



Annual Report 2025/26



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Foreword: Driving Excellence in a Changing Landscape

From your CPH Chair and Chief Officer

As we reflect on the 2025/26 financial year, we are reminded of the resilience and unwavering dedication demonstrated by Hertfordshire's community pharmacy network. The landscape in which you operate continues to evolve rapidly, specifically with the recent announcement of the new Community Pharmacy Contractual Framework (CPCF), and we know that many of you are navigating significant financial challenges. Please be assured that CPH is here to support you through these pressures. As your Local Pharmaceutical Committee; we are your advocates, your partners, and your support system helping you to deliver exceptional care to our local communities.

A Year of Connection and Achievement

Throughout 2025/26, our focus has been on driving excellence through connection. Whether through our routine pharmacy support visits, our digital channels, or our collaborative network events, we have sought to turn national policy into practical, local solutions that protect your viability and enhance your clinical impact.

Our successes are driven by the people, both visible and behind the scenes. We would like to acknowledge and thank both our **CPH office team** for their commitment throughout the year and our **Committee Members**, whose strategic insight and counsel shape CPH's work every day.

This year saw a significant change for the CPH office as we bid a fond farewell to Sara Norwood, who departed as Business Officer in December 2025 after an incredible 20 years of dedicated service to Hertfordshire's pharmacy teams. Her contribution has been immeasurable. We also thank Olive Kyogerera for her support during the interim period from January to March 2026.



Highlights: Delivering Value for You

The past year has been defined by proactive engagement and tangible impact.

We are particularly proud of:

Our Award-Winning Excellence

Winners of the Best Support Local Representative Group at the Independent Pharmacy Awards. We are incredibly proud of this recognition, which stands as a testament to the hard work of our committee and the collaborative spirit of our contractors.

Our Strategic Engagement

Our revamped communication strategy, including our weekly news and peer-support networks, including WhatsApp and LinkedIn, has ensured you remained informed and equipped to navigate complex contractual changes.

Our Clinical and Service Integration

From the successful roll-out of national services to our advocacy at the ICB and PCN levels, we have worked to ensure community pharmacy is recognised as a core pillar of the local healthcare pathway.

Our Capacity Building

Our dedicated support visits and training webinars provided the bespoke assistance required to help teams manage their workload and operational requirements effectively.

Charting the Future

We continue to operate under our three-year strategic plan agreed in March 2025. This roadmap ensures that every activity we undertake—from advocacy and service delivery to innovation—has purpose and is aligned with your needs. You can view our full Vision, Mission, and Strategic Objectives on the [CPH website](#).

Join Us: [Evolve 2026](#)

As we look to the year ahead, we invite you to join us for our annual networking event, **Evolve 2026**. This is a vital opportunity to connect, share experiences, and discuss how we can collectively navigate the opportunities and challenges of the new CPCF.

- **When: Thursday 16 July, 18:00 – 21:30**
- **Where: The Fielder Centre, Hatfield Business Park, AL10 9TP**

We are planning an evening of local networking, market stalls, and an interactive meeting where you can meet the CPH team and committee members directly. We truly value your feedback and look forward to hearing your perspectives to help influence our workplan on the year ahead.

Stay Connected

Finally, please remember that you do not need to face the challenges of the current landscape alone. Whether you have a query about a service, need support with a contractual issue, or simply want to share a success, our office is here for you.

We want to take this opportunity to remind you that the [CPH website](#) is designed as a primary resource for **your entire pharmacy team**. Whether you are a dispenser, technician, pharmacist, or counter assistant, you will find a wealth of information to help you in your day-to-day work, from service toolkits, signposting materials to training resources and local updates.

We strongly encourage you to stay connected. Please bookmark our site, follow us on social media for real-time alerts, and reach out to us whenever you need guidance. You do not need to face these challenges alone; we are here to support you, your business, your team, and ultimately patient care for Hertfordshire.



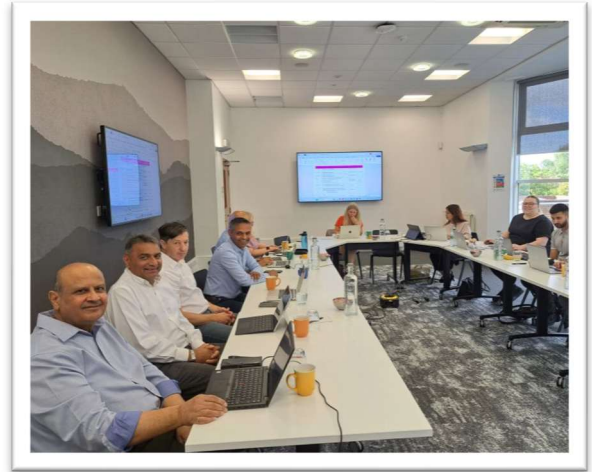
Thank you for everything you do for Hertfordshire.

Rachel Solanki | Chair

Helen Musson | Chief Officer

Your CPH Committee: Championing Your Interests

Our Community Pharmacy Hertfordshire (CPH) Committee is the driving force behind our networking, volunteering their time and commercial expertise to ensure your operational and financial needs are championed at every level. The committee is comprised of 11 local representatives; the committee actively steers our strategic direction to protect the Hertfordshire pharmacy network.



Committee Membership and Representation

To ensure comprehensive representation across the sector, our members bring diverse backgrounds from independent businesses to large multiples:

Independent (seven places)

Girish Mehta
Karsan Chandegra
Mohamed Moledina
Rachel Solanki (**Chair**)
Sheelan Shah
Vikash Patel
Viral Patel

Company Chemist's Association – CCA (three places)

Adrian Price – Tesco
Parag Oza - Boots (**Vice-Chair**)
Vinesh Naidoo – Boots (**Treasurer**)

Independent Pharmacies Association - IPA (one place)

Suraj Varia - Jade

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

Committee Governance and Transparency

We believe in full financial and operational transparency. The table below outlines committee attendance at our six full-day strategic meetings and any expenses claimed for representing your interests at additional external healthcare system engagements (excluding honoraria for officers, which are detailed in the financial annual statement).

Committee Member	Representative	Attendance at CPH Meetings	Expenses Paid (for additional meetings other than CPH)
Adrian Price	CCA	5/6	£0
Girish Mehta	Independent	5/6	£0
Karsan Chandegra	Independent	6/6	£0
Mohamed Moledina	Independent	5/6	£0
Parag Oza	Independent	5/6	£0
Rachel Solanki	Independent	6/6	£1,768.64
Sheelan Shah	Independent	4/6	£320
Suraj Varia	IPA	3/6	£0
Vikash Patel	Independent	5/6	£0
Vinesh Naidoo	CCA	5/6	£0
Viral Patel	Independent	4/6	£0

Note: The Chief Officer incurred annual expenses of £973.76, and other staff within the CPH office incurred annual expenses of £947.64. These strictly managed operational figures ensure our hands-on support, pharmacy visits, and system outreach remain highly effective.

Shaping the Future: Our Committee Meetings

Between April 2025 and March 2026, we held six full-day, in-person CPH meetings. These are vital forums where we challenge local stakeholder guests, dive into robust strategic planning, and tackle the pressing financial issues facing your business. Minutes from all our meetings are readily available on our [CPH website](#).

- **Your Invitation to the Table:** We maintain an open, collaborative approach. We warmly welcome contractors to attend meetings as observers.
- **Funding Your Time:** To recognise your time away from your business, CPH allocates a dedicated budget to fund one contractor observer per committee meeting. Please contact [the office](#) in advance to secure your funded slot.

CPH: Connecting, Communicating and Driving Success

At CPH, communication is focused on delivering clarity amidst a changing landscape. Throughout 2025/26, we translated complex national policy into practical, local business support, strengthening relationships across the healthcare system to ensure community pharmacy remains an indispensable, properly funded partner.

Our Key Events: Learning, Sharing, Growing

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

CPH Annual General Meeting

Our flagship event, bringing together contractors to celebrate successes, share insights, and discuss the collective strategic future of Hertfordshire pharmacy.

Pharmacy Quality Scheme (PQS) Support & PCS Transition Webinars

Timely, practical online workshops designed to guide your teams step-by-step through complex claiming windows and national contractual adjustments.

PCN Lead Support Meetings (In-Person and Virtual)

Targeted forums providing collaborative platforms to coach and support our local PCN Engagement Leads.



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), local politicians, other LPCs, Community Pharmacy England, the LMC, and Public Health Hertfordshire.

Here are some of the supportive and strategic events we promoted, actively participated in, or represented you at throughout the 2025/26 term.

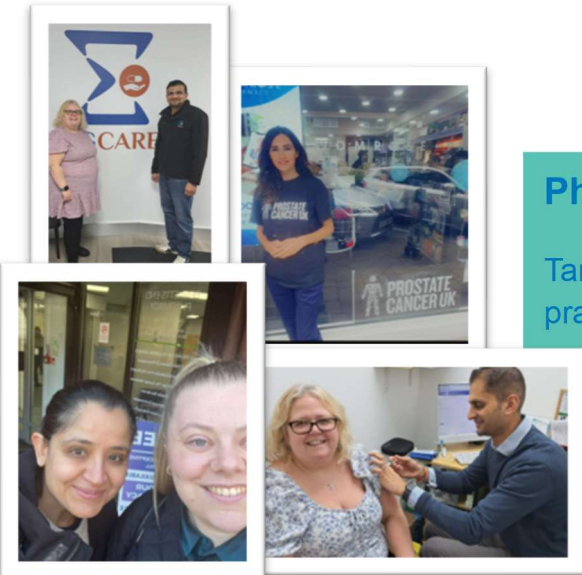
CPH Committee Meetings

Regularly scheduled strategic forums directing the LPC's workplan and local contractor support frameworks.



Pharmacy Engagement Support Visits

Targeted, routine face-to-face visits to deliver direct advice and practical support on the shop floor.



Clinical Learning, Public Health and Innovation

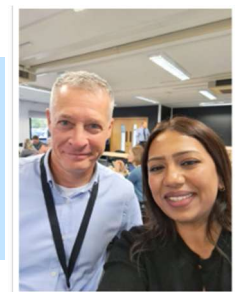
Regional Anti-Microbial Awareness Week Workshop

Collaborative participation to reinforce the network's clinical role in effective antibiotic stewardship.



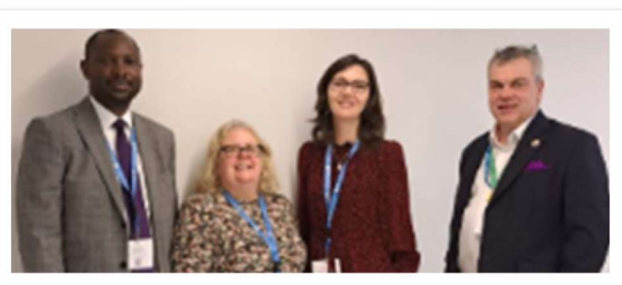
Hertfordshire Pegasus Workshop

Representation on future regional pandemic provision and emergency supply planning.



National Pharmacy Management Healthcare Event

Strategic engagement on Managing Long-Term Conditions within the ICS Structure.



The Pharmacy Show 2025

Panel representation sharing Hertfordshire's structural integration models on a national stage.



North Herts College Career Day

Interactive engagement and workforce presentations promoting community pharmacy pathways to the future workforce.

Cross-System Collaborative Working Meetings

Regional alignment sessions with neighbouring Community Pharmacy Local teams (Cambridgeshire & Peterborough, and BLMK) to ensure joint communication across the Central East footprint.



Vaccination Infrastructure and Community Outreach

NHSE Vaccination Board Meetings

Consistent regional representation at board level to protect pharmacy operational interests during national immunisation campaigns.

Local VCSFE Community Engagement

Building communication pathways with the voluntary, community, faith, and social enterprise sector to highlight pharmacy capabilities.



Voice Huddle Networking Events

Connecting frontline service user groups with healthcare provider stakeholders to shape local delivery priorities for public health.

Staying Connected: Our Communications and Engagement Reach

As we know your time is at a premium we have updated our communication strategy this year to focus exclusively on high-value, easy-to-digest updates, cutting out the noise so you can focus on running your business.

CPH's digital footprint: Promoting Your Value

Weekly E-News

Between April 2025 and March 2026 CPH released 52 digital newsletters containing critical regulatory updates, deadline reminders, and practical toolkits. We maintain **727 active subscribers** with a strong weekly open rate of **26.2%**.

Centralised WhatsApp Support

CPH phased out fragmented, separate messaging groups and centralised our support into the main **CPH Update Group**. This gives you a single, real-time channel for instant operational guidance, with membership growing from 170 to **186 active members**.

Website

Served **1,232 distinct users** (a **41% increase** year-on-year) across 2,000 views, acting as your 24/7 repository for payment trackers and guidance checklists.

Social media Pivot

Closed our underutilised X (Twitter) account to launch a visually engaging **Instagram** channel to connect with younger workforce talent and the public.

LinkedIn Growth

Connections grew by **62% (to 434)** and followers by **57% (to 526)**, drastically increasing our capability to advocate for your businesses to key stakeholders.

Facebook

Followers increased **11% (to 139)** with over 3,000 views, reinforcing local community trust in your pharmacies.

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 2025/26: Delivering Our Strategic Workplan

1: STRATEGIC OBJECTIVE: ADVOCATE, INTEGRATE, AND LEAD

A: STAKEHOLDER CHAMPIONING

Aim 1.1: Represent and champion community pharmacy interests to all stakeholders (commissioners, GPs, PCNs, etc.) to secure sustainable funding and enhance service recognition



What CPH Delivered:

- We established communication pathways with the new Central East ICB structure to align strategic goals and foster collaborative working across the region.
- We worked collaboratively with other Community Pharmacy Locals (CPLs) across the Central East area to ensure the network acts and negotiates as one unified voice.
- We have also worked collaboratively with other CPLs across the whole East of England area to share best practice and work together on regional issues such as workforce and contract management.
- We hosted an on-site community pharmacy visit on 27 November with Sarah Perman, Director of Public Health at Hertfordshire County Council (HCC), demonstrating first-hand how our network drives preventative care and reduces wider system pressures.
- Our strategic discussions with Public Health regarding expanded services have successfully laid the foundations for a brand-new integration role hosted within CPH, which is set for implementation in 2026–27.
- We produced a dedicated Discharge Medicines Service (DMS) document that was distributed directly to GP locality leads via the ICB.
- We collaborated with the ICB on a SystmOne Integrated Referrals to Pharmacy First document, whilst equipping PCN leads with resources to support the integrated referral route within SystmOne practices.
- We held collaborative meetings with the LMC to discuss ongoing system changes, coordinate joint communications on Healthera, and address the operational impact of local medicine shortages.

Value to Pharmacies of CPH Work:

CPH's multi-level advocacy protects your pharmacy by ensuring your business is designed into local care pathways. Working alongside neighbouring CPLs gives us the collective strength to speak as one voice to the ICB, ensuring our region's funding and service needs are prioritised. By driving structured GP referrals through integrated IT solutions across both EMIS and SystmOne practices alongside the DMS framework, we directly help secure your service revenue. Furthermore, our alignment with Public Health secures long-term workforce investment through upcoming hosted integration roles, whilst our separate work with the LMC ensures that immediate operational pressures—such as local medicine shortages—are addressed directly at a system level.

B: NETWORK TRANSFORMATION

Aim 1.2: Lead the development and transformation of community pharmacy to meet future healthcare needs through proactive engagement, strategic planning, and fostering a



What CPH Delivered:

- We executed a network engagement programme that included conducting 1–1 strategic meetings with all local PCN leads and engineering a comprehensive PCN Lead Toolkit.
- We coached PCN leads using localised service data graphs to help them champion pharmacy services and influence primary care healthcare planning.
- We actively researched and scoped viable new clinical opportunities to help expand your pharmacy's footprint—including assessing the feasibility of local Weight Management pathways, expanded Sexual Health services, and exploring future potential for point-of-care testing like ECGs, ensuring our network is ready to pitch for these services as external commissioning commissioning and funding routes open up.

Value to Pharmacies of CPH Work:

This approach bridges the gap between local strategy and your pharmacy's daily business. By equipping Primary Care Networks (PCNs) and local GP leaders with localised data and targeted toolkits, we enable them to actively champion our network, helping to drive structured patient referrals straight to your pharmacy. Simultaneously, CPH does the heavy lifting behind the scenes by scoping new clinical pathways—such as weight management, sexual health, and future point-of-care testing. This ensures our network is completely market-ready, so that when external commissioning and funding opportunities open, these services are commercially viable and operationally ready for your teams to deliver.

C: LOCAL HEALTH SYSTEM INTEGRATION

Aim 1.3: Maximise the integration of community pharmacy services within the local health and care system to improve care co-ordination, patient outcomes, and reduce healthcare inequalities



What CPH Delivered:

- We secured active representation and a consistent voice for community pharmacy at place level within both South West Hertfordshire and East and North Hertfordshire Health and Care Partnerships (HCPs).
- We regularly attended place-level meetings across these partnerships to ensure pharmacy capabilities directly input into local health priorities.
- We deployed the comprehensive CPH Contractor Survey between late November 2025 and January 2026, capturing over 40 substantive pieces of direct operational feedback to guide committee decisions and shape the 2026/27 workstreams.
- We established mechanisms to tackle health inequalities and promote fair access by joining regular regional working groups, presenting pharmacy capabilities to the local Faith and Health Board, and partnering with One Vision following the Health Inequalities Event in Parliament.
- We collaborated with public health leads to optimise localised outreach, evaluating how initiatives like the Better Health Bus can work more effectively with existing community pharmacies.

Value to Pharmacies of CPH Work:

This integration uses your frontline role to secure operational and local advantages. By maintaining a constant presence at place level in South West and East & North Hertfordshire, we ensure decisions about local health priorities are not made behind closed doors without pharmacy at the table. Translating over 40 survey responses from contractors directly into committee actions ensures CPH challenges commissioners based on your real-world feedback. Additionally, our advocacy with platforms like One Vision establishes community pharmacy as a key partner for tackling health inequalities, keeping your business in a strong position for future local commissions.

CPH Achievements 2025/26: Delivering Our Strategic Workplan

2: STRATEGIC OBJECTIVE: EMPOWER AND SUPPORT SERVICE DELIVERY

A: CONTRACT & SERVICE ENABLEMENT

Aim 2.1: Enable community pharmacies to successfully deliver existing and new commissioned/contracted services (national and local) by providing comprehensive support, sharing best practice, and addressing challenges.



What CPH Delivered:

- We built a support system to guide your teams through major contractual shifts, including the 1 April tariff increases (Pharmacy First to £17, Hypertension checks to £10, and ABPM to £50.85) and the 29 October CPCF adjustments (NMS depression expansions and PCS updates).
- We delivered targeted, face-to-face support directly to pharmacy teams through our routine pharmacy visits to help resolve practical service issues on the shop floor.
- We delivered targeted PQS claiming window and PCS transition webinars that achieved 100% 5-star feedback, with 100% of attendees reporting a better understanding of the new requirements.
- We developed and distributed an array of free operational resources, including a practical PCS checklist developed and shared across the network, an updated local payment tracker including key national services, a simplistic guide on how pharmacy first clinical pathways have changed, and an advanced ABPM training tool.

Value to Pharmacies of CPH Work:

Our support system helps protect your revenue across daily operations. By giving your dispensary teams quick-access toolkits, clear trackers, and webinars that achieved a 100% helpfulness rating, we remove the confusion surrounding complex contract changes. This directly helps your business satisfy service-bundling rules and meet the monthly consultation thresholds necessary to claim your core service fees.

B: WORKFORCE DEVELOPMENT & TRAINING

Aim 2.2: Develop and support the community pharmacy workforce by facilitating access to training, promoting professional development, and addressing workforce challenges.



What CPH Delivered:

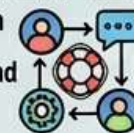
- **Major Funding Breakthrough:** We directly negotiated and secured 6 fully funded Independent Prescribing (IP) training places for Hertfordshire pharmacists alongside expanding regional "Teach & Treat" clinical opportunities.
- We provided ongoing involvement and support to the successful implementation of the Independent Prescribing Pathfinder programme in Hertfordshire, with a formal evaluation to be published in 2026-27.
- We established a workforce support action plan, building a dedicated "Training in a Box" module (including an ABPM clinical presentation) to help teams address localised training gaps internally.
- We proactively promoted the Community Pharmacy Technician Apprenticeship Programme, providing hands-on support to local contractors who had previously faced barriers accessing professional training pathways.

Value to Pharmacies of CPH Work:

This targeted support helps develop your team whilst protecting your business from high training overheads. By securing fully funded IP places, driving the IP Pathfinder programme forward, and supporting local apprenticeship pathways, CPH delivers direct financial savings to individual pharmacies. This allows you to upskill your existing staff into advanced clinical roles using national funding, enhancing your pharmacy's long-term service capacity without extra cost to your business.

C: NETWORK COMMUNICATION & SAFETY NET

Aim 2.3: Enhance communication and collaboration within the community pharmacy network by providing timely updates, responding to queries, and fostering effective communication channels.



What CPH Delivered:

- We handled daily calls, messages, and emails from pharmacies, providing immediate advice on service implementation queries—with a particular focus on flu and COVID vaccination programmes.
- We provided direct, practical support to pharmacies experiencing local operational trouble or acute system blockages to help keep their services running smoothly.
- We maintained a schedule for network communications, keeping contractors updated on evolving regulations via weekly E-news channels, centralised website toolkits, and real-time FAQs.
- We established a collaborative network by embedding monthly meetings with all PCN Engagement Leads and facilitating 2 major face-to-face joint alignment sessions with the ICB.
- We systematically gathered and distributed 4 case studies of local best practices through our digital channels and website repository to drive peer-to-peer learning.

Value to Pharmacies of CPH Work:

This day-to-day communication network acts as an essential safety net for your pharmacy team. Having a responsive office to handle immediate queries regarding flu and COVID setups ensures your team does not lose time to administrative confusion or risk missing out on vaccination income. Whether you need quick answers to clear FAQs or direct help when your pharmacy is facing operational difficulties, CPH provides the practical support required to protect your business continuity and improve coordination with general practice.

CPH Achievements 2025/26: Delivering Our Strategic Workplan

3: STRATEGIC OBJECTIVE: ENSURE SUSTAINABILITY AND DRIVE INNOVATION

[A: FUNDING & POLITICAL VIABILITY]

Aim 3.1: Secure sustainable funding models and financial viability for community pharmacies to enable investment in workforce, training, and service delivery



What CPH Delivered:

- We launched a political advocacy campaign, organising face-to-face MP pharmacy visits—including a 'work experience' day for local MP Gagan Mohindra at Riverside Pharmacy—to show politicians the realities of medicine shortages and price concessions firsthand.
- We completed a mapping of local councillors to target regional support networks and lobby for sustainable local funding streams.
- We used our dedicated, nominated LPC lead conduit to directly escalate Hertfordshire's specific workforce data and financial challenges straight into national-level workforce groups and negotiations.



Value to Pharmacies of CPH Work:

CPH ensures that your daily commercial realities and financial challenges are heard by decision-makers. By inviting MPs and local councillors onto the shop floor, we show politicians the direct operational impact of price concessions and stock shortages. Using our national conduit to feed Hertfordshire's data directly into workforce negotiations keeps the pressure on national teams to secure a sustainable, long-term funding contract for your business.

[B: DIGITAL INNOVATION & WORKFLOWS]

Aim 3.2: Drive innovation in community pharmacy services and practice by promoting the adoption of new technologies, supporting service development, and fostering a proactive approach to change



What CPH Delivered:

- We promoted the rollout and use of essential digital tools across the network, including NHS Profile Manager updates and the Manage Your Appointments system, to improve dispensary efficiency and workflow management.
- We shared innovative practices during routine site visits and through our digital communication strategy, encouraging PCN leads to use automated service data graphs to track and resolve local operational bottlenecks.
- We contributed to broader digital and primary care development panels at the national Pharmacy Show, sharing our integration models with wider industry leaders.



Value to Pharmacies of CPH Work:

Embracing these digital and practice changes translates into saved time and better workflows. Supporting your team to use systems like Manage Your Appointments cuts down on administrative booking tasks, allowing staff to focus on service delivery. By using data trends to spot operational issues before they disrupt your pharmacy, we help you maintain an efficient and resilient dispensary.

[C: LANDSCAPE GROWTH & PRESTIGE]

Aim 3.3: Proactively address challenges and opportunities in the evolving healthcare landscape to ensure the long-term sustainability and growth of community pharmacy



What CPH Delivered:

We monitored regional policy shifts to safeguard contractor interests, presenting Hertfordshire's primary care integration blueprints directly at the national CPE Integrated Network Team (INT) model workshops.



🏆 **National Recognition:** CPH's approach to industry challenges was highlighted on a national stage, winning "Best Supporting Local Representative Group" at the Independent Pharmacy Awards 2025 and achieving status as an HSJ Awards finalist for community pharmacy lead integration.



Value to Pharmacies of CPH Work:

Our high-profile national standing provides strong leverage when negotiating local contracts on your behalf. Winning national awards and presenting Hertfordshire's work at major workshops positions CPH as a trusted leader in pharmacy services. This standing keeps local commissioners focused on our network, helping to place your pharmacy in a preferred position to receive future funded NHS pilots and local service extensions.

Statutory Information

Contract Matters

Summary of applications for inclusion in the Pharmaceutical List from 1 April 2025 – 31 March 2026

Application Type (As per 2013 Regulations)	Applications	Appeals Dealt with by CPH	Decisions Pending (As of 28/05/2026)	Total Granted
Unforeseen Benefits	1	1	0	0
Distance Selling	5	4	4	0
No Significant Change Relocations	4	0	1	3
Consolidations	3	0	0	3
Change of Ownership	9	0	0	9
Total	22	5	5	15

There were 3 pharmacy closures:

- Everest House Pharmacy, Hemel Hempstead
- Jade Pharmacy, 14 Maidenhead Street, Hertford
- Village Pharmacy, Borehamwood

Treasurer's Report: Our Financial Health in 2025/26

It is a privilege to serve as your Treasurer. This report summarises our financial performance for the year ending 31 March 2026, a period defined by disciplined cost control and robust strategic planning.

Financial Performance Overview

Despite budgeting for a deficit, CPH concluded the year with a **net surplus of £19,719** (after corporation tax). This turnaround was driven by effective financial management, strategic staffing adjustments, and a prior-year accounting correction of £1,539 (adjusting an overstatement on the £8,893 recorded from the previous period). Consequently, total administrative expenses fell to £337,697 (from £433,736 in 2024/25).

- **Turnover & Levy:** Turnover reached £450,142, supported by a consistent statutory contractor levy of £440,241. This includes £5,544 of historic legacy funding originally received from Herts Valleys CCG, which has now been fully applied in-year. Following this allocation, a remaining balance of £11,005 is planned to be fully utilised during 2026/27, bringing the balance to nil as intended.
- **Staffing Realignment:** Total staff costs decreased to £279,095 (from £289,544), primarily reflecting the conclusion of the 0.4 WTE Services and Engagement Lead role—a time-limited resource from the prior year.
- **Reserves & Assets:** Our net assets grew to £171,350. We ended the year with cash reserves equivalent to approximately 4.6 months of operating costs—comfortably exceeding our three-month reserve policy—ensuring strong resilience as we move into the new financial year.

Managing Costs & Investing in the Network

We continue to leverage external income to protect your levy funds. Sponsorship of £5,896 offset meeting costs, and bank interest of £303 mitigated our charges. Whilst we faced unavoidable increases in the CPE levy (£92,869) and national NI contributions (£22,228), these were managed through disciplined internal savings and the application of a historic HMRC credit of £5,349.

We also prioritised essential reinvestment:

- **Operational Tools:** £4,242 was invested in hardware to ensure our team can effectively deploy data-driven support during pharmacy visits.
- **Professional Development:** £2,234 was directed toward staff training to ensure we maintain the high level of advocacy our contractors expect.

Looking Ahead: Commitment to Contractors

Recognising the financial pressures facing your businesses, I am pleased to confirm that the CPH committee has **formally frozen the contractor levy for 2026/27**.

We remain committed to transparency and value for money. By maintaining lean operations, strengthening financial reporting clarity, and focusing our resources on local negotiation and direct contractor support, we are positioned to navigate the year ahead with stability.

Vinesh Naidoo

Treasurer

Statutory Information

**Community Pharmacy Hertfordshire (Hertfordshire LPC)
Company Information
For The Year Ended 31 March 2026**

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

Community Pharmacy Hertfordshire (Hertfordshire LPC)

Member's Report For The Year Ended 31 March 2026

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 12 June 2026

Statutory Information

**Community Pharmacy Hertfordshire (Hertfordshire LPC)
Accountant's Report
For The Year Ended 31 March 2026**

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 2026 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 2026, 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 2026. 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 11 June 2026
Pomroy Associates Ltd
14a Meadway Court
Rutherford Close
Stevenage
Hertfordshire
SG1 2EF

Statutory Information

Community Pharmacy Hertfordshire (Hertfordshire LPC) Balance Sheet As At 31 March 2026

		2026		2025	
	Notes	£	£	£	£
FIXED ASSETS					
Tangible Assets	4		4,579		2,036
			<u>4,579</u>		<u>2,036</u>
CURRENT ASSETS					
Debtors	5	37,297		36,649	
Cash at bank and in hand		155,519		141,765	
		<u>192,816</u>		<u>178,414</u>	
Creditors: Amounts Falling Due Within One Year	6	(26,045)		(28,819)	
		<u></u>		<u></u>	
NET CURRENT ASSETS (LIABILITIES)			<u>166,771</u>		<u>149,595</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>171,350</u>		<u>151,631</u>
NET ASSETS			<u>171,350</u>		<u>151,631</u>
Income and Expenditure Account			171,350		151,631
MEMBERS' FUNDS			<u>171,350</u>		<u>151,631</u>

These financial statements were approved by Community Pharmacy Hertfordshire (Hertfordshire LPC) on 12 June 2026 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 2026

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:

	2026	2025
	£	£
Wages and salaries	251,922	262,330
Social security costs	22,228	22,058
Other pension costs	4,945	5,156
	<u>279,095</u>	<u>289,544</u>

The salary of the Chief Officer was £79,591 (2025 - £79,458).

3. Average Number of Employees

Average number of employees, including directors, during the year was: 9 (2025: 9)

Statutory Information

Community Pharmacy Hertfordshire (Hertfordshire LPC) Notes to the Financial Statements (continued) For The Year Ended 31 March 2026

4. Tangible Assets

	Fixtures & Fittings £	Computer Equipment £	Total £
Cost			
As at 1 April 2025	1,152	12,082	13,234
Additions	-	4,242	4,242
As at 31 March 2026	1,152	16,324	17,476
Depreciation			
As at 1 April 2025	1,104	10,094	11,198
Provided during the period	48	1,651	1,699
As at 31 March 2026	1,152	11,745	12,897
Net Book Value			
As at 31 March 2026	-	4,579	4,579
As at 1 April 2025	48	1,988	2,036

5. Debtors

	2026 £	2025 £
Due within one year		
Trade debtors	35,275	34,627
Other debtors	2,022	2,022
	37,297	36,649

6. Creditors: Amounts Falling Due Within One Year

	2026 £	2025 £
Trade creditors	5,269	3,583
Other creditors	12,661	20,845
Taxation and social security	8,115	4,391
	26,045	28,819

Statutory Information

Community Pharmacy Hertfordshire (Hertfordshire LPC) Detailed Income and Expenditure Account For The Year Ended 31 March 2026

	2026		2025	
	£	£	£	£
TURNOVER				
Levy		440,241		427,999
Herts Valley CCG		5,544		695
Event sponsorship		5,896		5,338
ICB Secondment		(1,539)		8,893
		<u>450,142</u>		<u>442,925</u>
COST OF SALES				
UTI Service	<u>-</u>		<u>15</u>	
		<u>-</u>		<u>(15)</u>
GROSS SURPLUS		<u>450,142</u>		<u>442,910</u>
Administrative Expenses				
CPE levy	92,869		90,071	
Chair honoraria	6,080		6,080	
Vice chair honoraria	3,360		3,360	
Treasurer honoraria	2,240		2,240	
Chief officer salary	79,591		79,458	
Staff salaries	160,651		171,192	
Employers national insurance	22,228		22,058	
Pension	4,945		5,156	
Staff and member training	2,234		1,280	
Rent and service charges	8,364		7,515	
Light and heat	730		676	
CPH meeting member expenses	18,862		17,840	
Meeting and events venue expenses	11,255		10,456	
Staff and member expenses	1,921		2,862	
IT support and software	4,912		3,128	
Printing and stationery	1,260		1,407	
Postage	-		173	
Marketing costs	503		482	
Telephone	2,269		2,099	

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Statutory Information

Community Pharmacy Hertfordshire (Hertfordshire LPC) Detailed Income and Expenditure Account (continued) For The Year Ended 31 March 2026

Accountancy fees	1,656	1,578
Professional fees	236	823
Depreciation	1,699	404
Office administration	2,882	3,398
	<u>(337,697)</u>	<u>(433,736)</u>
OPERATING SURPLUS/(DEFICIT)	19,576	9,174
Other interest receivable and similar income		
Bank interest receivable	303	41
	<u>303</u>	<u>41</u>
Interest payable and similar charges		
Bank charges	102	17
	<u>(102)</u>	<u>(17)</u>
SURPLUS/(DEFICIT) BEFORE TAXATION	19,777	9,198
Tax on Surplus/(deficit)		
Corporation tax charge	58	8
	<u>(58)</u>	<u>(8)</u>
SURPLUS/(DEFICIT) AFTER TAXATION BEING SURPLUS/(DEFICIT) FOR THE FINANCIAL YEAR	19,719	9,190

