



**Community
Pharmacy**
Arden



Annual Report and Statement of Accounts 2022-2023

The local voice of
Community Pharmacy

Forward from the CEO and Chair

CP Arden CEO and Chair look back over 2022/23 and look forward to 2023/24 and beyond



Chief Executive - Fiona Lowe

Hello Everyone

Welcome to the Annual Report for **Community Pharmacy Arden (Coventry & Warwickshire)**.

It has been another tough year with many pharmacies struggling with the lack of funding for the sector, severe supply chain and workforce issues. There have been many temporary closures and we have lost or soon will a number of pharmacies across the Midlands including in our area. The recent announcement about additional £645 Million funding for Community Pharmacy as part of the Primary Care Recovery Plan has given cautious optimism that the sector may finally be recognised and fairly supported although the devil is in the detail.

It has been a productive first year as CPA as we now match the local NHS structures and established a good working relationship with the newly formed ICS and ICB. This put us in a good place to meet the RSG proposals following on from the Wright Review. As part of this we are strengthening our ties with Community Pharmacy Herefordshire & Worcestershire to form a collaborative / loose federation. We also support the Midlands Group CPM to be as cost effective as we can. As part of the newly formed West Midlands CPE Region, we will take our turn to represent the Midlands at the Chief Officers Operational Group with CPE.

Many new services have been introduced / gathered momentum over the last year – including GPCPCS, UC-CPCS, DMS, BP check and new ones coming on board soon. IP Pathfinder proposal has successfully negotiated the regional and national deliberations and we expect it to start in the Summer. Local services commissioned by the Council are likely to be part of a larger healthy lifestyle service going forward – unfortunately, the stop smoking service in Warwickshire and associated NRT services was decommissioned at the end of June 2023. We know that local implementation of both local and national services is key, which is why we have taken the opportunity to invest in additional support for services and commissioner engagement. We have appointed a Lead who will work across this and our neighbouring LPC and will have a new Service Project Support trainee who started in June 2023 to support the growing services work. Both posts are part funded by NHS money for 22-23 and 23-24.

Website:

We have our CPE based website up and running now, which Susan has managed to adapt to meet our needs. <https://arden.communitypharmacy.org.uk/>

Training and webinars:

We have run a number of webinars over the year and some face-to-face meetings too and some on demand tutorials are planned for the Autumn to support Contractors to maximise their income on services. As part of our AGM in October this year we are inviting you to come and join our workshop sessions on key priorities.

Getting involved:

We will be restarting our calls and visits to Contractors in the Autumn and into 2024 so please let us know what sort of support you would find useful . We would also be pleased to hear from you through the generic email ahwlp@gmail.com.

Services Report 2022/23

Discharge Medicine Service - DMS – Essential Service

Month	Complete (£35)	Incomplete (£12-23)	Total
April	9	0	9
May	6	2	8
June	4	1	5
July	4	1	5
August	7	2	9
September	18	2	20
October	9	4	13
November	18	8	26
December	16	12	28
January	57	20	77
February	29	12	41
March	68	30	98
Total	245 (£8575)	94 (£1128-2162)	339 (£9703-10,737)

As DMS is an Essential Service **it is a contractual requirement** to take part and act on the referrals received.

It is estimated that in 2022-23 up to 470 viable referrals were sent from SWFT, 456 from GEH and 611 from UHCW, which amounts to a total estimated referral number of 1,537 received in pharmacies across Arden.

CPA invested in support from CSU. This focussed on supporting contractors to ensure claims had been made properly using reports showing uncompleted but started service provision. The CSU also supported with a training evening we ran for contractors.

The 22% completion rate is reflective of the difficulties that contractors have reporting in following service through at each stage and then manually entering claim in the correct month. We continue to request reports from the three hospital sites to support contractors.

New Medicine Service – NMS – Advanced Service

Month	Number NMS claimed	Total Value £s	Number of contractors participating
April	3244	86,990	156
May	3306	88,582	153
June	3423	92,482	152
July	3297	88,609	153
August	3442	91,374	149
September	3404	91,550	155
October	3734	100,181	168
November	4192	111,511	165
December	3996	106,852	157
January	3985	107,154	163
February	4483	120,855	162
March	5112	137,513	168
Total	45,618	1,223,653	158 avg

Overall increasing number of NMS were delivered each month in 22-23

Emphasis has been placed on identifying opportunities for NMS, including when delivering DMS service.

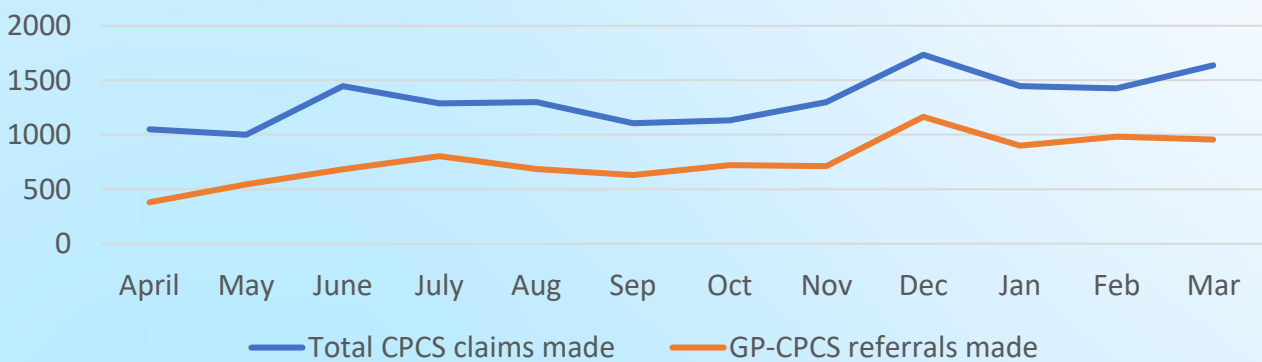
Services Report 2022/23

Blood Pressure Case Finding Advanced Service

Month	BP checks £15	Ambulatory £45
April	234	7
May	554	10
June	546	18
July	709	29
August	712	40
September	1889	31
October	2629	46
November	850	69
December	1370	65
January	1637	78
February	1207	93
March	1642	170
Total	13,979 (£209, 685)	460 (£20,700)

141 contractors across CPA were signed up to this service by the end of April 2023. We are currently developing plan for investment of funds to further drive and support contractors to increase their delivery of this service in 23-24.

Community Pharmacist Consultation Advanced Service - CPCS



The number of GP-CPCS referrals has steadily increased throughout the year and the same pattern has been seen with referrals from 111 and claims made each month by contractors. CPA has worked on improving number and quality of referrals into pharmacies. We have engaged with GP surgeries, MIUs, urgent care centres and PCN teams. We have offered a number of in-person and online training opportunities for GP surgery teams, and these have been well attended.

Services Report 2022/23

Flu Vaccination Advanced Service

Season	Flu claim
2022-2023	70,433
2021-2022	67,753
2020-2021	43,698

Pharmacies in Arden delivered a record number of flu jabs in 2022-23. Several pharmacies also successfully provided Covid 19 vaccinations too.

Month 22-23	Flu Claim
Sep-22	16,722
Oct-22	34,623
Nov-22	12,225
Dec-22	4948
Jan-22	1605
Feb-22	270
Mar-22	40
Total	70,433

Local and Regional Services - ICB and Council Commissioned

The screenshot shows a website navigation menu with the following items: [About Us](#), [Contract](#), [PCN](#), [Local Services](#), [National Services](#), [Resources](#), [Training](#), [News](#), and [Events](#). Below the menu, the 'Local Services' section is expanded, showing a list of services: [Coventry & Warwickshire Services](#), [Coventry Services](#), and [Warwickshire Services](#). There are three large buttons: 'Coventry Services →', 'Warwickshire Services →', and 'Coventry & Warwickshire Services →'. A link for 'Claim Guide CW v1' is also visible.

[Local Services – Arden LPC \(communitypharmacy.org.uk\)](#)

CPA negotiated an improved EHC contract with Warwickshire County Council in 22-23. We have had regular meetings with the Warwickshire commissioners for EHC and DUS to ensure service issues are managed effectively. In Coventry local services continue for Sexual Health, Smoking Cessation, Drug User Services and Phlebotomy. Across Arden, pharmacies have continued to participate in the Extended Care PGDs, and CPA has continued with resources on our website and supporting where service issues have arisen. A small group of pharmacies are contracted under the ICBs Palliative Care and Antiviral Services.

CPA Annual Accounts 2022/23 *(note first year of merged Accounts – please also see Coventry LPC closing accounts from 21-22)*

Income and Expenditure Account

Year ended 31 March 2023

		(Coventry and Warwickshire LPC)	(Warwickshire LPC comparative only)
	Notes	2023	2022
Income		£	£
LPC Statutory Levies		216,400	58,790
Reimbursed Expenses		-	(1,280)
Interest Received Gross		-	70
Cross charges	2	120,069	34,073
Transfer of funds from Coventry LPC on merger		86,868	-
<i>Total Income</i>		<u>423,337</u>	<u>91,653</u>
Expenditure			
PSNC		53,162	16,619
Employee Travel Expenses		-	264
Consulting		1,733	-
Chief Officer Salary		35,353	25,250
Employee Wages	3	34,868	38,838
PAYE & NI on all wages		27,539	13,935
Pension		5,107	4,035
Office Software		290	372
Office Insurance		-	257
Office Equipment		-	443
Office Rent		6,274	7,676
Depreciation		356	295
Contractor Events		-	250
Members Expenses		3,783	1,180
Bank Fees		67	-
Insurance		282	-
Third Party Card Fraud		2,202	-
Legal fees		990	-
Professional and payplus fees		767	1,377
Accountancy Fees		3,012	3,240
Payroll Costs		-	973
Member Locum Cost		17,354	14,163
Meeting Rental		979	1,960
Transfer to NHS Account via H&W funds		31,125	6,204
General Expenses – Movement in Debtors and Creditors		9,725	11,365
<i>Total Expenditure</i>		<u>234,968</u>	<u>148,696</u>
Surplus/(Deficit) Arising In The Year		<u>188,369</u>	<u>(57,043)</u>

*Coventry LPC
end March 22
£73,597*

CPA Annual Accounts 2022/23

Balance Sheet

Year ended 31 March 2023

	(Coventry and Warwickshire LPC)	(Warwickshire LPC comparative only)	
Notes	2023	2022	
	£	£	
Non-Current Assets			
Fixtures and Fittings	876	1,071	
Computer Equipment	1,138	1,299	
	2,014	2,370	
Current Assets			
Bank Account	296,126	124,987	<i>(Coventry LPC had £90,101 in bank at end of March 2022)</i>
Other Debtors	-	-	
Deposit Account	-	176	
Petty Cash	70	816	
	296,196	125,979	
Current Liabilities			
Accruals	2,640	2,280	
Trade Creditors	-	9,829	
Other Creditors	-	10,060	
Pension	1,303	282	
	3,943	22,451	
Net Assets	294,267	105,898	
General Fund			
Balance at 1 st April 2022	105,898	162,941	
Surplus/(Deficit) Arising In The Year	188,369	(57,043)	
Balance at 31 st March 2023	294,267	105,898	

These financial statements were approved by the Coventry & Warwickshire LPC on XX August 2023 and signed on its behalf by:

Fiona Lowe Chief Officer

Theresa Fryer LPC Treasurer

CPA Annual Accounts 2022/23

Year ended 31 March 2023

2 Cross charges

This refers to income derived from cross charges to other LPC. These are charges to cover wage costs, office rent and other office costs. A breakdown is given below:

	2023 £	2022 £
HW LPC – NHS Funds Transfer	60,000	-
Warks LPC Transfer between accounts	45,000	-
HW LPC Office & Wages recharges	15,069	17,518
Coventry LPC recharges before merger	-	16,555
	120,069	34,073

3 Employees

Employee wages consist of:

	2023 £	2022 £
Admin Net Wages	24,996	29,328
Engagement officer	-	-
Admin Digital Assistant	9,872	9,510
	34,868	38,838

4 Debtors

	(Coventry and Warwickshire LPC) 2023 £	(Warwickshire LPC comparative only) 2022 £
Other Debtors	-	-
Trade Debtors	-	-
Current Account	296,126	124,988
Deposit Account	-	176
Petty Cash	70	816
PAYE	-	-
Pension	-	-
Net Wages	-	-
	296,196	125,979

*(Coventry LPC had
£90,101 in bank at
end of March 2022)*

Treasurer's Report 2022/23

Note Coventry and Warwickshire LPCs merged in April 2022 to form Community Pharmacy Arden.

Consequently, costs such as CPE (PSNC) Levy are the sum of the previous two CPLs. The funds from each LPC were transferred into one bank account. During 2022-23 the first full year of CPA, NHS Funds and LPC Funds were separated into two different accounts for ease of accounting. Therefore, comparing accounts with last year is more complex as both Coventry outgoing accounts 21-22 and Warwickshire outgoing accounts 21-22 have to be considered. The accountants have added Warwickshire 21-22 information as they were undertaken by same accountants. Coventry 21-22 Accounts can be found on our website: [Accounts & Annual Reports – Arden LPC \(communitypharmacy.org.uk\)](https://communitypharmacy.org.uk).

The CPA accounts balance at end of year 2022-23 was **£294,267** (levy related funds including accruals and prepayments), with an expenditure of **£234,968** against a planned budget of **£235,000** and income of **£423,337** (including **£15,069** wages & office costs cross charges from CPHW, **£45,000** transfer between Warwickshire bank accounts as part of reconciling NHS / Levy accounts, **£60,000** additional NHS Funds transferred via CPHW, **£86,868** transferred from Coventry LPC at point of merger April 1st 2022 and 12 months Contractor Levy of **£216,399.96**).

We had some funding from NHSEI against MOUs – whilst much of this is for additional activities – some things such as Contractor engagement / training and service support activity would have been undertaken anyway at the CPA's own expense. CPA allocated funding which is to be spent during 23-24/24-25 – for example supporting GPCPCS, DMS and other new advanced services. We have, because of advice and ease of accounting, opened a separate bank account for non-levy funds at the start of 2022-23, which required transfers between accounts to ensure the correct amount of money was in each account. At the end of March 2023, we had **£154,911** NHS Funds in a separate account (an overview of how this funding has been allocated is shared separately within the Annual Report).

We have, as set out in our plans last year, appointed services and engagement support across CPA and our neighbours (CPHW) with whom we share office and team resources, working as a collaborative. CPHW has employed one of the staff and CPA another – cross charging applies between the CPLs. These roles are part funded by NHS monies for 1-2 years. We will review whether we are able to provide a levy holiday this financial year in the Autumn which would run in final quarter.

We acknowledge that the end of year accounts balance (**£294,267**) is above the 50% of planned expenditure recommended to be held in reserve. Our planned budget for 23-24 is **£234,000** due subsidised service team costs by NHS Funds for 23-24. Additional CPE Levy for 23-24 will be absorbed.

Unfortunately, during the transition to an additional banking facility, CPA experienced debit card interception fraudulent activity (£2,000), the card was quickly cancelled and deep dive into banking procedures and governance undertaken.

Treasurer's Report 2022/23 continued

CPA has proposed the following:

- **A budget of £234,000 for 23-24** – this will be reviewed in the Autumn. Levy income will be £216,400 if taken in full, leading to a potential overspend of approximately £8,000. **A 50% of budget reserve would be £117,000. Leaving approximately £177,000 additional reserve.**
- We will review the budget and run rate of expenditure in September to determine the duration of levy holiday to be provided of between 3-5 months

Points of note on the accounts:

- The Chief Officer cost for Coventry and Warwickshire separate LPCs were combined for the merged CPL
- The employee wages line includes the joint team, part of which is cross charged to our partner CPL CPHW. Note a proportion of the Services Support Staff net salaries has been paid from our NHS funds account and that proportion (Approximately, £17,000) does not appear in these accounts.
- The shared support and office function changes have now annualised – one member of staff is on maternity leave 1st February 2023 until 1st February 2024, with reduction in salary costs as statutory maternity pay is refunded via HMRC and additional hours provided by other staff is a reduced cost. Note the CPHW share of the rent and Office & Support team costs for 22-23 are shown as cross charge income – expanded in Note 2 in the accounts.
- To support the increased engagement and service support, we have invested in a new services and engagement officer in September 2022. We had some seed funding for these roles from NHSE. This will allow us to part fund the role for two years with NHS Funds. This has increased the gross wages.
- There are some accruals and pre-payments remain on the 'books'

We hope that these suggestions meet with your approval. If you have any queries, please contact the CPA office in the first instance and we will be happy to explain further. ahwlpc@gmail.com

Treasurers Report - Non -Levy - NHS Funds Allocation Summary

As you know we have had various allocations of NHS funding all with various MOUs restricting how and when we can use the funds.

As of 22-23 financial year end we had £154,911.05 in the non-levy account. Some portions of money were pass through (such as. money for UHCW for ED CPCS). Significant proportion of this has been allocated specifically to support service leads and their activity. This means that Eva / Layla (joining as project support) and previous support have been subsidised saving LPC funds last year and the next year with possibly some left to support into 24-25. There is no guarantee of any further funds now that most Regional NHSE function has been moved to ICB, overseen by BSOL ICB.

Funds origin	MOU outline requirements	Amount allocated as of April 2023	Amount allocated July 2023 Meeting	Notes
NHSEI Connected Pharmacy LPN	Connected Pharmacy Programme & working together across teams	All spent apart from £3,135 – of which majority allocated £2,085 - CPM	£1,050 for LPC use – Services subgroup meetings	No restriction on how we spend funds
NHSEI national	ED CPCS pilot	All spent included some for LPC and Contractor who supported training	n/a	n/a
NHSEI regional	MOU – services, implementation person, vaccination /service training, resources, Tier 1-3 training / patient safety	£45,000 approx. Remaining £25,000 allocated - training videos / resources etc inc – LS facilitation and support	£20,000 – BP Service relaunch support – increase BP to ABPM, marketing and resources.	Must relate to services, enablers like digital, training – CP focussed
NHSE LPN 21-22 (not just CP)	MOU – services and cross sector support and training and projects	£4,000 allocated	£21,000 – DMS, NMS, CPCS and new Advanced Services – videos and tutorials (TBC)	Must be cross sector / integration – something supporting system
NHSE LPN 22-23 (not just CP)	MOU – ICB direction – CSU and DMS sessions	£14,000 allocated – CSU and event – getting most from services (July 23 - £9,379.20) £4,600 remaining – IPMO approved CSU – UC CPCS Sept 23	0	n/a
NHSE national	ED CPCS pilot	£500 – LPC use	£500 – UC – LPC - CSU support meetings	No restriction on how we spend it
NHSE MOU 23-24 Regional	Service support implementation leads to continue & training & resources & cross-sector integration & patient safety, Tier PGDs	£50,235 – with £20,235 already allocated part fund services lead / project support and resources	£30,000 – New Services CCS & OC, training and mentoring, digital, writing into notes and hardcopy resources. Plus, further funding for Services Lead / Project Support (TBC)	Must relate to services, enablers like digital, training – CP focussed
NHSE MOU 23-24 Regional	For exclusive use of the CPCL (8c role)	£10,000 allocated to CPCL To discuss how to be used	0	n/a
Total as of 31 st March	£154,911.05 (actual bank balance)	Estimated total £148,070 as of 20 th April £75,520 allocated in April 2023 £72,550 to allocate £72,550 to allocated during 23-24 / 25-25 with agreement ICB	£72,550 approx. allocated within MOUs at discretion of LPC and to seek agreement of ICB / NHSE / LPN (£21,500 approved & £51,000 TBC)	Some costs still working way through

Community Pharmacy Arden – Budget 23-24 – joint with Community Pharmacy H&W

Community Pharmacy Arden (C&W LPC) Draft Budget 23-24

BUDGET 23-24 Community Pharmacy Arden CPA	Joint AHW Budget 23-24	Reviewed May 23		Levies April 2023-24	NOTES
H&W LPC	121 (inc 1 closing)	38.5%		£181,403	
C&W	193 (inc 3-4 closing)	61.5%		£216,400	PSNC small increase absorbed
Total	314 total				
			HW	CPA	
			Year 23-24	Year 23-24	
Reserves - levy related end 22-23	From draft accounts		£122,913.50	£223,659.06	
Joint Budget Lines (pro rata or as agreed)	Contractor Levy 23-24	max budget	£181,403.00	£216,400.00	NHS contribution = £20k for 2 years HW and £20K CW 2 years (ended by April 2025)
Joint Leadership meeting costs & attendance	2 meetings a year half day for 6 Exec + travel + meeting room hire		£1,000	£1,000	Each LPC funds their time or put in joint pot
Office rent	no move - current space - goes up Dec 24 & RPI each year	£10,000.00	£3,850.00	£6,150.00	assumes increase by Dec 2024 when contract ends
Office utilities & BB	assuming increasing additional cost	£600	£231.00	£369.00	
Office parking	Not until 24-25 (will be up to £25 x2 per month)	£0	£0.00	£0.00	not start until Dec 24 but put in full year affect for allowance visitors 24-25
Petty cash	largely ZA travel and postage / stationery	£400	£154.00	£246.00	averaging £300 pa at moment due to reduced travel
Insurances - office	50%	£300	£150.00	£150.00	
Licences - IT software	Office, antivirus etc	£150	£57.75	£92.25	
Laptops	Replace every 3 years - ave 1 / year	£800	£308.00	£492.00	2 needed 23-24 - probably not required again before 25-26
Office furniture & equipment	ad hoc - screen, sound, aircon etc	£300	£115.50	£184.50	Some items required during 23-24 then may not need anything following year
Database support - new investment	£6k + vat one off then £100/ mo + vat	£1,440	£554.40	£885.60	NHS funded 2 years - (or part funded if get other LPCs to take up) database £6k + vat now spread over 6 months
Office sundries - consumables	ink paper pads pens cards badges postage PCN packs	£1,000	£385.00	£615.00	Currently around £600 pa - PCN packs would be the additional cost
Office & Support Team payroll - BAU activities (OPI 5% used)	Zoe, Susan - gross OPI with increase due 23-24	£33,000	£12,705.00	£20,295.00	NB 2023 Mat leave - HMRC refunds not included
Services support staff (OPI 5% used)	Eva (15 CPA 10 HW) and Layla (10 HW 10 CPA) - gross OPI with increase due 23-24 (in full but NHS pay half 2 years)	£48,000	£20,600.00	£27,400.00	Remove from individual budget (CEO in individual at present) - NB 50% paid by NHS funds for 23-24 and 24-25
Training for Team		£1,000	£385.00	£615.00	
Bank account management	3 hours a month @ £31 + hol	£1,250	£481.25	£768.75	Once set up
TOTAL Joint		£98,240	£39,976.90	£58,263.10	

Community Pharmacy Arden Office: Unit 24 Basepoint Business Centre; Crab Apple Way, Vale Park, Evesham, WR11 1GP

Community Pharmacy Arden – Budget 23-24 – individual part

Individual LPC	Community Pharmacy Arden				
CEO + expenses and OPI costs	inc OPI and expenses (2,500 included licences and phones and mileage)			£56,000	CEO 32 hours CPA (to reduce to 24 by April 2025)
Treasurer	inc OPI			£1,200	CPA - charge time back
Chair	inc OPI			£500	CPA - charge time back
Members Costs	£30 ph or £250 /day - 10 Members ave 80% attendance - 6 full days			£12,000	Moving to 5 + AGM but possibly all count as full days
Individual Events	use non levy and sponsorship			£2,000	aim for full sponsorship / NHS funds
LPC Meetings	Venue ave 4 f2f py			£2,000	may move to fewer f2f 3-4 f2f not all whole days but cost venue similar
Accountants & software packages etc				£3,000	
Training & PSNC Events	LPC Members			£1,000	Increased to cover Conferences x2 people x 2 per year
Expenses (not CEO or S&EO)	Members Travel etc			£2,000	
Laptops / kit	additional individual LPC costs			£150	alt years 1 replace
Websites	HW transfer cost			£100	crossover to PSNC tbc so cost go by 2024-25
CPWM				£0	using the money left Connected Pharmacy. 24-25 £600 -1200 per LPC
VirtualOutcomes				£1,750	
PSNC Levy	PSNC confirmed figures			£64,800	23-24 HW 86,145 & CPA 64,800 (24-25 £102,77 HW and £76,934 CPA)
Total Individual LPC costs				£146,500	
Total joint and individual costs				£204,763.10	
Total Levy Income - costs				£11,636.90	
Reserve anticipated at end 23-24				£235,295.96	Plus, savings on mat leave & services team through NHS part funded
50% budget - recommended reserve				£102,381.55	based on 23-24 but costs will go up
Amount over reserve expected end 23-24				£132,914.41	
Levy Holiday				(Note PSNC Levy goes up £12,000 in April 24)	Possibly 3-4 months levy holiday review in September
Reserve if levy holiday given	4 months CPA Dec - March 24			£163,162.63	Figure used as reserve estimate for 24-25

We share an office and staff across our collaboration with neighbouring Community Pharmacy Herefordshire & Worcestershire. So, our budget is split into joint and individual costs as we move towards a joint account to manage these expenses overseen by both executives. This allows us to save on costs and share expertise.

Community Pharmacy Arden

Looking forward to 2023/24 and beyond

Our general workplan is available on our website: [Generic-Objectives-23-24-Plan-of-LPCs-vs4.pdf \(communitypharmacy.org.uk\)](https://communitypharmacy.org.uk/Generic-Objectives-23-24-Plan-of-LPCs-vs4.pdf)

We have completed our SGM and have had a change to our Committee. We are fully embracing the change in name to Community Pharmacy Arden CPA (C&W LPC). We have also sent the required letters to seek recognition from the ICB.

We already work closely with neighbouring CPL CPHW sharing back-office function and support team. This supports us working towards a closer collaboration model to save on costs.

We have secured some one-off funding from ICB and NHSEi to support many cross-sector activities, many of which the CPA would previously have funded. This will subsidise the additional expenditure in the short term on service implementation and support locally, whilst building closer ICS relationships.

Our Collaboration:

Community Pharmacy Arden and Community Pharmacy Herefordshire & Worcestershire work closely together as CPAHW for purposes of back-office function.

Each CPL operates independently for ICS level decisions, strategy and relationships. Each CPL has Members from across the ICS footprint to ensure a good understanding of local need, with each Member representing one or more PCNs alongside the Chief Officer / support team. The support team is shared across the two CPLs with charges being attributed to each CPL based on Contractor numbers for all joint activities, office function and resources. We have a joint generic workplan for all BAU activities for each LPC and are currently planning our 23-24 local plans. We each have a budget split into shared expense and individual CPL expense. The Chief Officer / support team also engage at national / regional level on behalf of both CPLs and work on advanced and national service support collaboratively.

Twice a year the Executives of both CPLs will meet to approve joint strategy areas and associated budgets and agree plans with the Support Team – following on from meetings of the individual CPLs input and approval of priorities, areas of commonality and associated budgets. These meetings will replace one of the Executive Meetings at each CPL.

Community Pharmacy Arden

Looking forward to 2023/24 and beyond

Executive Team

Chief Executive Officer – Fiona Lowe

Chair – Faye Owen (CCA Member)

Vice – Chair – Sam Griffiths (CCA Member)

Treasurer – Theresa Fryer (Ind Member)

Members:

Satyan Kothecha (Ind)

Caroline Harvey (Ind)

Baljit Chaggar (Ind)

Jas Heer (Ind) – PSNC Regional Representative

Bal Heer (CCA)

Adel Ghulam (CCA) (resigned June 2023)

Mike O Donnell (AIMp)

Vacancy (Indep) from July 2023

Office Team:

Zoe Ascott – Administrator, Office Manager & Governance Lead

Susan Karoly-Smith – Digital Administrative Assistant

Eva Cardall – Engagement & Services Officer

Layla Hawkes – Services Project Support

Contact Us:

Email: ahwlpc@gmail.com

Office Phone: 01386 897529 (10-3 M-F)

LPC Office: Unit 24 Basepoint Business Centre; Crab Apple Way,
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