



2022-2023 ANNUAL REPORT



Community
Pharmacy
Scotland

Prepared by:

Robbie Collins
Jenny O'Donnell

www.cps.scot

Chair of the Community Pharmacy Scotland Board

The last year was dominated by the sharp and sudden increase in the cost of the medicines that the network purchases on behalf of the NHS. During the final six months of the year cash flow became extremely challenging for us and this aspect was one of the principle reasons the settlement for this year took so long. I and my negotiating team colleagues could not accept a repeat of that and so things took longer than we would have hoped to reach a settlement, which we finally achieved in July 2023.

Within Community Pharmacy Scotland itself, I, along with Board member colleagues, have been overseeing a succession programme designed to develop team members to be able to step into senior executive positions when the opportunity arises. I am pleased to report that this process is adding value and resilience to the organisation as a whole.



Martin Green

Chair - M&D Greens



Company Information



www.cps.scot

Company Name:

Community Pharmacy
Scotland

Date of Incorporation:

1912

Business:

Non-Profit
Representative Body
Community Pharmacy

Location

42 Queen St,
Edinburgh,
EH2 3NH



Company Strategy and Strategic Policy

The future of community pharmacy in Scotland has never been more exciting, with the skills and accessibility of our teams in such demand to solve various issues in the delivery of modern healthcare.

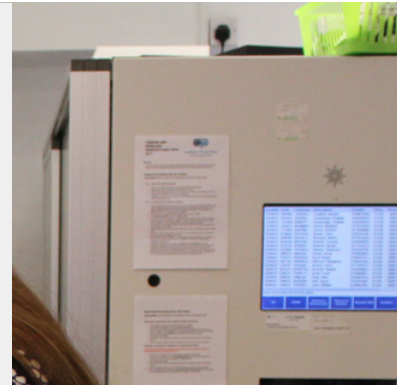
There are an increasing number of pharmaceutical care services being developed to improve the health outcomes of the people we serve, but how do we balance these new opportunities with the delivery of our crucial core services?

The answer is that we have to think more strategically about how we operate going forward, and to that end, in 2017 our Board of Directors developed our Vision for the future of community pharmacy in Scotland, which guides our work today.

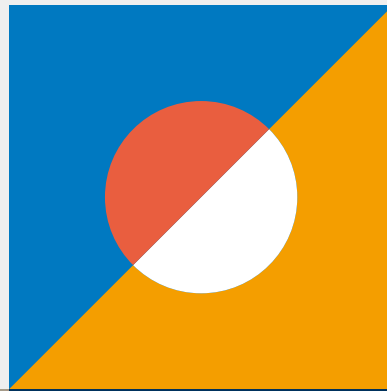
www.cps.scot/our-strategy



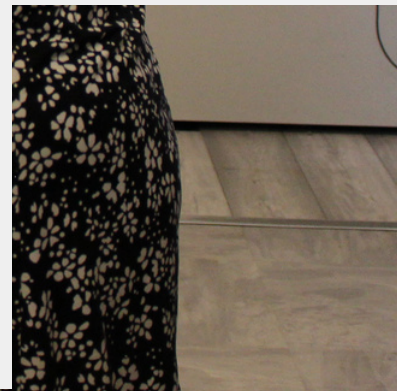
A single voice for community pharmacy healthcare professionals



Nurture Innovation Care



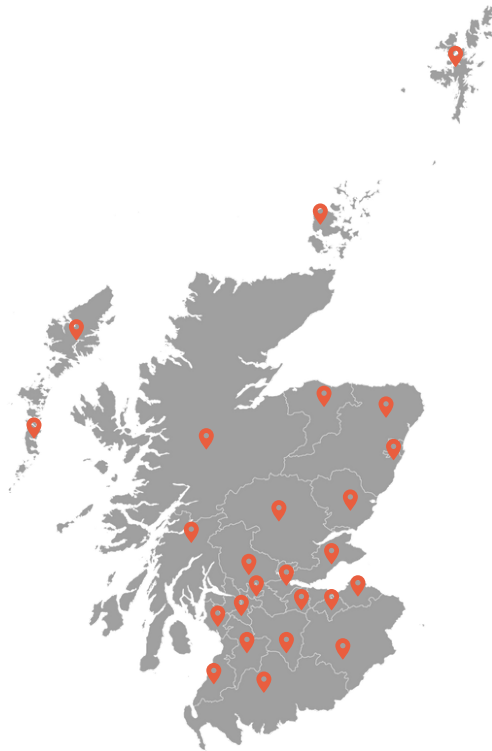
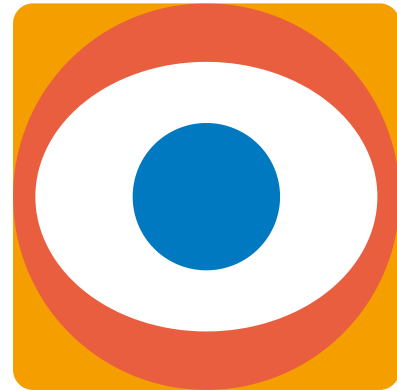
Digital Transformation





Company Network

We continue to work hybrid with an emphasis on connecting with our network of pharmacy owners and teams through a mix of in-person and online methods.



3k

Average eNewsletter Subscribers

15k

Average Website Visitors per month

20

Queen Street Employees

1250

Community Member Pharmacies



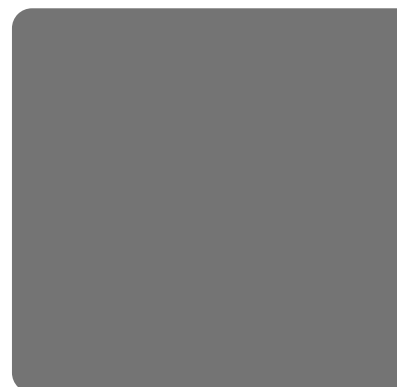
Chief Executive Officer (CEO)

This year close working relationships with Scottish Government colleagues have allowed progress to be made with the number of community pharmacy independent prescribers and to secure the funding for a future national naloxone service. The major area for collaborative working with our government policy colleagues was on a financial settlement for 2023/24 that had to include an effective cash flow protection mechanism, an uplift to the global sum and areas where payments could be made simpler through, for example, combining of the previous separate dispensing pools. The wider CPS Executive has also been closely involved in the AMS Digital and Digital Prescribing and Dispensing Programme throughout the last year. Within the NHS this year, we presented community pharmacy's strategy and contribution at the National Education for Scotland annual conference.



Harry McQuillan

CEO - Community Pharmacy
Scotland



Further use of automation and accuracy scanning this year within the network is shaping the thinking around how our pharmacies can prepare for an enhanced clinical service future whilst still maintaining a safe and accurate supply process. Community Pharmacy Scotland has continued to explore novel solutions to digitally record and analyse patient data generated both by the NHS and the citizen themselves. This will be a crucial development to continue to monitor and develop as the network moves to having an independent prescriber in each of our pharmacies. Digital data and patient results will be the basis for pharmacist interventions going forward and we are pleased to report that CPS has this on its radar and is actively engaged in the development of this way of working.

CPS engaged in the negotiations process in September 2022 and thought it had reached an agreed position by early February 2023. The financial position that the Scottish Government found itself in meant processes were put in place this year that had never been implemented before. This effectively elongated all decision points within the negotiations and was another contributing factor to not being able to reach a financial settlement for 2023/24 until July 2023. Although this was frustrating, we believe it was right to get a deal that would benefit the network and not accept an unsatisfactory outcome that was being dictated by timescales. From that perspective, it was better to have a late settlement that delivered an increase for pharmacy owners that one which would not. This was to deliver a settlement that would allow the network to have confidence to continue to invest in its estate.

Harry McQuillan CEO - Community Pharmacy Scotland

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Negotiations with the Scottish Government



Digital Transformation

“Tremendous Contribution”

Over the last year colleagues should acknowledge the tremendous contribution they make to primary care within Scotland and the excellent service they provide through Pharmacy First and their other services. On a personal note, the opportunity to deliver the University College London lecture and be able to highlight the progress and developments being made in community pharmacy within Scotland reminded me of how far we have come this year.

Harry McQuillan CEO - Community Pharmacy Scotland



Director of Operations

The negotiations provided much of the focus of the senior executive team, however the team behind the scenes provided support through data analytics, focused communications and keeping the day to day business running smoothly.

The CPS Team has continued to provide a high quality of service both in and out of Queen Street through a largely hybrid nature of working. Queen Street provides a hub for full team meetings, maintaining essential relationships and delivering for members with essential work being delivered there.

My main highlights to reflect on for the last twelve months are:

- Obtaining a negotiated settlement after a protracted period with Scottish Government
- Embedding the Strategic Business Plan within the CPS Team
- Supporting the team in terms of DPDP and AMS Digital with Council and Board support
- Recruitment of new Data Analyst into the team
- Continuing to support the strategy of Independent Prescribing in community pharmacy
- Relaunch of the Primary Care Clinical Professions Group in which CPS plays a leading role
- Continual development of the team through the Succession Programme and creating development opportunities for the CPS Team

Matt Barclay

Director of Operations



HSCP Support Officer

This year I have continued to support the ongoing hospital discharge pilot within NHS Greater Glasgow and Clyde. There are technical barriers to the full implementation of a slick and effective service but this work continues to develop and define what needs to happen here for the benefit of patients and removal of duplication across the system.

Internal work has continued with colleagues in our Policy and Development and Services teams on the nDCVP payment system, AMS-Digital and the Digital Prescribing and Dispensing pathways work. Adam and I visited Sweden and England to see first hand how electronic prescribing and dispensing can work in practice. This was useful in allowing us to describe in detail the improvements and time savings this future model can deliver for pharmacy teams. We continue to react to this evolving landscape and work which will take a number of years to implement.

As part of the negotiating team, I have been developing my understanding of the financial envelope and the implications of the negotiated outcome while supporting modelling on the various funding discussions.

A sub-group of Council have recently developed recommendations on local committee representation and if ratified these changes will soon be enacted within our model constitution.

We have continued to develop our hub-working from the Queen Street offices to support our team in working effectively.

Michael Oswald

HSCP Support Officer



Head of Services

The Services Department's main highlights to reflect on for the last twelve months are:

- Recruitment of new Data Analyst into the team
- Management of the ongoing monthly and quarterly enquires, turning results around in a timely and efficient manner
- Representing the network on the AMS Digital Payments Programme
- Supporting ongoing programme delivering new payment system at P&CFS
- Upskilling of team knowledge and building a strong foundation of ownership and resilience

The continued work on the monthly pricing and quarterly proprietary enquires benefited the network with the continual monitoring of the margin. This has supported the CPS Exec and CPS Negotiating team with their ongoing monitoring and discussion with colleagues at Scottish Government.

This has continued throughout the team with the day to day support to the network on enquires they have around their payments. This has also seen a number of varying and different direct sessions with pharmacy owners and their teams to review finances and support with their understanding of the financial package and reimbursement.

Radek Kaszubowski joined us in April 2023 having completed his Computer Science degree at Edinburgh University. Radek has a strong interest in data science and databases and is bringing a fresh perspective and positive change to the organisation with his modern experience and enthusiasm and has very easily integrated himself in with the team.



The Data Analysts have been developing a data trending/visualisation platform allowing for an interactive tool for data to be reviewed and analysed. We have been developing our prescription auditing function and other data sets in preparation to the move to nDCVP and the use of DM&D and automating areas for efficiencies. The data analysts have closely been working with the team in reviewing in house applications to modernise and improve delivery of these applications when used for supporting the network. They continue to work with the CPS Exec on requests of analysis from IP prescribing to Margin and tariff monitoring and even other areas when required.

Other areas of work include:

- AMS Digital Payments
- DPDP
- nDCVP

Emma Taylor

Head of Services



Head of Policy & Development

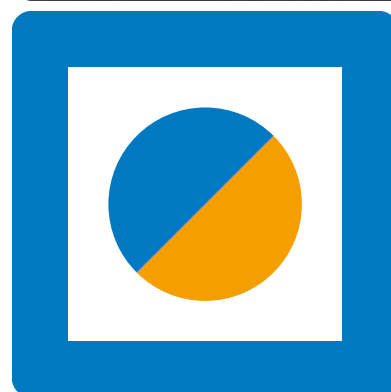
As of May 2023, there were 240 community pharmacies delivering the Pharmacy First Plus element of the NHS Pharmacy First (Scotland) Service through 400 Community Pharmacy Independent Prescribers (CP IPs). This represents 19% of the Scottish network.

CPS have been very involved in the training programmes for the CP IP students with both financial support for backfill contribution to release trainees for training and learning days and with specific support on the operational aspects of the course. This includes development and delivery of support groups through the CPS website, bespoke CP-IP newsletters and WhatsApp Groups. These have, in turn, been excellently supported by the experienced prescribers and students on the groups helping one another through Peer Review and development support.

We have also worked closely with NES to fund and support the development of a network of Teach and Treat (T&T) Hubs across Scotland. The T&T Hubs provide a safe and supportive environment for CP IPs to learn and grow as prescribers. Experienced CP IPs manage the hubs, from where they deliver experiential training to newly qualified CPIPs, which supports the trainees to deliver the CP IP service within their own pharmacy.

Amanda Rae

Head of Policy & Development



Scottish COVID 19 Inquiry

This was one of the most important representations of community pharmacy which we made during the year.

We produced and submitted a detailed and extensive response to this Scottish Government Inquiry. This ensured that we shared the significant work carried out by community pharmacies throughout the pandemic, the key role played by community pharmacies as part of the NHS Primary Care Network, the impact on community pharmacies and teams, and provided information on lessons to be learned for inclusion in future critical event planning.

Rebalancing Medicines Legislation and Pharmacy Regulation

We have worked closely with the CPS Board and Council to prepare a CPS position statement in readiness for the GPhC Consultation due later in 2023. Our ask will be for changes to enable ways of working to meet the needs of the community pharmacy network as we deliver enhanced care to the citizens of Scotland.

Amanda Rae

Head of Policy & Development



Designated Prescribing Practitioners (DPP)

There is an ongoing need for DPPs to support CP-IP Trainees during their training. To support this important issue, we set up a project to support the operational development of the DPP role. Groups of DPPs and Trainee IPs are working together and will produce a short write up on the operational process to allow a key facts/guide to good practice to be drawn up to support future DPPs in CP. The results will be published in 2024.

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Consultations



Designated
Prescribing
Practitioners (DPP)

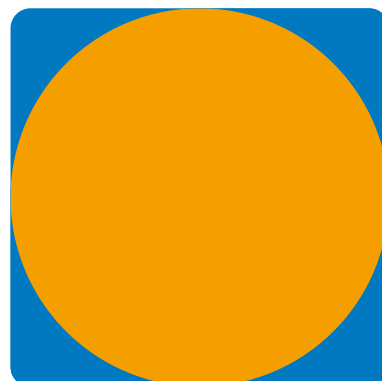
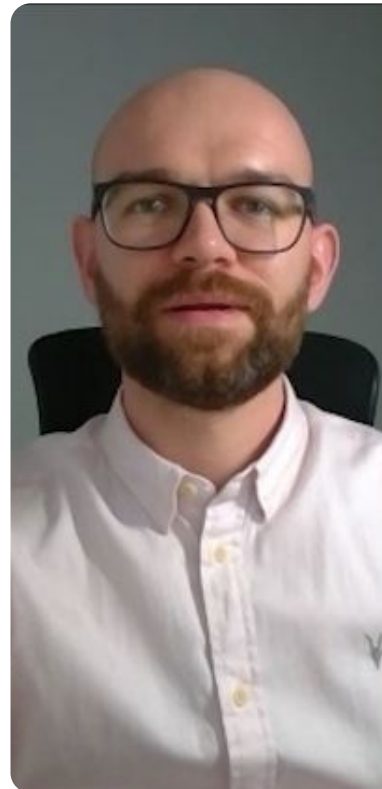
Policy & Development Pharmacist

This year saw a continued increase in NHS Pharmacy First consultations, supporting the people of Scotland and the rest of the NHS. In terms of service development, both the UTI and Impetigo PGDs were updated early in the year. Whilst the aim had been to launch the Hayfever bundle of PGDs early in 2023, this was postponed to support workload concerns and challenges with our negotiating process. The prescribing element of the service, currently called "NHS Pharmacy First Plus", also grew, with now around 240 pharmacies offering this to their communities.

In the last year, we spent time with a number of MSPs promoting the work of the community pharmacy network - a list of those we engaged with can be found below. In particular, we focussed on the future of independent prescribing services and the investment required to achieve our goal of having an IP Pharmacist in every pharmacy in Scotland. We did this mainly by taking MSPs out to see pharmacy teams and the difference they are making to local communities, but we also held events at party political conferences and online meetings to spread the word even further. In the second half of the year, we concentrated our PR efforts on supporting what had become protracted and challenging negotiations. The relationships we had built with MSPs and their teams came in useful here, leading to the issues we presented being debated in the parliamentary chamber. We were also supported by members to secure media interest and coverage of the stalling negotiations, applying pressure on the Scottish Government to act. MSPs that we have engaged with this year:

- Craig Hoy MSP
- Ruth Maguire MSP
- Evelyn Tweed MSP
- Richard Lohead MSP
- Stephanie Callaghan MSP
- Emma Harper MSP
- Paul Sweeney MSP
- Sandesh Gulhane MSP
- Jenni Minto MSP
- Maree Todd MSP
- Humza Yousaf MSP
- Michael Matheson MSP

Adam Osprey Policy & Development Pharmacist



The organisation has continued to work very closely with colleagues at National Services Scotland on the planning and implementation of nDCVP, AMS Digital and the Digital Prescribing and Dispensing programmes. This has not been without its challenges, particularly relating to the nDCVP and AMS Digital programmes.

We worked alongside other stakeholders this year to plan changes to the undergraduate course, with experiential learning becoming a much larger component of the journey to registration. Pharmacy teams will start to see students with them more often and for longer periods of time, better preparing them for the workplace. The Post-registration Foundation programme also continues to grow, with many early years pharmacists using the framework to cement their place in local practice and importantly to fast-track themselves onto the Independent prescribing course with a view to delivering NHS Pharmacy First Plus.

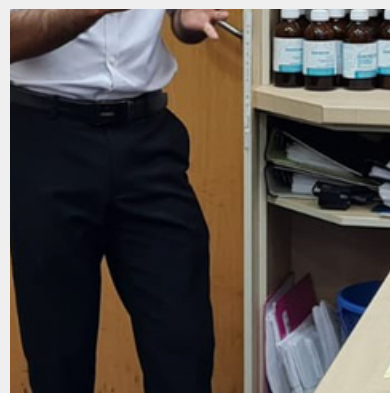
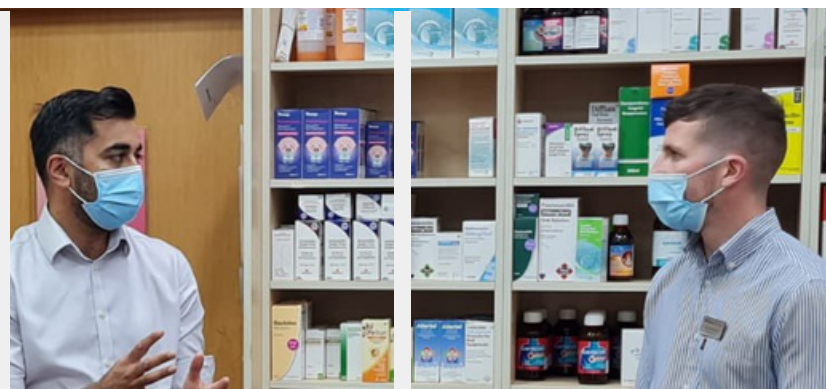
Consultations

- National Care Service (Scotland)
- Data strategy for health and social care
- GPhC fees consultation
- UK Commission on pharmacy professional leadership
- Patient Safety commissioner for Scotland
- A new suicide prevention strategy for Scotland consultation
- UK Falsified Medicine Directive (FMD) Proposal
- Consultation on the Patient Safety Commissioner for Scotland Bill
- Palliative Care “Daffodil” Consultation for Community Pharmacy
- Consultation on GPhC Supporting Good Decision Making at Hearings
- GPhC Consultation on draft changes to fees

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Consultations



Designated
Prescribing
Practitioners (DPP)

CPS Board

Full Name

Number Attended

Possible Total

Board Attendance

Martin Green	10	12
James Semple	11	12
Karen Gordon	10	12
John Connolly	10	12
Mark Feeney	10	12
Campbell Shimmins	11	12
Catriona Sinclair	09	12
Eleanor Fairbairn	12	12
Arvinder Bilon	11	12
David Massie	10	12
Fraser Frame	07	12
Gillian Hunter	06	07
Yvonne Williams	11	12
Catriona Wright	09	12
Mark Millar	09	12
Margaret MacRury	05	05

CPS Operating Financial Accounts 2020/21 Summary

Income	£ (k)
Voluntary Contributions	1435.7
Other Income (inc bank interest)	5.5
TOTAL	1441.2
Expenditure	£ (k)
Staff Expenses including Salaries	1000.7
IT Support, Website & Software	83.1
Professional Fees & Charges	105.0
Advertising & PR	15.6
Members Travel & Meeting Expenses	155.9
Research	(27.3)
Rent, Rates & Utilities	91.3
Printing, Stationery & Postage	13.0
Insurance	15.4
Maintenance	15.9
Disclosure Scotland	4.3
Sundry Expenses	6.3
TOTAL	1479.2
Operating Surplus / (Loss) for 2020/21	(38.0)



Thank You

At Community Pharmacy Scotland (CPS) we aim to continually develop and secure a contractual framework for the provision of pharmaceutical services, supported by a sustainable funding model which encourages investment in the network.

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