

2024-2025

ANNUAL REPORT

**“Community Pharmacy - Core Pillars of
Primary Care”**

A stylized pharmacy logo consisting of a cross shape formed by thick, interlocking L-shaped blocks in teal, green, blue, and pink. The logo is centered in the lower half of the page, overlaid on a large circular graphic with concentric rings in pink, blue, and teal.

Community Pharmacy
Lancashire & South Cumbria

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FOREWORD FROM THE VICE CHAIR



2024/25 has been a year where the value and visibility of community pharmacy has continued to grow across Lancashire and South Cumbria. Our contractors and their teams have shown consistent resilience and professionalism in the face of ongoing pressures, rising costs, unpredictable medicines supply, and workforce challenges. Yet through it all, pharmacy teams have remained deeply rooted in their communities, delivering safe, responsive care to patients every single day. This year, Pharmacy First has become a core part of how patients access prompt care. CPLSC has supported contractors through training troubleshooting, and advocacy, while strengthening ties with healthcare partners to position community pharmacy as vital to primary care.

A standout moment was January's Power Up event, which united many of our pharmacy professionals for a day of learning, motivation, and collaboration. Focused on boosting confidence in Pharmacy First, the event's strong turnout and positive feedback highlighted the sector's drive for progress and professionalism.

This was also a year of transition for the organisation, as we said farewell to our long-serving Executive Chair, Kath Gulson, who retired in April. Kath's contribution to community pharmacy has been exceptional. She has been a consistent, trusted



voice for contractors throughout periods of enormous change, and her leadership has helped ensure that CPLSC remained focused, responsive and grounded in its core purpose. On behalf of the Board, I extend our heartfelt thanks to Kath for her service and dedication.

As ever, CPLSC remains committed to representing, supporting and promoting our contractors at every level. Whether through direct operational support, collaborative system working, or giving voice to the realities of our sector, we will continue to ensure that community pharmacy is seen not just as a provider of care, but as a key part of the solution for sustainable, accessible healthcare.

I'd like to close by thanking all of our contractors, Board members, and the hardworking CPLSC team for their continued commitment over the past year. The strength of our organisation lies in the people within it, and this year has once again shown what can be achieved when we work together with purpose, professionalism and pride.

Mike Ball

CPLSC Board Member

CPLSC Vice Chair

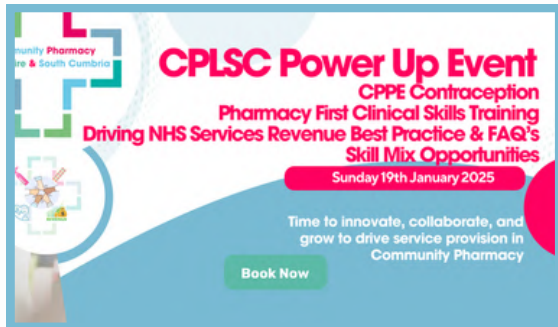
A MESSAGE FROM OUR CHIEF EXECUTIVE

As we reflect on the past year, I am proud to present this annual report, which captures the extraordinary journey of Community Pharmacy Lancashire and South Cumbria (CPLSC). Against a backdrop of **rising operational costs, workforce pressures, and continued funding challenges**, our contractors have shown **remarkable resilience, innovation, and unity**.

This year was defined by the successful implementation and embedding of the **Pharmacy First Service**, a transformative initiative that has elevated the role of community pharmacy within primary care. CPLSC led the charge with bespoke support sessions for all our contractors and their healthcare teams including our self-employed professionals as well as **strategic collaboration** with GP practices, NHS111, and urgent care teams



Our contractors responded with professionalism and agility, delivering **high-quality care** across seven clinical pathways, a multitude of minor illnesses and urgent supply services as well as supporting in **relieving pressures across our primary and secondary care** settings.



A standout moment was the **CPLSC Power Up Event** in January 2025—a landmark gathering that brought together our contractors with **five targeted workshops**, and a **sponsorship balcony** featuring industry leaders such as Titan, Meditech, Accurx and Pharmacy Solutions. This event was more than a training day—it was a celebration of community pharmacy's potential,

showcasing skill mix opportunities, clinical service readiness, and strategic income generation.

Throughout the year, CPLSC maintained a strong presence across primary care networks, public health campaigns, and community outreach. From **Know Your Numbers Week** to Warm Matters and Building Connections, our team engaged directly with patients, care navigators, and stakeholders to **promote accessible, preventative care**. Our PCN Leads played a vital role in local engagement, supported by refreshed MoUs and strategic funding through the LSCICB Primary Care Access Recovery Plan.

A MESSAGE FROM OUR CHIEF EXECUTIVE

We also made significant strides in workforce development, partnering with LSCICB, Buttercups and Skills4Pharmacy to support **recruitment, apprenticeships, and technician training**. Our campaign to address skill mix challenges included free recruitment support and the promotion of the Community Pharmacy Technician Apprenticeship Programme, helping contractors build sustainable teams.

CPLSC's **digital footprint** expanded with a redesigned website, twice-weekly newsletters, and a vibrant social media presence generating many LinkedIn impressions. These platforms have become essential tools for contractor engagement, deadline reminders, and service promotion.

CPLSC has proactively championed the role of community pharmacy, using powerful **media platforms**—including BBC Radio Lancashire & Cumbria, ITV Border, and national PR coverage—to spotlight both the sector's indispensable contribution to the NHS and the stark financial realities facing contractors. These appearances have amplified our message that community pharmacy is not just a support service, but a **core pillar of primary care, deserving of recognition, investment, and strategic integration** at both national and local level commissioning.



Behind the scenes, our team delivered extensive direct contractor support, making and answering thousands of calls, and provided tailored guidance on everything from contractual to service delivery and claiming. Our strong governance, drive for efficiencies and financial planning enabled a board decision to allow a two months levy holiday, reflecting our commitment to contractor sustainability and at a crucial time with adverse national margin impacting announcements.

As we look ahead, CPLSC remains focused on strengthening representation, driving service delivery, and advocating for fair funding. Our contractors are not just service providers—they are healthcare leaders, innovators, and trusted **core pillars of Primary Care**.

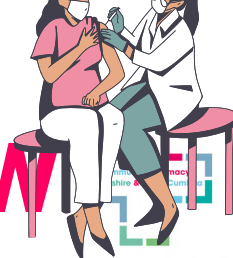
Thank you for your continued dedication. Together, we are shaping the future of community pharmacy.

Mubasher Ali

CPLSC Chief Executive



A YEAR IN REVIEW



Enhanced Services

CPLSC led a year of bold local services **transformation and negotiations**, securing key funding, driving digital integration, **championing contractor sustainability**, and amplifying the impact of community pharmacy



NMS

Patient Care at its best, with over **192,000** clinical consultations taking place and **+30% YoY**



Newsletter

A total of **53** newsletter updates were distributed to contractors, providing key local updates and national news.



Events

The **Power Up** Event brought together contractors & their teams for workshops focussed on **contraception, services myth busting** and **operational & workforce** development



Pharmacy First

CPLSC contractors supported wider primary and secondary care pressures by assisting close to **200,000** clinical consultations



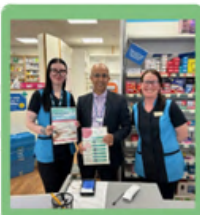
BP Checks

CPLSC contractors delivered an average of over **10,000** checks per month to support CVD risk



Visits

CPLSC visited **74** Contractors, providing contractual & service-focused support to enhance delivery, optimise cash flow, and improve patient outcomes.



Services Ready

Services Ready launched in April 2024, providing a focused overview on local and national services opportunities. A total of **48** updates were released.



ABPM

92%

CPLSC Contractors registered to provide BP Checks by March 2025



NHS Flu Vaccinations

An incredible **101,555** flu vaccs provided across October 2024



Omnichannel support

CPLSC handled **4k** inbound/outbound calls, supporting contractors with services, operational delivery, and ongoing guidance. Our CPLSC Newsletter was opened **36k** times and our website received **6.3k** visitors



Community Pharmacy
Lancashire & South Cumbria

A VIEW FROM A NEW BOARD MEMBER



I am an independent board member at the Community Pharmacy Lancashire and South Cumbria, which I have been over the last 2 years. Community pharmacy should be at the heart of the community, and can offer vital services to the local community. I am passionate to ensure that community pharmacies are valued for the services we deliver, and ensure that the services that we offer are used effectively.

I am passionate about ensuring our GP colleagues are aware of the benefits and support community pharmacies can offer them, ensuring that referrals are made to them to promote the services we offer.

Working with the other experienced board members and Executive team, allows all different views of community pharmacy to be expressed and a valued decision can be made.

As a member of the Social Media Subgroup, which helps promote community pharmacy across a number of different social media platforms, to help both community pharmacies, but also to highlight to the public the fantastic work the community pharmacy does and the services we offer. This is vital to ensure community pharmacy presence is seen continually over social media.

The CPLSC team have continued their huge efforts on promoting NHS Community Pharmacy Services, and our healthcare teams. Furthermore, the board members have been instrumental in leading rigorous discussions about current and potential new initiatives that could benefit our Community Pharmacies and, more broadly, public health initiatives.

Sarah Vaukins
CPLSC Board Member

CONTRACTOR SUPPORT



It has been incredibly **rewarding** to see CPLSC contractors continue to **embrace** the Pharmacy First service, investing time and resources to deliver high-quality care while easing NHS pressures. Many contractors have demonstrated **strong collaboration** with GP surgeries, and CPLSC has worked to support this by actively **engaging** surgeries across Lancashire & South Cumbria, producing **aide memoir's** to increase understanding and **boost** referral rates, ultimately helping contractors meet their **thresholds**.

CPLSC has also provided guidance on the expanding **Hypertension Case Finding** and **Pharmacy Contraception services**, including delivering the **Power Up Event** to help contractors prepare and retain the **£1,000** bonus payment.

Throughout the year, CPLSC actively participated in several high-impact, public-facing events to raise awareness of the vital services provided by community pharmacies. These included face-to-face conversations with patients within Family Hubs in October 2024, the Warm Matters Event in Blackburn with Darwen, February 2025, the Building Connections Coffee Morning in Freckleton, and a series of engagement days with the HARRI Bus and Clinical Transformation team during March 2025.



To maintain our finger on the pulse of national developments, CPLSC attended the **Pharmacy Show** and **GP Show** in October 2024, building **valuable** connections, scoping resources, and hearing directly from **Primary Care leaders**.

On the workforce front, CPLSC has worked closely with the LSCICB Careers & Engagement Team, and formed strong partnerships with top national apprenticeship providers, Buttercups and Skills4Pharmacy, to help contractors recruit and train new team members. We've also built links with PharmaSeekers, meeting with the team in May 2024 to explore how best to **support** self-employed pharmacy professionals with joined-up **communications** and updates.

We are also proud to share that **face-to-face** contractor engagement has remained at the heart of our approach. It has been a **privilege** to meet so many of our contractors in person, building relationships rooted in **trust, support, and advocacy**. Especially in lieu of **critical LSCICB** advanced services data sets, these visits have been **essential** for ensuring no contractor misses out on key funding, is promptly actioning referrals to protect **cash flow**, and has access to tailored, timely support to answer operational queries.



Further details on CPLSC's contractor support can be found throughout this Annual Report.

Naomi Parker, Senior Business Support Officer, CPLSC

TELEPHONY DIRECT SUPPORT FOR CONTRACTORS & STAKEHOLDERS

Despite not having access to **valuable** LSCICB contractors services data to maintain previous levels of contractor **support**, CPLSC has still made over **3,000** calls throughout the year. The team has continued to utilise the VoIP system, allowing all members to make and receive calls using just one contact number. This has **streamlined** the experience for contractors and wider stakeholders while providing multiple layers of support. The output has been **significant**, to support contractors with **operational** and **contractual** matters, as well as ensuring the delivery of **quality** care and positive **outcomes** for patients.



**SUPPORTED 4k INBOUND &
OUTBOUND CALLS**



8,048 minutes spent speaking
with contractors



- **SUPPORTING CONTRACTOR CASH FLOW**
- **ENCOURAGING NHS SERVICE PARTICIPATION AND UPTAKE**
- **PROVIDING GUIDANCE ON NHS CONTRACTUAL REQUIREMENTS (E.G., CPAF, WORKFORCE SURVEY)**
- **ASSISTING WITH THE IMPLEMENTATION OF NEW LOCAL SERVICES**



**ENSURING PATIENT CARE
QUALITY & SERVICE
OUTCOMES**
BANK HOLIDAY REMINDERS
PHARMACY ADVICE AUDIT
**DEADLINE REMINDERS SUCH
AS CPAF**

WEBSITE & NEWSLETTER SUPPORT

The use of our website and twice-weekly newsletters continues to grow, providing contractors with key **reminders** and **deadline** dates in a **streamlined** way. This reduces the need for multiple emails, helping to manage information overload from various sources.

The Community Pharmacy Lancashire and South Cumbria (www.cplsc.org.uk) website has been regularly updated with new CPLSC content and resources, including



**6.3k
Visitors**

service provision updates, training **webinars**, Bank Holiday opening hours, a **dedicated** Pharmacy First Aide-Memoir page to support GP colleagues, Service Level Agreements, and more. Contractors have used the site as a key resource to find answers to frequently asked questions. Between April 2024 & March 2025, the CPLSC website received **6,300** visitors.

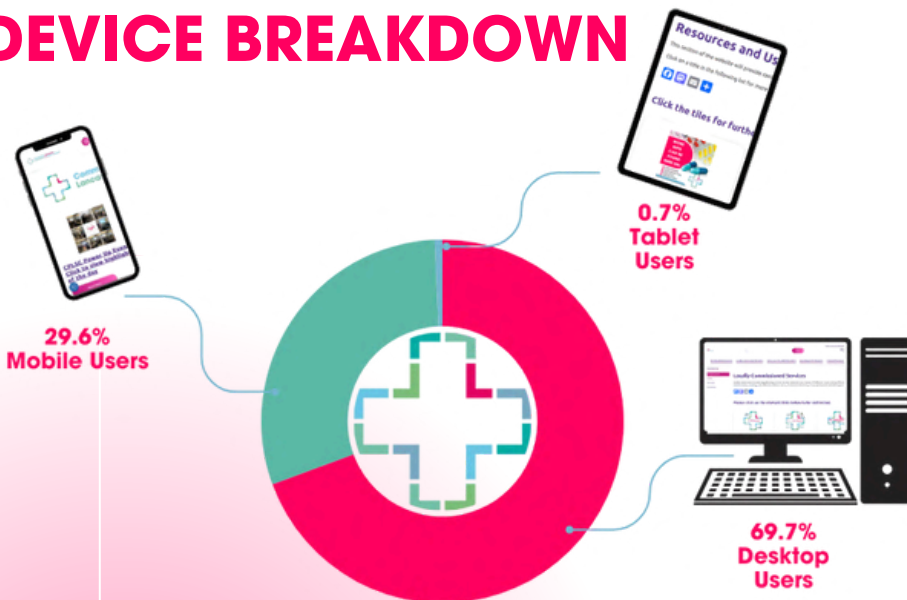
Pharmacy First Supply SLA & Formulary released



LSC Wide Step Into Recruitment Programme



DEVICE BREAKDOWN



Desktop usage of our website is increasing, while we still have a significant number of mobile users. To support both user groups, we ensure content is optimised for all devices. Additionally, with a consistent **influx** of new visitors, we remain committed to keeping our content relevant and up to date.

TOP 10 NEWSLETTER ARTICLES & WEBSITE PAGES

Top 10 Newsletter Articles



CPLSC Power Up Event

Funding & Reimbursement Shorts

Pharmacy Contraception Service Reminders



FSRH Contraception Training

New Service!

Pharmacy First Supply Service

PTPT Expression of Interests

Pharmacy First Service Reminders



Covid-19 Vaccination Expression of Interest

Reducing Pharmaceutical Waste



www.cplsc.org.uk



Top 10 Website Pages



Homepage

Local Services

Bank Holiday Opening Hours



CPLSC Local Resources for Advanced Services



PCN Hub

Resources & Useful Information

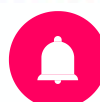
Pharmacy First Resources



About Us



CPLSC Power Up Event



SUBSCRIBE



Throughout the year, CPLSC has had the pleasure of meeting many of our contractors across our patch. We have made a dedicated effort to visit a **diverse range** of pharmacies, including CCA, IPA, and independent members, ensuring that **all contractors** receive the guidance and support they need.

These visits have allowed us to provide **service updates, operational support, and tailored guidance**, while also gathering **crucial** insights into areas where CPLSC can add further value. From **training** and **marketing** to **referrals** and **workforce** development, contractor feedback has played a key role in shaping how we **enhance** our support.

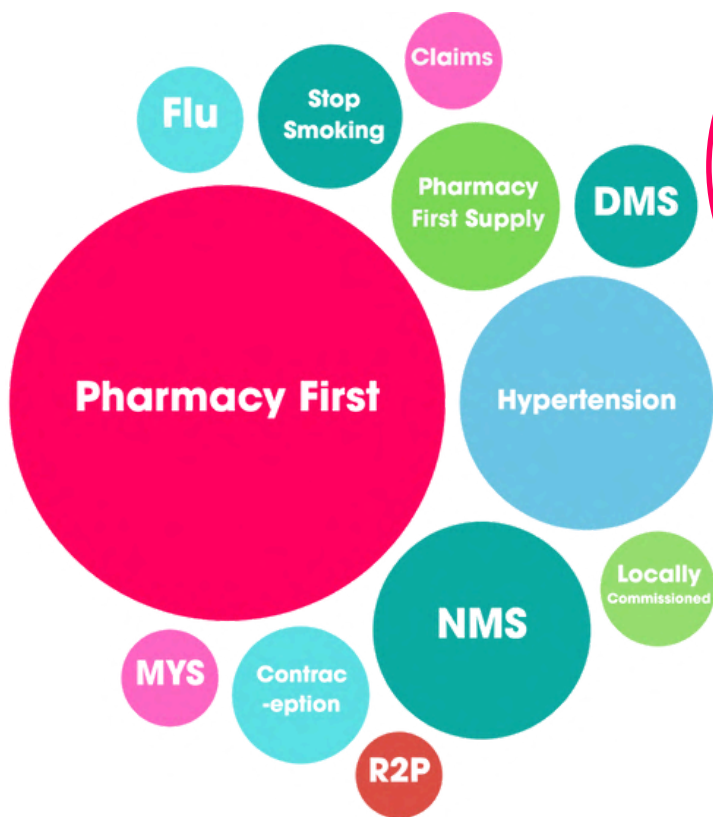


We have engaged with a variety of pharmacy teams, from highly experienced community pharmacists to those establishing new pharmacies, offering practical guidance on service delivery and addressing common misconceptions.



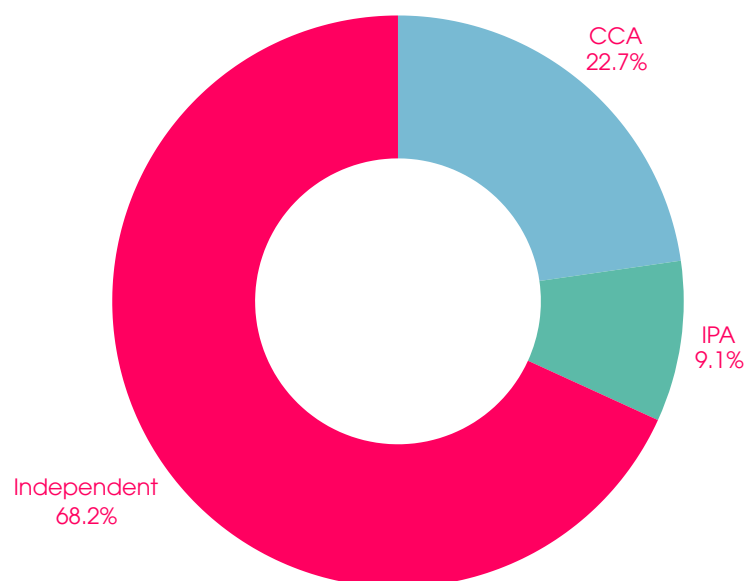
CONTRACTOR VISITS

In addition, CPLSC has made targeted visits during key healthcare initiatives such as **flu season**, **Ask Your Pharmacist Week**, and **Know Your Numbers Week**, ensuring that contractors are equipped with the necessary tools and resources. We have also conducted direct visits to promote attendance at crucial webinars, ensuring pharmacies remain **informed** and **prepared** for industry changes.



By maintaining regular face-to-face **engagement**, CPLSC continues to refine its role as a representative organisation, ensuring that every contractor, regardless of size or experience, **benefits** from practical support and advocacy.

The infographics shown illustrate the key topics discussed during these visits, as well as a breakdown of contractor types engaged, reflecting our commitment to supporting all sectors of Community Pharmacies.

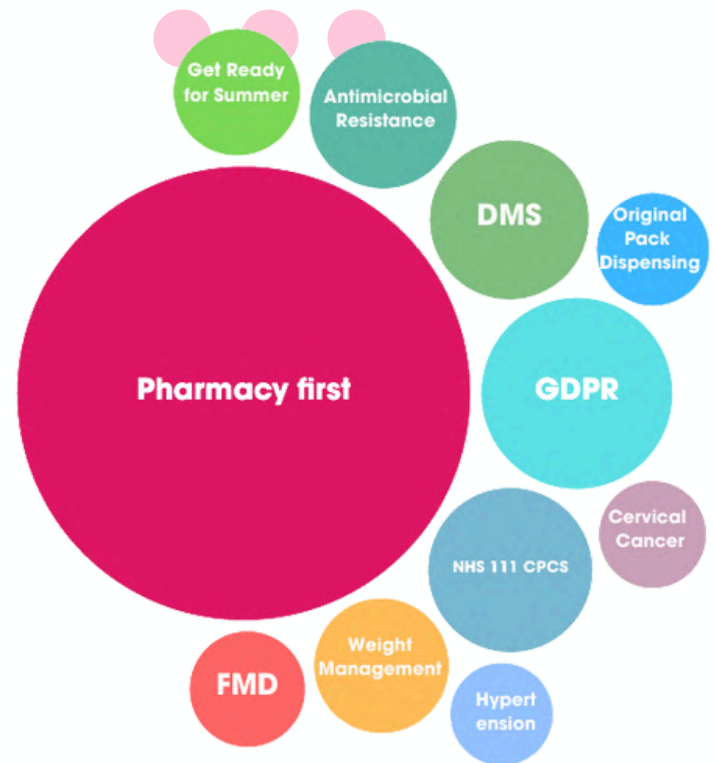




VIRTUAL OUTCOMES

CPLSC continued to provide access to its Virtual Outcomes online training and development platform, supporting contractors and their teams with flexible learning solutions. This approach has been particularly valuable in addressing the evolving needs of a dynamic workforce and mitigating the impact of ongoing attrition.

During the critical Go Live phase, CPLSC placed strong emphasis on the Pharmacy First training modules to ensure rapid readiness across teams. The accompanying chart illustrates the breadth and frequency of module usage, highlighting the most accessed training areas.



WORKFORCE SKILL MIX & SUPPORT

Step into Primary Care - LSC Wide Recruitment Support

Step Into Pharmacy

Pre-Employment Programme

Attention All Community Pharmacies

As workforce pressures continue to challenge our contractors, CPLSC maintained our **collaboration** with the LSCICB Careers & Engagement Team throughout the year, with a key focus on

addressing recruitment challenges across Lancashire & South Cumbria. We were pleased to roll out a campaign in February 2025 offering **FREE** support to Community Pharmacies in identifying candidates for **vital** baseline roles, including Healthcare Counter Assistants, Trainee Dispensers, Delivery Drivers, and Administrative Support staff. This **proactive** initiative was designed to **alleviate** workforce strain, attract **new** talent, and help contractors build **sustainable** teams. The opportunity was shared multiple times across the year, starting with a targeted focus on sites across the Pennines in September 2024, before being extended to cover the **full CPLSC geography** in February 2025, promoted via our newsletter and wider communications to ensure maximum visibility and uptake.

WORKFORCE SKILL MIX & SUPPORT

To help address ongoing workforce challenges, CPLSC promoted the Community Pharmacy Technician Apprenticeship Programme to contractors across Lancashire & South Cumbria. This initiative supports Pre-registration Trainee Pharmacy Technicians (PTPTs) to complete a 24-month apprenticeship within community pharmacy, leading to GPhC registration and enabling better integration of pharmacy technicians into clinical services.

Funded by NHS England Workforce, Training & Education, the programme offers a £15,053 per trainee, per year contribution over two years. CPLSC shared this opportunity, including application deadlines, webinar sessions, and contact details for support to ensure contractors were fully informed and equipped to apply.

This programme plays a crucial role in developing a clinically skilled pharmacy workforce, ready to meet the evolving demands of NHS services and support service expansion under potential supervision reform.

[CPLSC/ICB All You Need To Know Apprenticeships Webinar – 21ST August 7pm-8.15pm Registration NOW OPEN](#)



The event formed part of our wider strategy to empower contractors with the tools and partnership needed to develop skilled teams, ensuring high-quality care and long-term service delivery across Lancashire and South Cumbria.

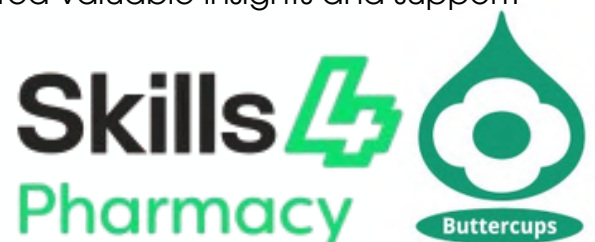
[PTPT EOI submission - DEADLINE 13th October](#)



[Community Pharmacy Technician Apprenticeship Programme](#)

In August 2024, CPLSC was pleased to deliver **“All you Need to Know Apprenticeships”** Webinar in collaboration with the **LSCICB Careers & Engagement Team**, aimed at addressing ongoing workforce challenges across Community Pharmacy.

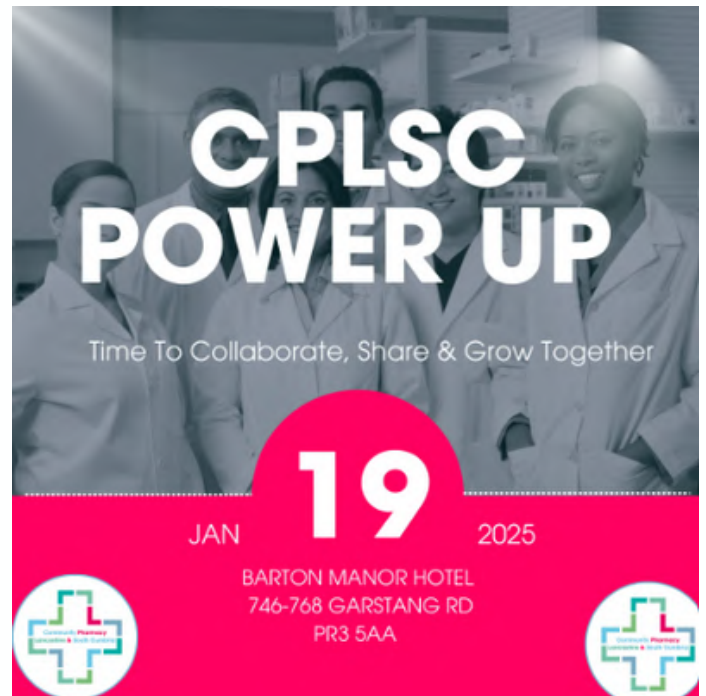
The session provided contractors with practical guidance on recruiting apprentices, navigating funding opportunities, and building sustainable staffing pipelines. We were proud to be joined by two of the largest and most reputable Community Pharmacy apprenticeship providers in the country – Buttercups and Skills4Pharmacy, who offered valuable insights and support.



CPLSC POWER UP EVENT

In January 2025, CPLSC launched the new year with **impact** by hosting the CPLSC Power Up Event, a **dynamic**, full-day programme featuring **five in-depth workshops**, as well as a CPLSC drop-in support session, and a dedicated sponsorship balcony showcasing key partners and resources.

The event was developed in response to the announcement that, from 31st March 2025, all contractors must be delivering both the Pharmacy Contraception Service and Hypertension Case-Finding Service in order to qualify for the Pharmacy First bonus.



Following CPLSC-led expression of interest and validation, it became clear there was strong contractor interest in additional training and support, particularly around the **contraception service**. Power Up was created to meet this need, **equipping pharmacy teams with the tools, confidence & knowledge** to

maximise service delivery, secure income, and remain compliant with evolving NHS requirements.

CPLSC used the Power Up Event as a **strategic** opportunity to directly respond to the feedback gathered during contractor visits by **curating** a series of **targeted** workshops designed to address the most pressing support needs. Each session was **tailored** to equip contractors with the knowledge and tools to strengthen service delivery, increase revenue, and ease operational pressures.



CPLSC POWER UP EVENT

THE WORKSHOPS & DAYS EVENTS INCLUDED:

CPPE Pharmacy

Contraception Training -

Two sessions were delivered, providing essential knowledge and clinical guidance to support contractors in delivering the Pharmacy Contraception Service



Pharmacy First Clinical

Skills Training -

Helping pharmacy teams build confidence in the clinical aspects of service delivery and ensure high-quality patient care



Driving NHS Services

Revenue & Best Practice -

A myth-busting session packed with top tips, success stories, and strategies to maximise income from commissioned services



Skill Mix Opportunities -

Exploring how to effectively utilise the wider pharmacy team to reduce workload pressures and enhance service uptake



The CPLSC Drop-In Session -

Gave contractors the chance to connect directly with the CPLSC team, ask questions, & receive support



The Sponsorship Balcony -

A space for contractors to connect with selected sponsors offering innovative products and resources to support business growth.



These workshops reflected CPLSC's ongoing commitment to empowering contractors to navigate evolving NHS requirements, strengthen financial resilience, and continue delivering high-quality care.

The sessions embraced a collaborative approach, featuring contributions from key stakeholders, including CPLSC Board Members and experienced local contractors who shared practical insights and real-world examples.

The event saw strong engagement. Delegates actively participated in the workshops and took the opportunity to connect with sponsors, and colleagues gaining valuable resources and ideas to take back to their teams.

CPLSC POWER UP EVENT

SPONSORSHIP & MARKETING MATERIALS



To complement the experience, CPLSC developed a range of **branded marketing** materials to reinforce key messages and leave a lasting impression. Each attending contractor received a **CPLSC tote bag** with **key essentials** to drive services within their **pharmacy setting**, while also **celebrating** the **vital** role of community pharmacy in delivering NHS services.



The Sponsorship Balcony at the CPLSC Power Up event provided contractors with an exciting opportunity to connect with leaders in **pharmacy innovation**. CPLSC were very pleased to secure sponsorships from companies such as **Titan**, **Pharmacy Solutions**, and **Meditech**, each offering **cutting-edge** products, services, and resources designed to enhance pharmacy operations and support business growth. This dedicated space allowed contractors to explore new solutions, engage with industry **experts**, and gain valuable insights to improve service delivery and **boost** performance.



CPLSC truly appreciated the opportunity to meet so many of our contractors face to face at the Power Up event. It was incredibly rewarding to see first hand how valuable the sessions were to those who attended, with contractors leaving equipped with new knowledge, insights, and ideas to take back to their teams.

We extend our heartfelt thanks to the amazing speakers who contributed to the success of the event: CliniCoach, CPPE, AccurX, Pharmacy Solutions, Sarah Vaukins, Khalid Khan, Skills4Pharmacy, The Pharmacy Agency and all of our fantastic sponsors.

A VIEW FROM A CONTRACTOR

CPLSC have been a great help in enabling us to deliver key healthcare services like Pharmacy First Service, Hypertension case finding service, and Pharmacy Contraception Service. Their ongoing support has provided us with the opportunity to access essential training and resources, allowing us to expand our skills and provide better care for our patients.

Mubasher and Naomi have been particularly supportive in helping us. They have always been available when we need assistance in a timely manner, offering guidance and answering questions whenever they arise especially reflecting on the vast number of sites and geography they cover. Their dedication to helping us succeed has been evident in their willingness to offer practical advice and ensure that we are prepared to deliver these services effectively.

One of the most valuable aspects of their support has been their on-site visits. Naomi and Mubasher have taken the time to come to our pharmacies, offering direct, hands-on support. These visits have allowed us to address any challenges we face and ensure we have the tools to provide these services to the best of our ability.

Their commitment to supporting us in this way has been essential in ensuring the success of these services. The level of care and attention they provide, combined with their availability and hands-on approach, has been instrumental in building our confidence and competence.

We are truly grateful for their ongoing support and for the opportunities they have helped create for us to improve the healthcare we offer to the local community



Pharmalogic Chemist



A MESSAGE FROM THE SOCIAL MEDIA SUBGROUP CHAIR



The role of the Social Media sub group can be categorised as follows:

1. Develop and sign off strategy for social media **engagement**
2. Recommend and evaluate the use of various social media platforms
3. Sign off social media posts, ensuring content and timing is appropriate
4. Define the metrics to measure the effectiveness of our approach

This was the second year of the Social Media sub group.

We continued implementing our strategy of targeting the following groups:

1. The contractors CPLSC represents, earning their confidence in our advocacy
2. The **public**, showcasing the **contribution of our contractors** and highlighting their challenges
3. **Commissioners**, showcasing the potential of our contractors
4. Other healthcare professionals, highlighting the **clinical and social contribution** of community pharmacy to the healthcare system and populations

Just as we did previously, over the last 12 months CPLSC has been engaging via social media with the various target groups above, with a very clear strategy in mind for each group.

A steady stream of posts have been published, usually timed to coincide with a contemporary seasonal events, with a particular focus on showcasing a wide range of contractors and their efforts across the region.

The group has been very mindful to strike a balance between showcasing excellent clinical practice alongside highlighting challenges, including publicly challenging detrimental policies where appropriate.

We have received very positive feedback from contractors regarding our representation in public settings, e.g. local radio.

For the next 12 months we will continue evaluating the best way to implement our social media strategy.

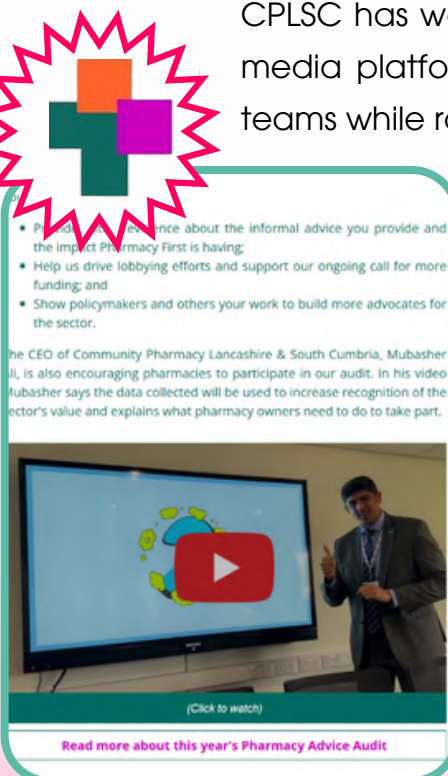
Khalid Khan
CPLSC Board Member
CPLSC Social Media Sub Group Chair

SOCIAL MEDIA OUTREACH

Over the year, CPLSC has continued to grow our social media presence with **consistent** weekly posts across all channels. These posts have ranged from spotlighting events where we've **strengthened** the voice of Community Pharmacy and **solidified** our role as a **vital** part of Primary Care, to promoting national health initiatives like flu campaigns. However, the **cornerstone** of our social media has always been **celebrating** our local contractors and their teams, highlighting their **unwavering** commitment to patient care, **NHS services**, and **accessible** healthcare for all.



CPLSC has worked hard to deliver engaging and varied content across our social media platforms, recognising the outstanding work of our community pharmacy teams while raising awareness of the **vital** services at risk without improved funding of the **vital** services at **risk** without **improved funding**. We've highlighted **MP visits** such as Andrew Stephenson's visit to Clitheroe Pharmacy in April 2024, unfunded services like **free medication delivery**, support for vulnerable patients, and **5-star patient feedback**. Our channels have also been used to keep contractors informed on **key updates**, from CPLSC events to national campaigns like the Pharmacy Advice Audit, shared on TikTok and **featured in CPE's** national newsletter in June 2024. CPLSC has continued to make full use of all six of our social media platforms, with LinkedIn proving to be the most effective in reaching our target audience generating an impressive **92,700+** impressions over the last year on LinkedIn alone.



SOCIAL MEDIA TOP POSTS

Our top LinkedIn post featured CPLSC's visit to Pharmalogic Chemist in Preston, highlighting the dedication of the Pharmalogic team. As one of the largest dispensing sites in LSC, their seamless teamwork and commitment to protecting vulnerable patients, especially in care homes, captured wide attention and celebrated the real impact of NHS services in action.

CPLSC

Core to Primary Care



CPLSC has highlighted a range of Community Pharmacy Services, with a particular focus on Pharmacy First and its positive impact on our communities. By showcasing how the service helps ease NHS pressures and enhance patient outcomes, we've made a dedicated effort to provide real-life examples of its effectiveness in action.

CPLSC

Core NHS Services



In addition to contractor visits, CPLSC have engaged in several PR opportunities to amplify the voice of Community Pharmacy. We're excited to share that, alongside CPLSC contractors, we've had several chances to reach a broader audience through TV and radio appearances which have also been shared via our social media platforms.

CPLSC

Core Messages through Media Relations



WIDER PRIMARY CARE & PLACE BASED OUTREACH

South Cumbria Place Based Partnership Meeting



We've worked closely with GP practices to ensure care navigators and reception teams are well-trained in the Pharmacy First and Pharmacy First Supply Services, boosting referral rates and supporting contractors in meeting their monthly thresholds.



CPLSC has also been invited to participate in high-profile events hosted by the LSCICB & Public Health teams including the [Primary Care Symposium](#), Women's Health Summit & Tackling Cholesterol Together Roadshow & Blackpool High Blood Pressure Workshop.

These opportunities have allowed us to highlight the crucial role Community Pharmacy plays in supporting key health initiatives, such as improving access to women's healthcare and tackling cardiovascular disease through services like the Hypertension Case- Finding Service. In addition, we've had ongoing discussions on how services like the New Medicine Service (NMS) and Discharge Medicine Service (DMS) can further contribute to prevention, safe transitions of care, and better patient outcomes across our communities.



STAKEHOLDER ENGAGEMENT & PR

Ask Your Pharmacist Week (AYP)

AYP is an annual public awareness campaign for community pharmacy across the UK. AYP Week took place between **4-11 November**. This year's theme was:

‘Professional and convenient healthcare, from your local pharmacy team’



During the Ask Your Pharmacist Week campaign, CPLSC proudly showcased several of our local contractors, highlighting the expertise, accessibility, and vital role Community Pharmacies play in supporting patient care. Through a series of posts, we celebrated the dedication of pharmacy teams across our patch, spotlighting real-life examples of how they provide trusted advice, deliver NHS services, and remain a first port of call for health and wellbeing in their communities.

Media Coverage

In May 2024, CPLSC Chief Executive Mubasher Ali appeared on ITV Border alongside contractor and PCN Lead, Simon Butterworth to shine a spotlight on the ongoing funding and medication supply crisis. Together, they raised national awareness of the mounting pressures faced by Community Pharmacies and the urgent need for sustainable support.



STAKEHOLDER ENGAGEMENT & PR



Media Coverage



In October 2024, CPLSC Chief Executive Mubasher Ali was featured on BBC Radio Lancashire & Cumbria, where he addressed the ongoing pressures facing Community Pharmacy. The segment was used to challenge the Prime Minister in terms of funding for Community Pharmacies, as well as highlighting the incredible work of our contractors and their dedication towards patient care.

BBC RADIO
Lancashire

As we headed into peak winter season, CPLSC Chief Executive, Mubasher Ali returned back to BBC Radio Lancashire & Cumbria in December 2024 to bust common myths around flu and highlight the vital NHS services that Community Pharmacies offer to support patient care and ease pressures on the wider health system, including Pharmacy First and the 7 clinical pathways.

Secondary Care Collaboration



CPLSC has continued to strengthen relationships with Secondary Care colleagues, exploring collaborative solutions to help ease wider NHS pressures. In June 2024, Chief Executive Mubasher Ali and Executive Chair Kath Gulson met with Senior Pharmacist Matthew Tattersall at East Lancashire Hospitals Trust to discuss how Pharmacy First referrals from Urgent and Emergency Care (UEC) to Community Pharmacy could help reduce strain on Secondary Care services.

In March 2025, CPLSC SBSO Naomi Parker joined the Clinical Transformation Team and the HARRI bus for a series of engagement days, connecting directly with the public to raise awareness of alternative healthcare options beyond GP surgeries and A&E, including the vital role of Community Pharmacy.



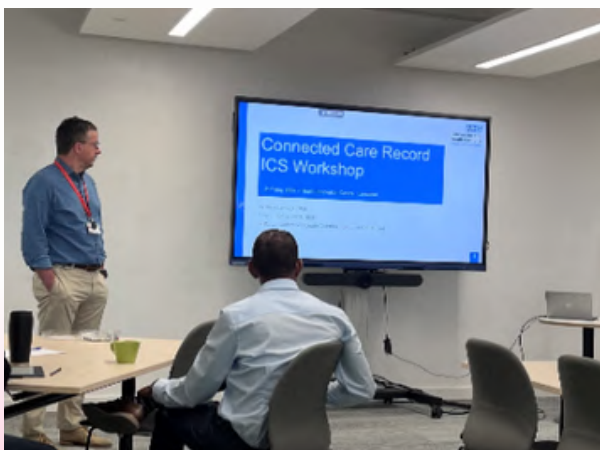
OPERATIONS OVERVIEW

CPLSC remains committed to supporting our contractors and their teams by offering a wide range of resources designed to help maximise financial returns, optimise workforce efficiency, and build sustainable business models, all while ensuring high-quality patient care. The following overview outlines the key initiatives and milestones that have shaped our work in delivering targeted, effective support for our contractors. Community Pharmacy Services & Local Commissioning

CPLSC has continued to lead from the front in shaping and supporting the delivery of NHS and locally commissioned services across Lancashire and South Cumbria. Our strategic engagement, lobbying, and collaborative efforts have helped secure vital funding, improve service viability, and enhance contractor support

Digital Infrastructure & Referral Pathways

Following sustained lobbying, CPLSC was pleased to see **LSCICB approve ongoing funding for the EMIS Local Services Button**, a critical enabler for the Community Pharmacy Access Project. This tool has significantly streamlined referrals from GP practices, supporting care navigation teams and improving patient access to Pharmacy First services. We extend our sincere thanks to the ICB Primary Care Directors for recognising the importance of this investment.



Unified Medicines Record with Referrals

CPLSC continued to work closely with LSCICB Project Lead UMR Julian Wyatt and the LSC Shared Care record Clinical reference group to maximise Discharge Medicine Service across East Lancashire Hospitals Trust, Morecambe Bay, and Blackpool Teaching Hospitals to support the Refer to Pharmacy platform. While plans to onboard Lancashire & South Cumbria NHS Foundation Trust were unfortunately paused due to decisions by the R2P parent provider, CPLSC remained active within the Unified Medicines Steering Group, helping improve referral volumes and contractor cash flow. These efforts have demonstrated the value of community pharmacy in supporting safe transitions of care.

OPERATIONS OVERVIEW

Public Health & Population Health Initiatives

CPLSC played a key role in the Cumbria & Lancashire Public Health Collaborative Alliance, contributing to the Hypertension Workshop and broader population health strategies. Our contractors have been instrumental in delivering BP checks and ABPMs, with over 100,000 checks completed to date at time of event. These services are helping reduce cardiovascular risk and improve long-term health outcomes.

Local Commissioning & Service Viability

Throughout the year, CPLSC maintained a strong voice in challenging unviable local commissioning arrangements. We advocated for fair remuneration, workload alignment, and skill mix optimisation, resulting in meaningful adjustments across several local authorities. Notably, Westmorland & Furness Council worked with CPLSC to introduce the 12-week smoking cessation service, improve flu vaccination commissioning, and expand emergency hormonal contraception services.

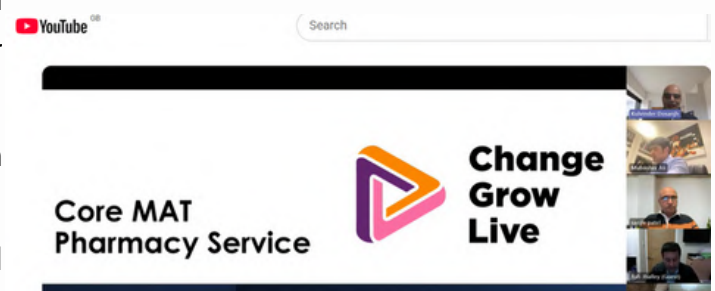
Urgent & Emergency Care (UEC) Integration

CPLSC actively participated in the UEC Steering Group, particularly with ELHT, to support the national ED Streamer initiative. Our work helped embed Pharmacy First referrals via ED streamer iPads, easing pressure on emergency departments and improving patient access to timely care.

Substance Misuse & Supervised Consumption Services

CPLSC worked extensively with Lancashire County Council, CGL, Horizon, and Spark to improve the viability of substance misuse services. We negotiated margin-based remuneration, training easements, and launched services via high-engagement webinars. These sessions were uploaded to our **YouTube channel** and viewed over **200 times**, ensuring maximum contractor participation:

- Lancashire County Council CGL Supervision Contract Change Webinar – 5th March 2024
- Blackpool Contractors Supervised Consumption Revised SLA Webinar – 24th July 2024



OPERATIONS OVERVIEW

Primary Care Symposium & Wider Engagement

CPLSC proudly presented at the Annual LSCICB Primary Care Symposium, showcasing the impact of community pharmacy services.

We also developed vibrant marketing materials and posters to support contractor engagement and patient awareness.



Training Partnerships & Regional Collaboration

CPLSC formed a strategic partnership with Allied Health Training, securing discounted flu training for contractors and their teams.



We also collaborated with neighbouring LPCs and North West NHSE senior leaders to deliver the North West Pharmacy First & Services Support Webinar on 26th June 2025, helping contractors prepare for evolving service requirements.

OPERATIONS OVERVIEW

Services - Pharmacy First

The Pharmacy First service has now completed its first full year across the Lancashire and South Cumbria ICB footprint, with CPLSC contractors playing a pivotal role in its delivery. The data now available provides a clearer picture of activity across minor illness, urgent medication supply, and the seven common conditions, with BSA claim volumes and pathway splits offering valuable insight into service uptake.

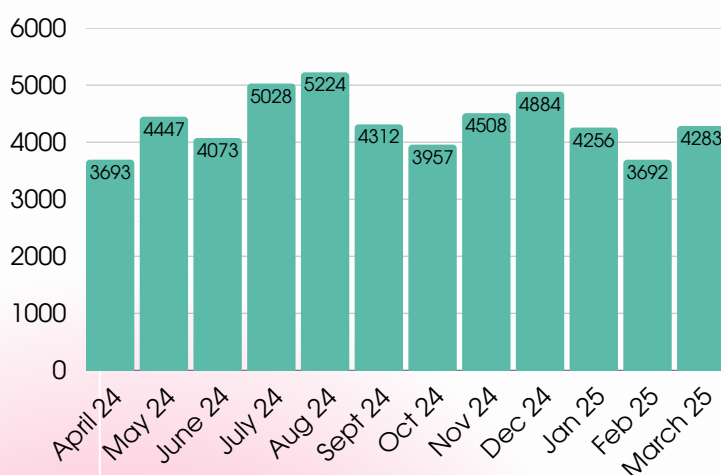
Despite the positive momentum, challenges remain—particularly around the lack of access to live data from the ICB, which has limited our ability to monitor and respond to clinical pathway thresholds in real time. These thresholds have proven difficult to navigate, especially when trying to drive activity in targeted areas.

Nevertheless, the collective efforts of our contractors have significantly enhanced patient experience and contributed to easing pressures on general practice and secondary care. Community pharmacies are now routinely receiving referrals from NHS 111 and GP practices for minor illness presentations, helping to redirect patients away from more resource-intensive settings and CPLSC continue to work hard via the LCICB Pharmacy Access Programme to support increasing the GP referrals into the service to support our contractors.

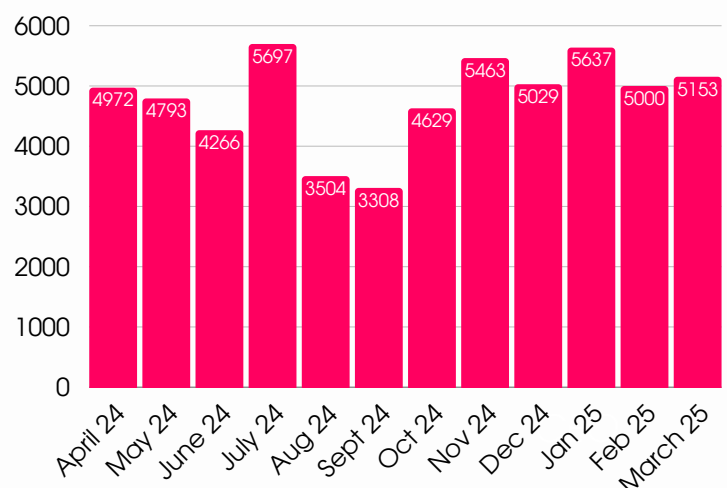
We are particularly grateful to the ICB teams for their continued support, including funding for the EMIS local services button. This has streamlined the referral process, especially for GP practice care navigation teams, enabling quick and efficient patient redirection.

Among the seven common conditions, sore throats and UTIs emerged as the most frequently assessed and treated, underscoring the clinical value of Pharmacy First and its role in supporting wider system resilience.

Urgent Supply



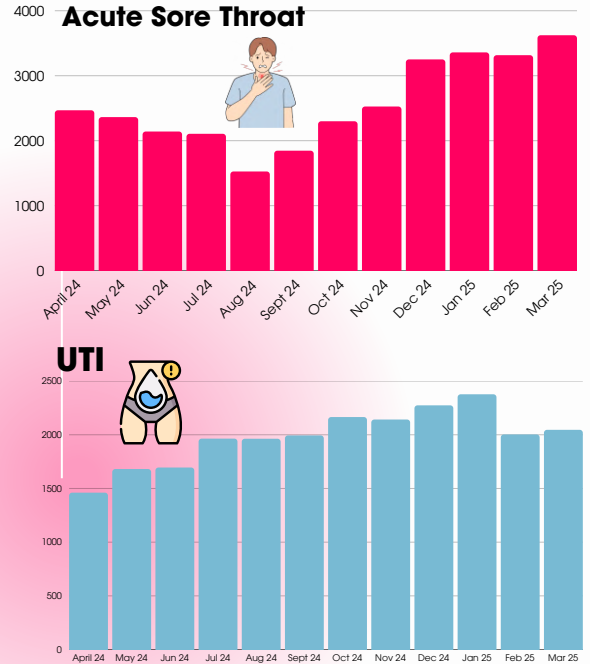
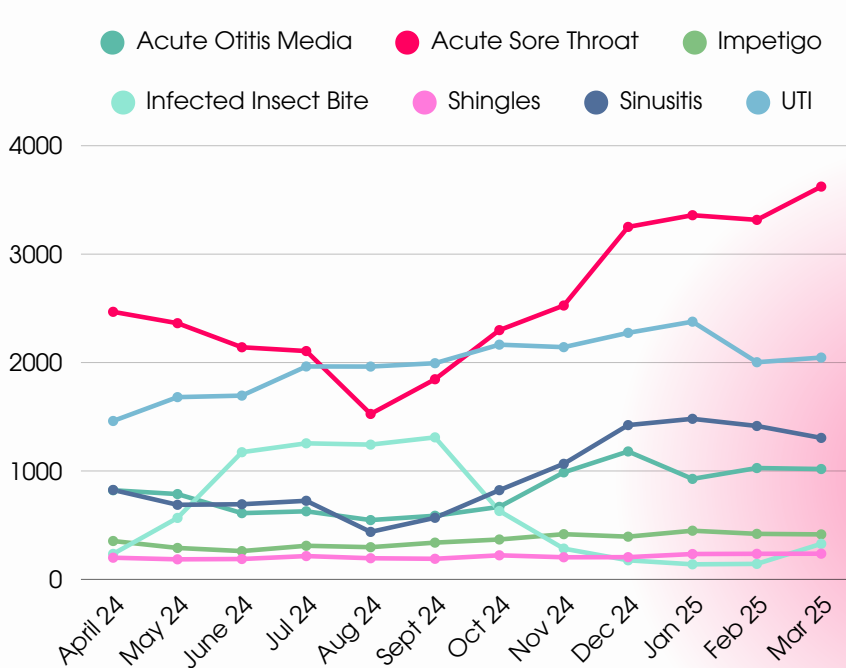
Minor Illness



OPERATIONS OVERVIEW

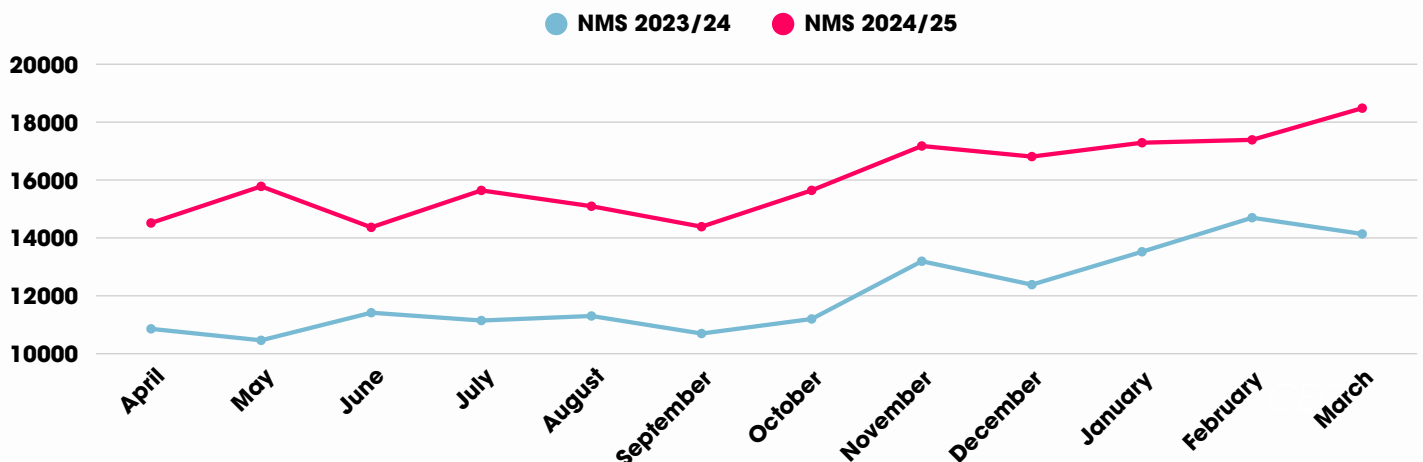
Services - Pharmacy First

Clinical Pathways



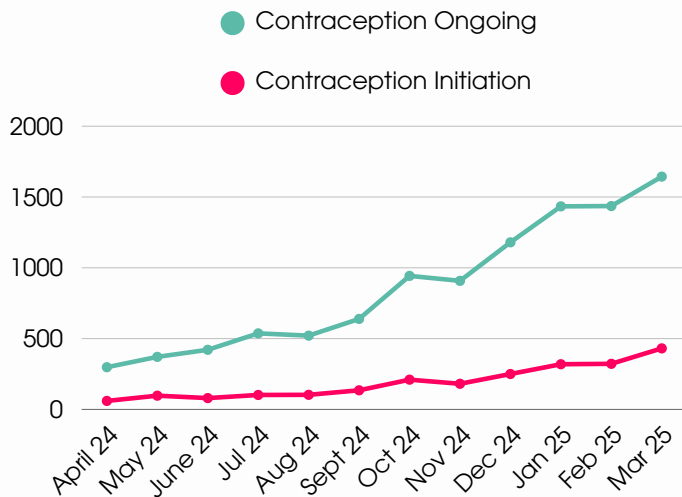
Services - NMS

The delivery of the New Medicines Service (NMS) continues to strengthen across the CPLSC footprint, supporting individuals newly prescribed medication for long-term conditions and promoting better adherence. This year, CPLSC contractors have placed greater emphasis on accurate claiming and proactive patient identification, alongside exploring innovative ways to build capacity for further service growth. This has all supported the cash flow implications. Encouragingly, contractor engagement has seen a notable uplift. Finally CPLSC team have continued efforts on wider stakeholder engagement to sustain a goal to that maximum per contractor figure.



OPERATIONS OVERVIEW

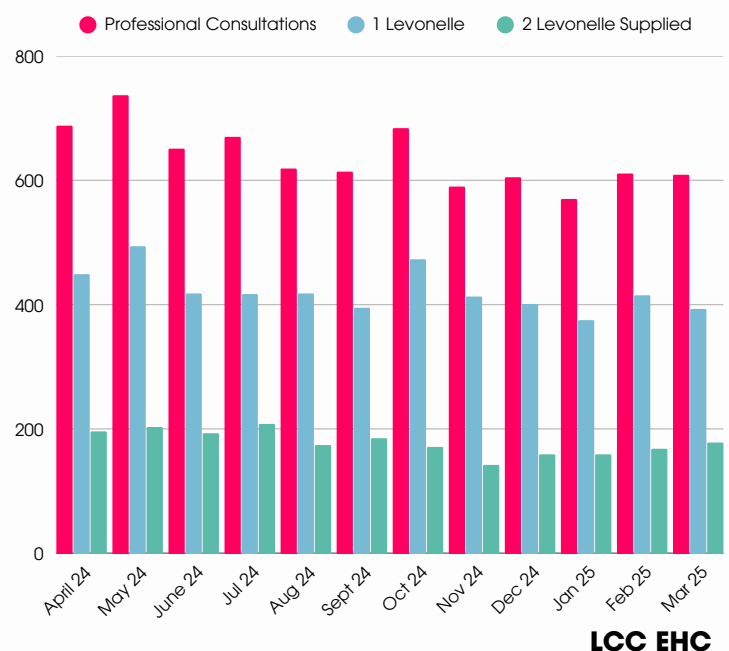
Services - Contraception



CPLSC contractors have made significant strides in supporting the national contraception service throughout 2024-2025. The data shows a consistent upward trend in both ongoing contraception consultations and new initiations. From April 2024 to March 2025, the number of **ongoing contraception consultations rose steadily**, starting below 500 and reaching over 1,500 by year-end. This growth reflects the increasing confidence and capability of community pharmacies in delivering sustained contraceptive care, offering patients greater accessibility and continuity.

While initiation consultations remained comparatively lower, they also showed a positive trajectory—rising from near zero in April 2024 to just over 500 by March 2025. This indicates growing public awareness and trust in pharmacies as a first point of contact for contraception advice and services. CPLSC contractors have played a vital role in embedding this service locally, helping to alleviate pressure on GP practices and sexual health clinics. Their efforts have contributed to a more integrated and responsive primary care landscape, aligning with national goals for improved reproductive health access.

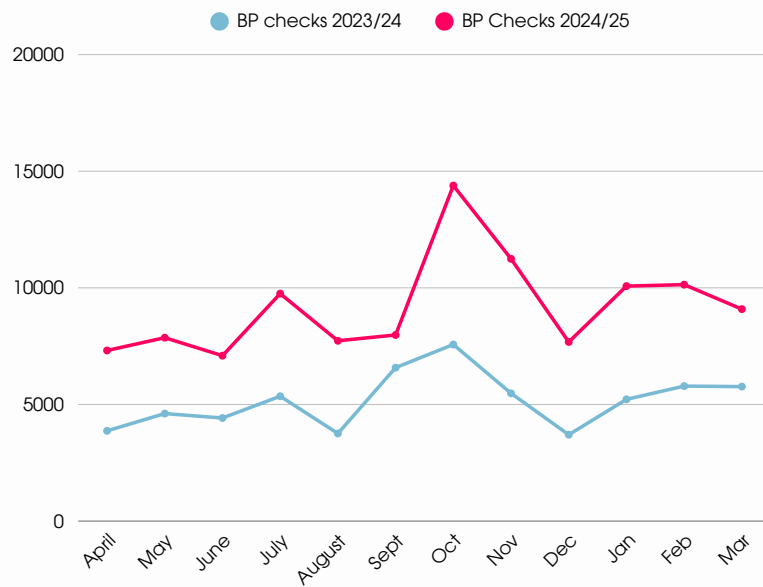
In addition to the national service, CPLSC pharmacies continue to deliver the locally commissioned Emergency Hormonal Contraception (EHC) service as commissioned by local public health teams / councils. For our largest county council Lancashire County Council our monthly trends show over 500 consultations consistently across the year, highlighting the essential role community pharmacies play in providing timely access to emergency contraception and supporting public health priorities.



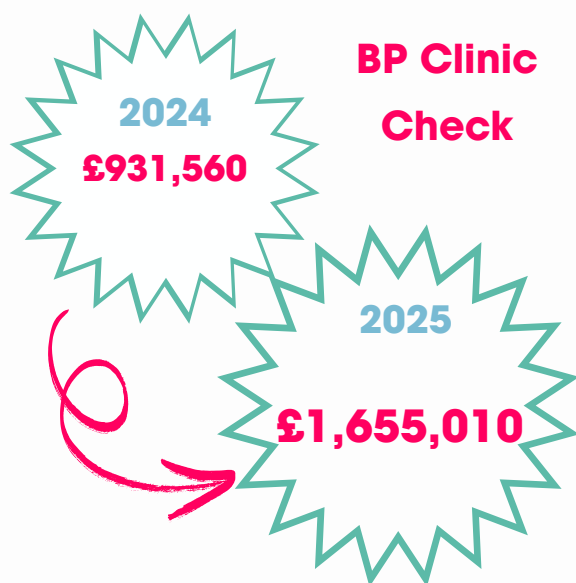
OPERATIONS OVERVIEW

Services - Hypertension

In 2024–2025, CPLSC maintained its strategic commitment to the Hypertension Case-Finding Service, continuing to support cardiovascular disease (CVD) prevention across our communities while helping contractors optimise professional services income. This year saw a marked increase in service delivery, with blood pressure checks rising month-on-month, peaking at 15,000 checks in October 2024 and maintaining strong activity levels throughout the year—averaging over 10,000 checks per month from September onwards.



This growth was driven by targeted contractor support, including on-site visits, outreach initiatives, and sustained engagement with GP practices and stakeholders. Our back-office team played a key role in supporting larger contractor groups through regular calls and emails, ensuring consistent claiming and service delivery. The service continued to focus on identifying individuals aged 40 and over—or younger at the pharmacist's discretion—who may have undiagnosed hypertension, with referrals made to general practice for diagnosis and management.



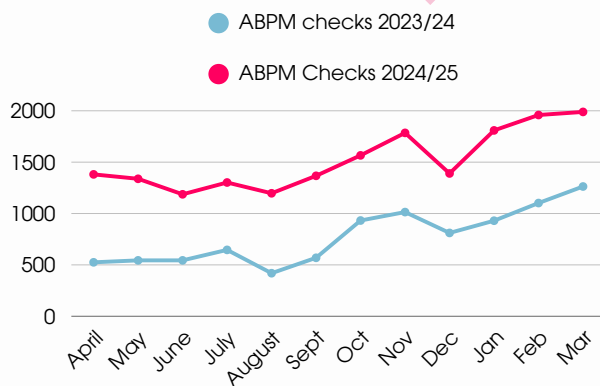
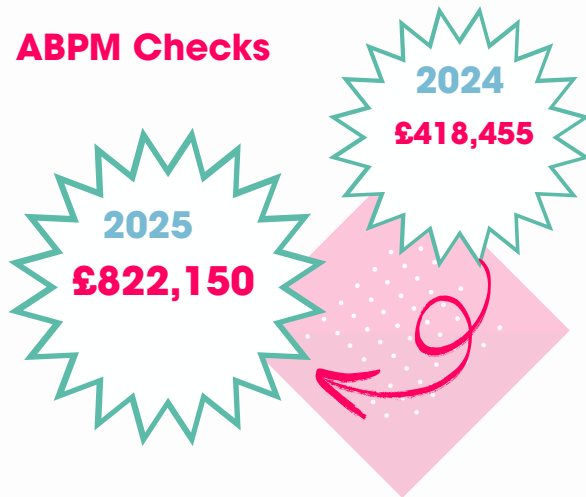
CPLSC also promoted the use of the funded EMIS local services button to ease referral pressures on practices, enabling contractors to carry out both clinic and ambulatory blood pressure monitoring (ABPM). This integrated approach not only improved patient access but also contributed to a year-on-year improvement in cash flow for participating pharmacies.



OPERATIONS OVERVIEW

Services - Hypertension

ABPM Checks



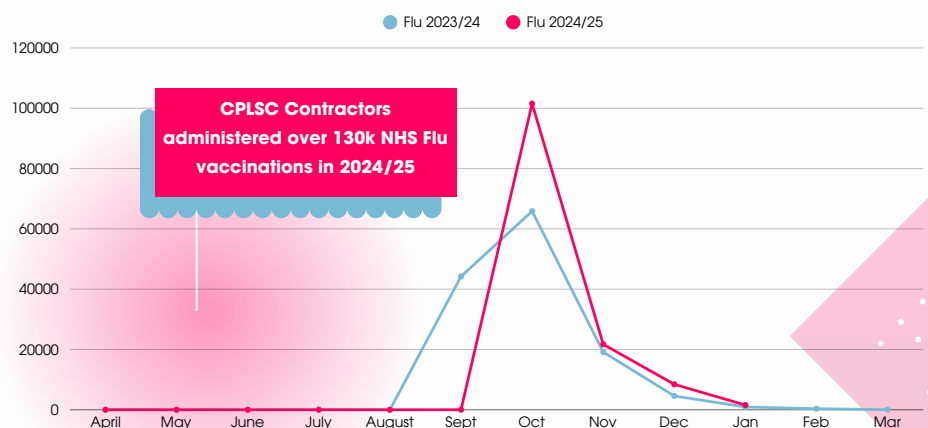
Our Chief Executive remained actively involved in the LSCICB Hypertension Oversight Group and the CVD Prevention, Detection and Management Group, advocating for the role of Community Pharmacy in early detection and collaborative care. With CVD continuing to be a leading cause of premature death—impacting 7 million people and costing the NHS approximately £9 billion annually—the importance of this service cannot be overstated. Hypertension remains the single biggest risk factor for CVD, disproportionately affecting those in the most deprived communities.

Recognising this, CPLSC worked closely with PCN leads and contractors in high-risk areas, as highlighted in our blood pressure checks heat map, to ensure equitable access and reduce health inequalities. This targeted provision is helping to reduce exposure to long-term health risks and promote healthier lifestyles across our footprint.

Vaccinations

CPLSC contractors delivered another strong year of NHS Flu vaccinations, continuing to protect vulnerable patients across the region. The 2024–2025 season brought added pressure, especially during the October peak, requiring careful planning and full use of skill mix.

CPLSC worked closely with ICB and Place-Based partners to adapt and optimise service delivery at site level. Contractors showed exceptional commitment in managing intense workloads, and CPLSC ensured timely support with claims and operational guidance. Ahead of winter, we launched targeted marketing materials in September 2024 to help contractors promote the service and drive patient engagement. The results reflect a sector-wide dedication to quality care under pressure.



OPERATIONS OVERVIEW

Know Your Numbers Week (KYNW)

“ As we enter **#KYN24LSC**, I want to recognise the outstanding efforts of our Community Pharmacists and their teams, who have already conducted **well over 100,000 blood pressure checks & 24-hour ABPMs** thus far. Their tremendous work has not only alleviated pressures on Primary Care but also played a significant role in **reducing heart disease and strokes** among our patients, offering protection through **early detection and prevention** .

This week, we look forward to connecting with some of our remarkable teams to celebrate their achievements and highlight the vital contribution Community Pharmacy makes to patient care.

#KnowYourNumbers

Mubasher Ali
Chief Executive
CPLSC

”

Know Your Numbers Week (**KYNW**) took place between 2-8 September 2024, the campaign is a great opportunity to raise awareness of the **importance** of managing blood pressure and **encouraging** those at risk to get their blood pressure checked regularly. CPLSC **proudly** joined the national campaign by visiting several Community Pharmacies across our patch to **spotlight** the **essential** work being carried out in the fight against cardiovascular disease. We used our social media channels to showcase these visits and **celebrate** the **dedicated** pharmacy teams, using the hashtag **#KYNW** and **#KYN24LSC** to amplify the message and raise

awareness of the **vital, accessible** services available to at-risk patients.

We kicked off the week with a powerful quote from CPLSC Chief Executive, Mubasher Ali, who praised our pharmacy teams for their **outstanding** contribution to **preventative** care, having completed over **100,000** blood pressure and ambulatory blood pressure monitoring (ABPM) checks to date.



These checks play a **critical** role in **early detection** and management of hypertension, helping to **protect** patients from future heart attacks and strokes, while also **easing long-term pressure** on the wider NHS. Through active engagement, CPLSC continues to **champion** the work of Community Pharmacies and highlight how they are **transforming** population health through **accessible**, local care.

CPLSC PRIMARY CARE NETWORK (PCN) LEADS

Throughout the year, CPLSC Primary Care Network (PCN) Leads maintained a strong and consistent presence within their geographies, supporting local contractors and **strengthening** ties with external healthcare **partners** and Clinical Directors. Their work has been **instrumental** in **improving** patient outcomes through **collaborative**, integrated care approaches.

We are incredibly **grateful** to all our CPLSC PCN Leads for their continued **dedication**, not only in their strategic roles but also in delivering **frontline** patient care within their communities. We've seen some **outstanding** examples of cross-sector working that have enhanced care pathways and **reinforced** the value of Community Pharmacy within Primary Care.

A great example of this was seen during **#KnowYourNumbers** Week, when LSCICB Primary Care Business Partner Rachel Dean visited Blackpool Central PCN Lead, Saif, at Grange Pharmacy. Saif **showcased** the full scope of a **day in the life** of a Community Pharmacist, emphasising the **crucial** NHS services delivered daily, including blood pressure checks, Pharmacy First consultations, and support for vulnerable patients.

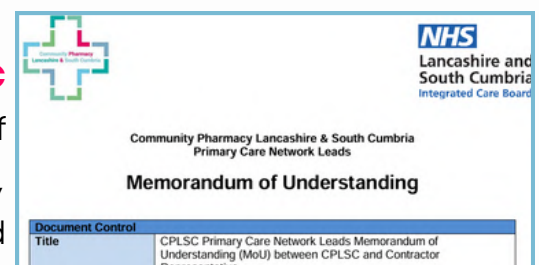


CPLSC would like to extend **sincere** thanks to the LSCICB for their ongoing support and funding of this vital role, helping to maintain a strong Primary Care presence for Community Pharmacies across Lancashire and South Cumbria.

In November 2024, we were pleased to share the news that **additional funding** was secured in line with the Pharmacy Primary Care Access Recovery Plan (**PCARP**). This funding supports the continued implementation of **key NHS services**, Pharmacy First, the Blood Pressure Check Service, and the Pharmacy Contraception Service, all of which remain a priority focus

for both commissioners and contractors.

To ensure consistency and clarity, revised **LSCICB/CPLSC** documents including an updated Memorandum of Understanding (**MOU**) and role descriptions were circulated, providing refreshed guidance and expectations for PCN Lead engagement. This was followed by a CPLSC PCN Lead support webinar in November 2024,



CPLSC PRIMARY CARE NETWORK (PCN) LEADS

CPLSC continues to encourage uptake and **engagement** across all areas, working hard to fill any remaining vacancies, while also ensuring locations without appointed PCN Leads are fully **supported** through Executive or office team involvement.

"As a PCN lead, I've been proud to work closely with local stakeholders to champion the role of Community Pharmacy, driving engagement and integration across primary care to ensure patients benefit from accessible, high-quality services at the heart of their neighbourhoods"

Ashab Patel

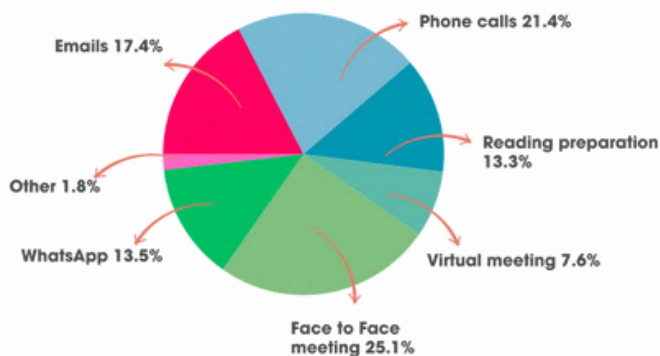
CPLSC PCN Lead

CPLSC Contractor

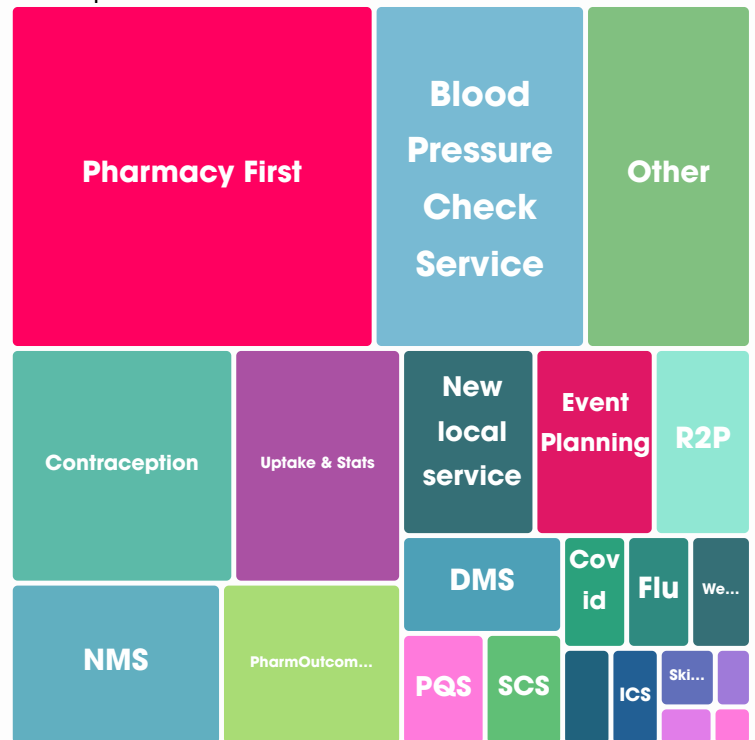
Below, you will find an overview of the key topic areas our PCN Leads have focused on this year. **Pharmacy First** and the Hypertension Case-Finding Service have been particularly dominant in terms of overall activity, playing a **significant** role in easing pressures on both Primary and Secondary Care services. However, equally important discussions have taken place around, New Medicine Service (NMS), Service uptake statistics & Pharmacy Contraception Service.

These topic areas have enabled our PCN Leads to act as trusted **connectors**, bringing together pharmacy teams and wider Primary Care stakeholders to tackle local challenges and co-develop **sustainable** solutions.

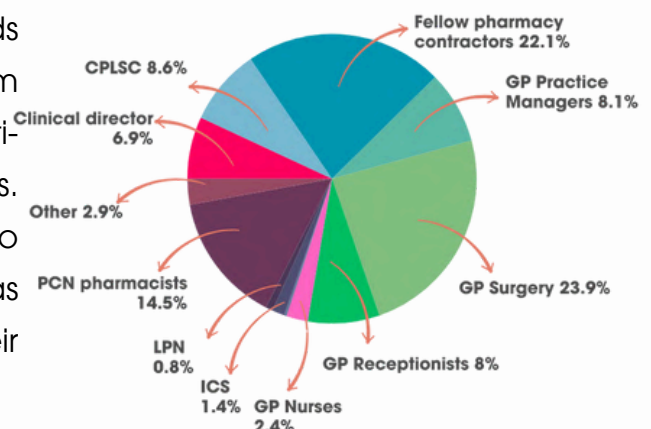
Activity type



Importantly, our data also shows that PCN Leads employed a broad mix of engagement methods, from formal PCN meetings and **one-to-ones**, to multi-stakeholder forums and on-the-ground contractor visits. This flexible approach has ensured they can adapt to the **diverse** needs of the contractors they represent, as well as the multiple PCN stakeholders across their geographies.



Collaboration



GOVERNANCE



The **Governance and Scrutiny Subcommittee** plays a vital role in ensuring that CPLSC operates with integrity, transparency, and accountability. Its core purpose is to assure CPLSC's adherence to the **Local Pharmaceutical Committee (LPC) governance framework**, the **CPLSC constitution**, and the **model rules** as outlined by **Community Pharmacy England (CPE)**.

Governance within LPCs is not just about compliance—it's about building trust with contractors, ensuring fair representation, and maintaining high standards of decision-making. CPLSC is proud to have reviewed and provided feedback on CPE's governance &

self-evaluation tool, which helps LPCs assess their performance across key areas such as leadership, financial management, transparency, and contractor engagement. Our outcome was highly favourable, reflecting our commitment to robust governance and continuous improvement. We will continue to benchmark our standards against this tool and publish outcomes on our website to maintain openness and contractor confidence.

The subcommittee is comprised of **three non-executive members of the CPLSC Board**, ensuring independence and impartiality. This structure reinforces our accountability to the wider committee and, most importantly, to our contractors.

Following the successful merger that formed CPLSC, the subcommittee played a critical role in overseeing governance throughout the transition. This included ensuring compliance with constitutional changes, managing the integration of financial and operational systems, and supporting the election of a new, streamlined board. CPLSC has now firmly established itself as the unified voice of contractors across Lancashire and South Cumbria.

In addition to strategic oversight, the subcommittee maintains responsibility for items such as:

- **Health and Safety governance** for CPLSC employees, especially in the context of remote working and digital operations.
- **Reviewing and updating internal SOPs**, including market entry procedures and contractor engagement protocols.
- **Maintaining and updating the risk register**, ensuring business continuity and proactive risk management.

CPLSC remains committed to upholding the highest standards of governance, aligning with national expectations while tailoring our approach to the unique needs of our local contractor base. Through the work of this subcommittee, we continue to foster a culture of transparency, professionalism, and strategic leadership.

Roger Balshaw

CPLSC Board Member

Chair, Governance & Scrutiny Sub Committee

FINANCE



Community Pharmacy Lancashire and South Cumbria is funded by a fixed statutory levy taken from community pharmacy contractors located within the same footprint as the LSC Integrated Care Board.

NHS England (managed through the NHS Business Services Authority) were empowered by regulation to deduct this levy from the remuneration paid to community pharmacy contractors and the contractor base is maintained by the market entry regulatory listings as held by LSC Integrated Care Board.

The CPLSC team and board worked tirelessly on behalf of our contractor group to maintain maximum utility whilst servicing one of the largest footprints across the county. The total income for 2024/25 raised from contractors via the levy was £420,000. Against the backdrop of increasing costs and reducing contractor funding, this was an incredible 17% below the expected forecast and £28,000 less than an already tight 2023/24 levy income. This was due to the sustained efforts of our team and board combined, in ensuring spending was made where it could make the most difference, whilst always keeping a keen eye on where any savings could be made in new spends or historical commitments.

This meant that during the final two months of 2024/25, the CPLSC board was able to give a levy holiday to contractors, ensuring that any contractor funds not being immediately utilised in supporting and advancing the sector were returned to the front line and the people who needed it – something all the more urgent with the impending wage and tax increases from April 1st and at the time, no guarantee of a new national funding deal.

Other nominal sums were also received for certain board meeting sponsorships from the industry as well as from provider arm upon ceasing activities, which was ringfenced to support ongoing activities. These cumulatively came to £29,584. It is also worth noting that, as with previous years, like for like sponsorship arrangements had also been implemented across the year where these became available, to minimise costs such as office space and allow as much of our funds to be used on front line contractor support.

FINANCE



Spending

For every £1 of income received:

- 64p was spent directly supporting and representing contractors across the vast footprint (via Community Pharmacy Lancashire & South Cumbria staff, its representatives and also board members undertaking local representation).
- 33p was sent to CPE to fund their work nationally for our CPLSC contractors .
- 3p was spent on administration and governance costs (making sure that we are a well-run, accountable organisation that meets its constitutional duties).

Following on from monies awarded to CPLSC by the ICB, local authorities and provider arm, nearly £23,000 was spent on supporting collaborative PCN relationships by PCN leads from among our own contractor base as well as office & clinical lead support for Pharmacy First. Another £158,500 remains held and ring-fenced for this and similar purposes, the use of which is ongoing.

Outlook

Following a tumultuous few years both within community pharmacy and wider from Covid-19, the levy taken by CPLSC has fluctuated in line with needs of contractors and the changing landscape. The levy raised from contractors in our footprint is considered on a quarterly basis but at this time is anticipated to be able to absorb increases in costs currently expected within this next fiscal year.

In budgeting for 2025/26 we continue to use a thorough zero-based budgeting forecast as outlined by CPE, taking into account the projected variations in cost, savings and the progressively changing landscape of community pharmacy. In particular relating to the new funding package announced on 31st March 2025 and anticipation of the 2026/27 funding package which no doubt will continue the progression towards an increased service provision whilst supporting core dispensing services. We look forward to representing Lancashire and South Cumbria with its wide array of pharmacies which themselves tailor their businesses to maximise benefit to the communities we each live and work within.

Ben Fell

CPLSC Executive Treasurer

CPLSC Contractor

CPLSC BOARD MEMBERSHIP

CPLSC Member	Representing	Attendance
Asif Adam	Independent	4 out of 4
Michael Ball	Independent	4 out of 4
Roger Balshaw	CCA	4 out of 4
Georgina Barber	CCA	2 out of 4
Ali Dalal	Independent	3 out of 4
Abi Hughes (Joined September 2024)	CCA	0 out of 1
Tahir Hussain	IPA	4 out of 4
Khalid Khan	IPA	4 out of 4
Abid Malluk	Independent	3 out of 4
Sarah Vaukins	Independent	3 out of 4
Ravi Voruganti	Independent	3 out of 4
Richard Wood	CCA	3 out of 4

CPLSC VISION DOCUMENT - PLAN ON A PAGE

The updated CPLSC Plan On a Page for **2024-2034** is available to view at www.cplsc.org.uk

