



Annual Report

APRIL 2021 - MARCH 2022

Helen Reed and Alison Scowcroft

CPGM HEALTHCARE LIMITED | SUITE 9, BARLOW HOUSE, MINSHULL STREET, MANCHESTER, M1 3DZ

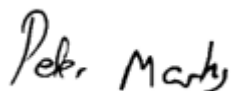
Introduction from the Chair

The challenges placed upon the community pharmacy profession continue to rise putting additional pressures on the businesses. These are particularly relevant in terms of work force including retention and staff recruitment. Cash flow and income are constantly under pressure as a consequence of inadequate remuneration from the government and constantly rising costs such as those for energy, rent and rates.

CHL are constantly looking at potential new services and partners that could increase contractor income. When considering these new services, we are always acutely aware of the pressures referred to above.

Once again, I would like to offer my thanks to Alison, Helen and my fellow directors for all the hard work that goes on to ensure that the current contracts continue to be offered and in the work that is put in to develop new services and contracts.

The current services and contracts commissioned via CHL are listed in our annual report.

A handwritten signature in black ink that reads "Peter Marks". The signature is written in a cursive style with a large initial 'P'.

Peter Marks

Chair

Company Information

CHL is a not-for-profit organisation which actively develops partnerships with commissioners and other health care providers to seek out new opportunities for providers to meet the needs of our population. We empower our providers to maximise the delivery of high quality, patient centred services which are sustainable for the future.

CHL was established in 2016 by Bolton LPC and GMLPC, who represent all 674 community pharmacy contractors in Greater Manchester.

Registered Address

The companies registered address with Companies House is: 608 Liverpool Road, Irlam, Manchester, England, M44 5AA

The mailing address currently remains as the GMLPC office address: Suite 9 Barlow House, Minshall Street, Manchester, M1 3DZ

Directors

The CHL directors during the period were:

- Peter Marks (LPC)
- Aneet Kapoor (LPC)
- Louise Roxburgh (Non LPC)
- Varun Jairath (Non LPC)
- Vacancy (Non LPC)

Staff

The Directors are supported by:

- Alison Scowcroft, Director of Strategic Programmes (Full time)
- Helen Reed, Contracts and Business Support Manager (28 hours per week)

All CHL personnel can be contacted via email: firstname@cpgmhealthcare.co.uk.

Mission

A not-for-profit organisation empowering healthcare providers to deliver quality health services achieving improved health outcomes.

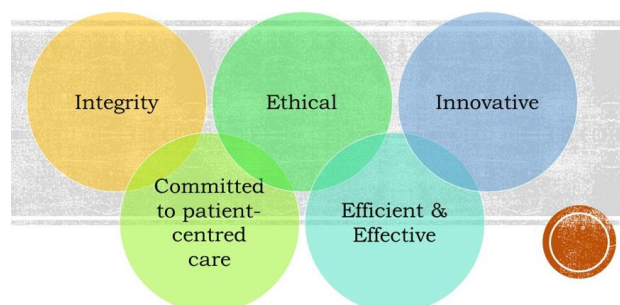
Vision

To drive, develop and deliver innovative community-based services by being the provider organisation of choice.

Strategy

To develop and implement services which are appropriately remunerated for providers and deliver positive outcomes for patients.

Values



CHL Board Meetings

CHL meetings are held at least once a month and are typically attended by the full board of directors and all current members of staff. There is also an open invitation for a Scrutiny Committee Representative to attend the meetings.

Attendee	Role	07 April 2021	04 May 2021	25 May 2021	10 June 2021	06 July 2021	17 August 2021	07 September 2021	05 October 2021	02 November 2021	07 December 2021	12 January 2022	01 February 2022	03 March 2022
Peter Marks	Chair and LPC Director	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓
Aneet Kapoor	LPC Director	✗	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓	✗	✓
Louise Gatley	Non LPC Director	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓
Varun Jairath	Non LPC Director	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓
Alison Scowcroft	Director of Strategic Programmes	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓
Helen Reed	Contracts and Business Support Manager	✓	✓	✓	✗	✓	✗	✓	✓	✓	✓	✓	✗	✗
Ifti Khan / Fin McCaul	Scrutiny Committee Representative	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✓

Additional Meetings

CHL, as the Provider Company for Community Pharmacy in Greater Manchester also attends a number of GM meetings to represent providers. These include:

- Community Pharmacy Provider Board
- Primary Care Provider Board
- Integrating NHS Pharmacy and Medicines Optimisation (IPMO) workstreams
- GM Local Professional Network for pharmacy (LPN)
- GM Inhalers Sustainability Group
- GM Tobacco Dependency Steering Group
- GM CURE Programme Quarterly meetings

Commissioned Work in 2021 - 22

Please see below for a list of work that CHL was commissioned to deliver in 2020-21. Some of the work is renewed or extended from previous years contracts and some is new commissions.

Description of Commissioned Work	New in 2021-22 or continued from previous year/s.
Bolton AF Pilot	Continued (On hold)
Bury Council Substance Misuse and Sexual Health Services	Continued
Bury Palliative Care Service	Continued
Bury LFT Service	New
CPPB Secretariat	Continued
CURE Oldham – Smoking Cessation Transfer of Care Pilot	Continued
GM Healthcare Academy Admin Support	New
GMLPC Secretariat Support	Continued
GMMH Substance Misuse Services	Continued
GP CPCS GM Rollout Support	Continued
Healthy Living Dental Project Support	Continued
HEE Pre-Reg Champion	Continued (On hold)
Hypertension and AF Screening Pilot in North Manchester	Continued
Inhaler Technique Service Project Management	Continued
Oldham CCG Palliative Care Service (Tiers 1-3)	Continued
Oldham LFT Service	New
Oldham Council Sexual Health Services	Continued
Rochdale Council Sexual Health and Smoking Cessation Services	Continued
Salford Council Services Support	Continued
Trafford Palliative Care Service (Tier 1)	Continued
Vaccination Training	Continued

For more information, please visit www.cpgmhealthcare.co.uk for an overview of our projects and services, including a selection of case studies and testimonials.

Director of Strategic Programmes Report - Alison Scowcroft

COVID-19 continued support

CHL continued the theme of support for commissioners and community pharmacies around the COVID-19 pandemic in 2021/22 through the support offered to 2 local authorities in setting up and ensuring access to lateral flow testing through community pharmacy.

Community Pharmacy priorities

One of the key priorities identified for community pharmacy in 2021/22 was the implementation and deployment of the new nationally commissioned advanced services; GP CPCS in particular was a substantial project that CHL managed in the year. We collaborated with Bolton and GM LPCs, GMHSCP and general practice colleagues to prepare a deployment blueprint and plan, supporting resources, materials, and processes. We supported the system engagement of GP CPCS through a series of governance forums and ensured engagement across the 10 GM localities and 67 GM PCNs. CHL project managed the implementation and deployment across the 423 GM practices.

Vaccination training was another priority in the year, and CHL partnered with ECG and PharmaDoctor to deliver an attractive training offer for pharmacists across GM and Cheshire & Merseyside, liaising with Community Pharmacy Cheshire & Wirral. The training sessions had good uptake, and the content received positive feedback from all delegates.

As we moved into a supposed 'post-pandemic' era, some of the work delayed in 2020/21 was re-started, particularly the relaunch of the GM commissioning Inhaler Technique Service. CHL updated the service specification and PharmOutcomes modules, performed an Expression of Interest process to relaunch the service with 67 newly commissioned pharmacies (1 per PCN) and then delivered training and engagement events. A significant change to the service delivery was the provision of the service by pharmacy technicians; CHL prepared additional resources for the technicians being accredited to deliver the service.

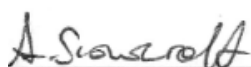
Supporting community pharmacy with locally commissioned services

The commissioners whom CHL partners with to support the provision of locally commissioned services renewed their SLAs with CHL this year, confirming the value they derive from our support.

The PGDs for sexual health services were updated in several localities in GM in 21/22. CHL ensured that the PharmOutcomes modules were updated in line with the change to the PGDs and also that the modules were as straight forward to use for pharmacists as possible, thus ensuring their compliance with all aspects of the service specifications.

Pharmacy Integration Fund Pilot

The CURE pilot continued in Oldham into 2021/22, with good uptake of the service by the referring hospital and conversion and quit rates achieved by the participating community pharmacies in line with those results achieved by the locally commissioned specialist service. A number of patient case studies were prepared, and one was published on the [NHS England website](#) to publicise the great work delivered in Oldham. NHSE evaluated the Oldham pilot results, and a decision was taken in early 2022 to rollout the service nationally from March 2022. This decision was based purely on the results of the service delivered in Oldham.



Alison Scowcroft, Director of Strategic Programmes