Summary

Warwickshire Pharmaceutical

Needs Assessment (PNA)

Background

This is the second ‘pharmaceutical needs assessment’ (PNA) prepared on behalf of the Warwickshire Health & Wellbeing Board (WHWB) and Warwickshire’s third PNA. Since 1 April 2015, all Health and Wellbeing Boards have a legal responsibility to keep an up-to-date statement of the pharmaceutical needs for their population. PNAs are updated at least every 3 years.

What is a Pharmaceutical Needs Assessment (PNA)?

The purpose of the PNA is to assess local needs for pharmacy provision across Warwickshire, to identify any gaps in service or unmet needs and to highlight any services that community pharmacies could provide to address these needs. Community pharmacies are at the heart of our communities and as such have an important role to play in improving the health and wellbeing of our population. The PNA can be used to identify and plan the current and future commissioning of services required from pharmaceutical providers including whether new pharmacies should be allowed to open or GPs allowed to dispense. It can also be an effective tool to promote pharmacy services to the population to improve the uptake of services and accessibility to health and wellbeing provision and advice.

How has the PNA been produced?

Warwickshire has 111 community pharmacies and 23 dispensing GPs. Both were surveyed to understand current services and future opportunities, the questionnaire included current opening times and locations of premises; 79% and 73.9% respectively responded. Public and service user’s views were also sought; responses were received from 318 members of the public. These views have been used to develop this document. In addition, the health and well-being needs of the local population were examined from the Warwickshire Joint Strategic Needs Assessment (JSNA) and key local and national strategies. Conclusions and recommendations are drawn on the basis of this information and described in the report.

As part of the PNA process there is a legal requirement that requires a formal consultation on this draft document for at least 60 days. The consultation took place between 1st December 2017 to 5th February 2018. Responses from this consultation will inform the conclusions and recommendations

of the final PNA document to be published March 2018.

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Access to Pharmaceutical services in Warwickshire

Community pharmacies are available within the local area and access is considered to be adequate for all areas of the county. Pharmacies are not evenly distributed throughout the county, there is a greater concentration in the most densely populated areas particularly in Nuneaton and Bedworth, Warwick and Rugby.

Warwickshire has an overall ratio rate of 2 community pharmacies per 10,000 population, lower than the average for Birmingham which is 2.7 pharmacies per 10,000 and below the mean for the West Midlands which is 2.4. The number of pharmacies within the county has stayed the same since the previous 2015 PNA report.

Warwickshire has 111 community pharmacies and 6 of these are distance selling pharmacies. The majority of pharmacies are open for at least 40 hours and 9 are open for 100 hours. There are 23 dispensing GP practices in Warwickshire and 0 appliance contractors.

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| Public survey (318 responses) | Pharmacy survey (88 responses) |
| 87% agree with the statement “I am always ableto access the pharmacy services I require, whenI need them”. | 96% of patients can legally park within 50 metres and 89% within 10 metres of thepharmacy. Results also showed there is a busstop within walking distance of 99% of pharmacies |
| 52% of respondents drive and 34% walk to their chosen pharmacy | 77% pharmacies do not have any steps to climb to enter the premises. |
| 75% of respondent’s pharmacies are located within the same postcode area that they live | 96% of the pharmacies that responded stated that the pharmacy floor is accessible by wheelchair |

Other commissioned services in the future

From the public survey some respondents would like to use a service that provides blood tests, travel vaccines and health tests such as cholesterol, blood pressure, diabetes and weight.

Conclusion

This assessment looks at current provision of pharmacy services and concludes that overall provision, that is the number and distribution of pharmacy services is sufficient for the population of Warickshire.

During the period of 2018-2021 an estimated 13600 houses will be built in Warwickshire. In areas of significant development and population growth, pharmacy provision will need to be considered. The WHWB will monitor the development of major housing sites and produce supplementary statements to the PNA if deemed necessary, to ensure that appropriate information is available.

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Availability

Across Warwickshire, the opening times of pharmacies are variable. Some pharmacies are open for longer periods of time, for instance evenings, overnight and weekends, whereas other pharmacies

in the city are only specifically contracted to be open for at least 100 hours per week.

Most pharmacies in Warwickshire have core opening hours starting from 8.30am to 5.30pm on Monday to Friday, indicating good access to pharmacy services on weekdays. Generally, in the evenings, provision of pharmacy services is reduced. There are currently 37 pharmacies in Warwickshire with extended opening hours after 6pm on a weekday evening and there are 9 pharmacies which are contracted to open for at least 100 hours per week.

The public survey shows a generally high level of satisfaction with opening hours.

• 86% of patients are happy with the opening hours of the pharmacy they normally use

• 92% of patients are aware some pharmacies are open outside of their core hours

• 41% of patients do not know which pharmacies are open outside of their core hours

• 61% of respondents usually visit their pharmacy Monday to Friday , 31% of respondents visit their pharmacy on a Saturday and 8% on a Sunday

The pharmacy survey shows

• 95 pharmacies in Warwickshire are open on a Saturday. Of those pharmacies open on a Saturday, 59 of them are closed by 1pm. After 1pm the other 36 remain open with gradual closures over the remainder of the day.

• There are 22 community pharmacies open on a Sunday, most open for 6 hours to comply with Sunday trading regulations. Pharmacies based within large stores (over 280

square metres) are legally bound by Sunday trading regulations and can only open

between 10:00 and 18:00, for a maximum of 6 consecutive hours

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Services offered in community pharmacies

Community pharmacies offer many services beyond the dispensing of medicines and are key contributors to health and wellbeing in the city. They are a gateway to our diverse population some

of whom may not be in contact with other health services.

Essential services & Advanced services

• There are no gaps in the provision of essential services for the county’s population.

• Essential services appear to be accessible for the majority of Warwickshire’s population both

geographically and at different times of day.

In addition to essential services, community pharmacies can opt to provide any of 6 advanced services to support patients with the safe use of medicine following appropriate training or accreditation by NHS England.

Medicines Use Reviews (MURs)

MURs establish a picture of the patient’s use of their medication, this includes prescribed and non- prescribed medication. The review allows patients to understand their therapy and why it has been prescribed. It is also an opportunity to identify any problems the patient is experiencing and providing any possible solutions whilst providing feedback to the prescriber.

• 98% of community pharmacies within Warwickshire provide MUR services. The remainder intend to provide MURs within the next 12 months.

• The average number of MURs conducted per pharmacy in Warwickshire in 2015/2016 was

278. Each pharmacy can provide a maximum of 400 MURs a year.

• 75% of residents are aware that MURs is available from Warwickshire pharmacies.

New Medicines Service (NMS)

The pharmacist will provide the patient with information on their new medicine and how to use it when it is first dispensed. The pharmacist will discuss with the patient how they are getting on with their new medication. Further information and advice on the use of the medicine will be provided and where the patient is experiencing a problem the pharmacist shall seek to agree a solution with the patient.

• 97% of pharmacies provide this service. 2% intend to begin within the next 12 months and 1% currently refers elsewhere.

• 74% of patients are aware of this service and 76% were satisfied or very satisfied with this provision

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Appliance Use Reviews (AURs)

This particular service can be carried out by a pharmacist or a specialist nurse, in the pharmacy or at a patient’s home, if more convenient. Similar to the MUR service, the AURs should serve to improve the patient’s knowledge and use of any specified appliance.

No gaps in provision have been identified based on the information available. Warwickshire residents may be receiving AURs from other national providers of appliances/AURs. There is the opportunity for more existing pharmacies to provide AURs which should be explored.

• 11% of pharmacies offer Appliance Use Reviews

• 9% intend to offer this within the next 12 months

• 17% do not intend to offer this service

• 63% refer patients to alternative providers

Stomas Appliance Customisation (SACs)

The service involves customisation of a quantity of more than one stoma appliance, based on the patient’s measurements or template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste.

No gaps in provision have been identified based on the information available. Warwickshire residents may be receiving SACs from other national providers of stomas.

• 6% of pharmacies offer SACs

• 10% intend to offer this within the next 12 months

• 18% do not intend to offer this service

• 66% refer patients to alternative providers

Flu Vaccination

Each year the NHS and local authority runs a seasonal flu vaccination campaign aiming to vaccinate all patients who are at risk of developing more serious complications from the virus. These include people aged 65 years and over, pregnant women and those with certain health conditions.

• 80% of community pharmacies provide seasonal flu vaccinations in Warwickshire

• 77% of patients are aware of the flu jac service

• 57% of patients are satisfied or very satisfied with the service

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New National Urgent Medicines Supply Advance services (NUMAS) Pilot

• The NUMSAS pilot service commenced on 1st December 2016 and will run until September

2018.

• NUMSAS enables access to medicines or appliances Out-of-Hours via community pharmacy, relieving pressure on urgent and emergency care services by shifting demand from GP OOH providers to community pharmacy

• Current data shows 21 pharmacy contractors in Warwickshire are registered to provide the NUMSAS service. 32 pharmacies are intending to begin this service within the next 12 months.

Enhanced and Locally commissioned services

These services are commissioned to meet an identified need in the local population and pharmacies can choose whether to provide these services.

Sexual Health (Public Health)

Community Pharmacy sexual health services in Warwickshire are designed to improve access to key treatments such as emergency hormonal contraception (“the morning after pill”). Providers of sexual health services also encourage clients to access mainstream contraceptive services and provide education on available contraception and the prevalence of sexually transmitted diseases.

Warwickshire County Council Public Health commission a total of 49 pharmacies to provide the sexual health service (EHC) in Warwickshire.

• An additional 21 pharmacies intend to provide sexual health services within the next 12 months

• 54% of respondents to the survey were aware of the the service provided by pharmacies

• 19% of service users were satisfied, 48% of service users were very satisfied, 31% were neither satisfied or dissatisfied and 2% were dissatisfied with the level of provision

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Substance Misuse Services (Public Health)

There are two services commissioned for the management of drug action services; needle exchange and supervised consumption.

The **needle exchange service** is available in 23 pharmacies in Warwickshire. Needle and syringe exchange services are an integral part of the harm reduction strategy for drugs. It aims to reduce the spread of Hepatitis B, C and HIV by providing sterile injecting equipment and safe disposal of used injecting equipment. There is evidence to support the effectiveness of needle exchange services with long term health benefits to drug users and the whole population.

The **supervised consumption service** provides access to substitute therapy with methadone or buprenorphine for people with an opiate addiction, via direct supply through 42 community pharmacies. This service involves the pharmacist to physically witness and supervise the consumption of the prescribed medicines at the point of dispensing in the pharmacy against a valid prescription. The overall aim is assist the service user to remain healthy, reduce risk, and provide regular contact with a healthcare professional. Pharmacies can act as an important primary access point for these service users, with frequent contact between the service user and pharmacist, allowing the opportunity to monitor patients closely.

Smoking Cessation service (Public Health)

The smoking cessation service helps reduce levels of smoking-related illness, disability, premature death, and health inequality. In Warwickshire, the smoking cessation service is commissioned by Warwickshire county council.

• According to the Pharmacy survey 33 pharmacies offer this service

• 46% of respondents to the pharmacy survey supply Nicotene Replacement Therapy (NRT)

• 19% of respondents intend to supply the NRT

• The stop smoking service is one of the most recognised services among respondents to the public survey, 58% were very satisfied, 13% satisfied, 29% neither satisfied nor dissatisfied

Provision of smoking cessation service across the county is generally sufficient for the population and from the map it can be said that pharmacies offering this service are well located across areas of deprivation. There are some gaps in provision towards the south of the county however these areas are least deprived and less populated. Consideration should be made to make Smoking Cessation services from pharmacies available within these areas.

What does the PNA tell us?

Taking into account information from stakeholders including community pharmacies and dispensing doctor practices, the number and distribution of the current pharmaceutical service provision in Warwickshire is assessed as sufficient. During the period of 2018-2021 an estimated 13,600 houses will be built in Warwickshire. In areas of significant development and population growth, additional future pharmacy provision will need to be considered. The HWB will monitor the development of major housing sites and produce supplementary statements to the PNA if deemed necessary, to ensure that appropriate information on pharmacy needs is available.

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