chair | R Solanki |
| Treasurer | V Naidoo |
| Chief Officer | H J Musson |
| Registered Office | Unit 27b Weltech Centre Ridgeway Welwyn Garden City Hertfordshire AL7 2AA |
| Accountants | Pomroy Associates Ltd 14a Meadway Court Rutherford Close Stevenage Hertfordshire SG1 2EF |

Statutory Information

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

Statutory Information

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 2025 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 2025, and of its profit for the year then ended; and
- in accordance with United Kingdom Generally Accepted Accounting Practice.

Statutory Information

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 2025. 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 29 May 2025
Pomroy Associates Ltd
14a Meadway Court
Rutherford Close
Stevenage
Hertfordshire
SG1 2EF

Community Pharmacy Hertfordshire (Hertfordshire LPC)
Balance Sheet
As At 31 March 2025

| | Notes | 2025 | | 2024 | |
|---|-------|------------------|----------------|------------------|----------------|
| | | £ | £ | £ | £ |
| FIXED ASSETS | | | | | |
| Tangible Assets | 4 | | 2,036 | | 1,330 |
| | | | 2,036 | | 1,330 |
| CURRENT ASSETS | | | | | |
| Debtors | 5 | 36,649 | | 57,215 | |
| Cash at bank and in hand | | 141,765 | | 126,686 | |
| | | 178,414 | | 183,901 | |
| Creditors: Amounts Falling Due Within One Year | 6 | (28,819) | | (42,790) | |
| NET CURRENT ASSETS (LIABILITIES) | | | 149,595 | | 141,111 |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | | 151,631 | | 142,441 |
| NET ASSETS | | | 151,631 | | 142,441 |
| Income and Expenditure Account | | | 151,631 | | 142,441 |
| MEMBERS' FUNDS | | | 151,631 | | 142,441 |

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



Chair



Treasurer

Statutory Information

Community Pharmacy Hertfordshire (Hertfordshire LPC) Notes to the Financial Statements For The Year Ended 31 March 2025

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:

| | 2025 | 2024 |
|-----------------------|----------------|----------------|
| | £ | £ |
| Wages and salaries | 262,330 | 221,261 |
| Social security costs | 22,058 | 17,612 |
| Other pension costs | 5,156 | 4,297 |
| | <u>289,544</u> | <u>243,170</u> |

The salary of the Chief Officer was £79,458 (2024 - £78,744).

3. Average Number of Employees

Average number of employees, including directors, during the year was: 9 (2024: 8)

Statutory Information

Community Pharmacy Hertfordshire (Hertfordshire LPC) Notes to the Financial Statements (continued) For The Year Ended 31 March 2025

4. Tangible Assets

| | Fixtures & Fittings £ | Computer Equipment £ | Total £ |
|----------------------------|--------------------------|-------------------------|------------|
| Cost | | | |
| As at 1 April 2024 | 1,152 | 10,972 | 12,124 |
| Additions | - | 1,110 | 1,110 |
| As at 31 March 2025 | 1,152 | 12,082 | 13,234 |
| Depreciation | | | |
| As at 1 April 2024 | 1,056 | 9,738 | 10,794 |
| Provided during the period | 48 | 356 | 404 |
| As at 31 March 2025 | 1,104 | 10,094 | 11,198 |
| Net Book Value | | | |
| As at 31 March 2025 | 48 | 1,988 | 2,036 |
| As at 1 April 2024 | 96 | 1,234 | 1,330 |

5. Debtors

| | 2025 £ | 2024 £ |
|----------------------------|-----------|-----------|
| Due within one year | | |
| Trade debtors | 34,627 | 55,193 |
| Other debtors | 2,022 | 2,022 |
| | 36,649 | 57,215 |

6. Creditors: Amounts Falling Due Within One Year

| | 2025 £ | 2024 £ |
|------------------------------|-----------|-----------|
| Trade creditors | 3,583 | 6,499 |
| Other creditors | 20,845 | 32,816 |
| Taxation and social security | 4,391 | 3,475 |
| | 28,819 | 42,790 |

Statutory Information

Community Pharmacy Hertfordshire (Hertfordshire LPC) Detailed Income and Expenditure Account For The Year Ended 31 March 2025

| | 2025 | | 2024 | |
|-----------------------------------|---------|---------|---------|-----------|
| | £ | £ | £ | £ |
| TURNOVER | | | | |
| Levy | | 427,999 | | 285,252 |
| Herts Valley CCG | | 695 | | - |
| Event sponsorship | | 5,338 | | 5,082 |
| ICB Secondment | | 8,893 | | 34,418 |
| Care home services | | - | | 13,356 |
| Stockpiling | | - | | 7,448 |
| GP CPCS | | - | | 5,000 |
| Diabetes - sale | | - | | 9,178 |
| HWE ICB | | - | | 4,158 |
| | | 442,925 | | 363,892 |
| COST OF SALES | | | | |
| GP CPCS - costs | - | | 4,968 | |
| UTI Service | 15 | | 14,829 | |
| Hypertension | - | | 10,133 | |
| | | (15) | | (29,930) |
| GROSS SURPLUS | | 442,910 | | 333,962 |
| Administrative Expenses | | | | |
| PSNC levy | 90,071 | | 77,306 | |
| Chair honoraria | 6,080 | | 6,880 | |
| Vice chair honoraria | 3,360 | | 3,840 | |
| Treasurer honoraria | 2,240 | | 2,720 | |
| Chief officer salary | 79,458 | | 78,744 | |
| Staff salaries | 171,192 | | 129,077 | |
| Employers national insurance | 22,058 | | 17,612 | |
| Pension | 5,156 | | 4,297 | |
| Staff and member training | 1,280 | | 1,375 | |
| Rent and service charges | 7,515 | | 7,089 | |
| Light and heat | 676 | | 671 | |
| CPH meeting and member expenses | 17,840 | | 14,265 | |
| Meeting and events venue expenses | 10,456 | | 8,050 | |
| Staff and member expenses | 2,862 | | 1,621 | |
| IT support and software | 3,128 | | 5,625 | |
| Printing and stationery | 1,407 | | 1,011 | |
| Postage | 173 | | 1 | |
| Marketing costs | 482 | | 705 | |
| Telephone | 2,099 | | 1,650 | |

...CONTINUED

Statutory Information

Community Pharmacy Hertfordshire (Hertfordshire LPC) Detailed Income and Expenditure Account (continued) For The Year Ended 31 March 2025

| | | |
|--|-------------------|-------------------|
| Accountancy fees | 1,578 | 1,506 |
| Professional fees | 823 | 130 |
| Depreciation | 404 | 804 |
| Office administration | 3,398 | 2,007 |
| | <u>(433,736)</u> | <u>(366,986)</u> |
| OPERATING SURPLUS/(DEFICIT) | 9,174 | (33,024) |
| Other interest receivable and similar income | | |
| Bank interest receivable | 41 | 1,508 |
| | <u>41</u> | <u>1,508</u> |
| Interest payable and similar charges | | |
| Bank charges | 17 | - |
| | <u>(17)</u> | <u>-</u> |
| SURPLUS/(DEFICIT) BEFORE TAXATION | 9,198 | (31,516) |
| Tax on Surplus/(deficit) | | |
| Corporation tax charge | 8 | 287 |
| | <u>(8)</u> | <u>(287)</u> |
| SURPLUS/(DEFICIT) AFTER TAXATION BEING SURPLUS/(DEFICIT) FOR THE FINANCIAL YEAR | 9,190 | (31,803) |