

Warwickshire Pharmaceutical Needs Assessment (PNA) 2018



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This document is an update to the 2015 Warwickshire PNA document.

Any necessary supplementary statements will be published with the PNA on the Warwickshire County Council website.

This document has been developed by NHS Midlands and Lancashire Commissioning Support Unit on behalf of the Warwickshire Health and Wellbeing Board.

**MIDLANDS AND LANCASHIRE**
COMMISSIONING SUPPORT UNIT



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Executive Summary

Introduction

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.

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 the PNA was undertaken?

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 from 1st December 2017 to 5th February 2018. Responses from this consultation have informed the conclusions and recommendations of the final PNA document published in March 2018.

Findings

A summary of the findings from the 2018 PNA are contained in the table on the following page.

Conclusion

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.

There is a need to raise awareness, signposting and improve the availability of online information to promote the services currently available. There are also opportunities for both the HWB and within the Coventry and Warwickshire Sustainability and Transformation Partnership to capitalise on the capacity within the range of services offered from community pharmacies and for future service development.



Table 1: Summary of findings from the 2018 PNA	
Assessment of gaps in provision of pharmaceutical services	Opportunities/considerations
Access to pharmaceutical services	
<ul style="list-style-type: none"> • <i>Overall current access to pharmaceutical services across Warwickshire is adequate for all areas</i> • <i>Evidence in this section indicates that although there is below average per capita access to pharmacies in Warwickshire at 2 pharmacies per 10,000 population compared to 2.4 per 10,000 in the West Midlands, they are well geographically distributed by population density and levels of deprivation.</i> • <i>The distribution of dispensing doctors is sufficient and allows residents in rural areas access to pharmacy services.</i> • <i>Cross border availability of pharmaceutical services is also significant across the county.</i> • <i>Opening hours indicate good access during usual working hours and adequate access on evenings and weekends across the county.</i> • <i>The results from the public survey showed that a large majority of respondents (87.4%) agree with the statement "I am always able to access the pharmacy services I require, when I need them".</i> • <i>92.1% of respondents are aware that some pharmacies are open outside 9-5, Monday to Friday. Despite this, 41.4% of patients do not know which pharmacies are open at these times.</i> • <i>Results of the public survey show that 75% of respondent's pharmacies are located within the same postcode area that they live.</i> • <i>The public survey shows that 81% of respondents could reach a pharmacy within 10 minutes. 1% has to travel more than 30 minutes.</i> • <i>Public engagement has not highlighted any significant barriers to</i> 	<ul style="list-style-type: none"> • The good levels of access to community pharmacy could be utilised further by STP leads to address local health and wellbeing needs and embedded across STP work streams. • <i>The population is set to increase due several large-scale housing developments as described in section 4.6.</i> Consideration when assessing needs for local pharmaceutical service providers should be based on a range of local factors specific to each development site. <i>In areas of significant development and population growth, additional future pharmacy provision will need to be considered. Any new pharmacy provision would be encouraged to become a Healthy Living Pharmacy level 1 status which provides the opportunity to commission prevention services that meets the needs of the local population.</i> <p>While the review of the locations, opening hours and access for people with disabilities, suggest there is adequate access to NHS pharmaceutical services in Warwickshire, the public survey indicated a demand and possible need for community pharmacies opening later and out of normal working hours. Consideration should be made into having an evening rota amongst existing pharmacies.</p> <p>It should be noted that there is a lack of awareness around opening hours and feedback shows that it can be difficult to find online information about the services which are available in some pharmacies and that this is not necessarily geared towards a public audience. There is no information point to find out what services are provided and where.</p>



<p>access. However, it should be noted that there is a lack of awareness around opening hours.</p> <ul style="list-style-type: none"> Many pharmacy contractors provide delivery of dispensed medicines free of charge, which improves access to services and is particularly important for the older population who may be less mobile or housebound. Pharmaceutical services are also available from distance selling (internet pharmacies) located inside or outside of the county that make deliveries to individual homes. 	
<p>Essential services</p>	<p>Opportunities/considerations</p>
<ul style="list-style-type: none"> Essential services – all pharmacies must provide these services: <ul style="list-style-type: none"> Dispensing medicines Dispensing appliances Repeat dispensing Disposal of unwanted medicines Promotion of healthy lifestyles Signposting Support for self-care Pharmacy access for essential services appears to be accessible for the majority of Warwickshire's population both geographically and at different times of day. Current evidence suggests there are no gaps in the provision of essential services for the county's population. 	<ul style="list-style-type: none"> Over 20% of respondents were not aware of essential services available from community pharmacies with the exception of disposal of unwanted medicines. Although provision of the essential services is adequate across Warwickshire further work needs to be undertaken to raise awareness of these services and their benefits. Essential services are provided by all pharmacies. Community pharmacies are easily accessible and can offer a valuable opportunity for reaching people who may not otherwise access health services. Pharmacy support for the public health and prevention agenda could therefore be especially valuable in more deprived communities. Essential services allow pharmacies to support many of the objectives of the STP and JSNA, in particular, the Preventative and Proactive and Urgent and Emergency Care agendas. Essential services from pharmacy can support the STP by: <ul style="list-style-type: none"> Pharmacies sign-posting patients to sources of information and appropriate care pathways Pharmacies can further support the self-care agenda by advising on the most appropriate choices for self-care.
<p>Advanced services – Medicines Use Reviews (MURs)</p>	<p>Opportunities/considerations</p>
<ul style="list-style-type: none"> The majority (98%) of the community pharmacies who responded to the survey within Warwickshire provide MUR services. The average number of MURs conducted per pharmacy in Warwickshire in 2016/2017 was 279. Each pharmacy can provide a maximum of 400 MURs a year. 	<ul style="list-style-type: none"> An improved and automatic referral system for MUR from GPs and hospitals to pharmacies could support increased use and awareness of the service. There is an opportunity to increase the number of people accessing the MUR service. This service could support the Proactive and Preventative agenda of the STP



	<p>through increased targeting of those with long term conditions (cardiovascular and respiratory disease), residents that have recently been discharged from hospital (via post-discharge MURs) and those taking high risk medicines. Targeting MURs at the most complex patients, and those with complex prescriptions may yield the greatest benefit.</p> <ul style="list-style-type: none"> There is the potential for the service to reduce hospital admissions through MURs and supports the Urgent and Emergency Care work stream of the STP. There is also capacity for MURs to become more effectively embedded in wider pathways such as health checks and stroke prevention.
Advanced services – New Medicines Service (NMS)	Opportunities/considerations
<ul style="list-style-type: none"> <i>The majority of pharmacies in Warwickshire (97%) responding to the survey currently offer the NMS service</i> <i>Warwickshire pharmacies completed on average 58 NMS for year 2016/17.</i> <i>The results from the public survey demonstrated that awareness and overall satisfaction with the survey are high but could be improved (74% patients are aware of this service and 89% of respondents said they were very satisfied and satisfied with the service).</i> 	<ul style="list-style-type: none"> There is potential for the service to be accessed by more people, particularly in target populations (such as cardiovascular and respiratory disease) and all pharmacies should be encouraged to provide it. An improved and automatic referral system for NMS from GP to pharmacy using the model used in other areas could support increased use and awareness of the service. The service supports medicines adherence, self-management of long term conditions and adverse events from medicines thus reducing hospital admissions. These aims support the Proactive and Preventative and Urgent and Emergency agendas of the STP. The NMS service should be actively embedded into care pathways, supporting direct referral or signposting from primary and secondary care and other healthcare providers.
Advanced services – Appliance Use Reviews (AURs) and Stoma Appliance Customisation (SACs)	Opportunities/considerations
<ul style="list-style-type: none"> <i>Demand for the appliance advanced services (SAC and AUR) is lower than for the other advanced services due to the much smaller proportion of the population that may be targeted.</i> <i>NHS BSA data shows there were 0 Warwickshire community pharmacy contractors providing AURs in 2016/17</i> <i>NHS BSA data shows 20 Warwickshire community pharmacy contractors provided 235 SACs in 2016/17.</i> <i>No current gaps in provision have been identified based on the information available. However the demands of the services should be assessed continually based on service models and</i> 	<ul style="list-style-type: none"> AURs and SACs are available in other settings such as stoma nurses and dispensing appliance contractors (DACs). Warwickshire is projected to have an increasingly older population profile therefore the demand for these services is expected to increase. Geographically, location for the provision of these services could be looked further, as more pharmacies could offer these services in areas of the county that have an older age population. Although demand for the appliance based advanced services (SAC and AUR) is lower than for the other advanced services, it is possible for more appliance based reviews to be offered from community pharmacies in Warwickshire.



<i>demographic changes.</i>	
Advanced services – Flu vaccination	Opportunities/considerations
<ul style="list-style-type: none"> <i>NHS BSA data shows 55 pharmacies in Warwickshire provided on average 44 flu vaccinations in 2016/17. These figures do not include flu vaccinations carried out privately for those not eligible under this NHS Advanced service.</i> <i>The public survey show that 77% of patients are aware of the flu jab service and many (90%) patients are very satisfied and satisfied with the service.</i> <i>This service sits alongside the nationally commissioned GP vaccination service, giving patients another choice of venue for their vaccination.</i> <i>No gaps in provision have been identified based on the information available.</i> 	<ul style="list-style-type: none"> Flu immunisation is a national cost effective health protection intervention, which supports the prevention of the spread of infectious disease, reducing illness and complications of flu, which, although a mild illness in most, can be fatal. In line with the STP strategy, vaccination can reduce pressures on health services by reducing hospital admissions and limiting exacerbations of existing medical conditions. Pharmacies in Warwickshire should continue to be encouraged to provide the Flu vaccine.
Advanced services – NHS Urgent Medicine Supply Advanced Service (NUMSAS)	Opportunities/considerations
<ul style="list-style-type: none"> <i>The NUMSAS pilot service commenced on 1st December 2016 and will run until September 2018.</i> <i>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</i> <i>Data shows 21 (23.9%) pharmacies in Warwickshire are registered to provide the NUMSAS service.</i> <i>No gaps in provision have been identified based on the information available. However, there is opportunity to review this after the pilot period.</i> 	<ul style="list-style-type: none"> This service supports the Urgent and Emergency Care work stream of the STP, by appropriately managing the NHS 111 requests for urgent supply of medicines and appliances. This could reduce the demand on the rest of the urgent care system. It could identify problems that lead to individual patients running out of their regular medicines or appliances and recommend potential solutions to prevent this from happening in the future. All referrals must come from NHS 111 and guidance from NHS England states that pharmacies should not advertise that they offer NUMSAS. Recognised poor rollout of the service may have affected service delivery by community pharmacies. Evaluation of the pilot service in terms of referral rates to community pharmacy and impact on GP OOH appointments for urgent repeat prescription requests is necessary before an assessment of adequacy of provision can be made.
Healthy Living Pharmacies (HLPs)	Opportunities/considerations for pharmaceutical providers
<ul style="list-style-type: none"> <i>Information from Warwickshire Pharmaceutical Committee (LPC) shows that 85.6% (95/111) pharmacies in Warwickshire are accredited as HLPs as of January 2018. Distance selling</i> 	<ul style="list-style-type: none"> Expansion of the Healthy Living Pharmacy Level 1 should continue. Existing HLP Level 1 (Promotion) pharmacies providing locally commissioned services should consider and be supported to develop to HLP Level 2



<p><i>pharmacies (DSPs), of which there are 6 in Warwickshire, cannot be accredited as HLPs.</i></p> <ul style="list-style-type: none"> <i>Warwickshire Public Health has supported the HLP programme to encourage Warwickshire pharmacies to be early adopters.</i> 	<p>(Prevention) status to boost the impact of locally commissioned prevention services.</p> <ul style="list-style-type: none"> Commissioners and the LPC should work together to ensure HLPs continue to develop and ensure effective, systematic health promotion, brief advice and signposting across community pharmacy and commissioned services. Commissioners and the LPC should work together to ensure more HLP level 2 pharmacies develop in Warwickshire. HLP level 2 pharmacies would then be an ideal platform to commission services through. As HLP level 2 pharmacies continue to develop they could boost the impact of locally commissioned prevention services. HLPs can also develop to become better embedded as part of long term conditions referral pathways. The STP and local commissioners such as CCGs should consider when commissioning services, the opportunities that HLP status can bring to support wider programmes of work, including physical and mental health and wellbeing, diabetes, and cardiovascular disease. The development of "hub" model through OOH and in community settings, as proposed in the JSNA, provides an opportunity to link to HLPs through signposting and referrals.
<p>Quality Payments Scheme (QPS)</p>	<p>Opportunities/considerations</p>
<ul style="list-style-type: none"> 91.9% (102/111) of pharmacies in Warwickshire meet the essential Gateway criteria for the Quality Payments Scheme (QPS): <ul style="list-style-type: none"> Offer at least one of the specified advanced service Keep an up to date NHS Choices entry Be able to send and receive NHS mail Use the Electronic Prescription Service (EPS) Distance selling pharmacies (DSPs), of which there are 6 in Warwickshire, cannot be accredited for QPS. 	<ul style="list-style-type: none"> Pharmacies not already accredited for QPS should be encouraged to apply so that they receive payments for achieving key criteria that meet various national public health and local objectives.
<p>Locally Commissioned Service - Sexual Health</p>	<p>Opportunities/considerations</p>
<ul style="list-style-type: none"> There are currently 49 pharmacies in Warwickshire providing Sexual health services (Emergency Hormonal Contraception and signposting to Integrated Sexual Health Services) The public survey showed 54% were aware of sexual health 	<ul style="list-style-type: none"> Pharmacies in <i>Coventry</i> which borders Warwickshire are commissioned to provide C card distribution (condom distribution scheme), chlamydia testing and pregnancy testing in addition to EHC. A pilot of the C card (condom distribution Scheme) in Nuneaton, Bedworth and



<p><i>services provided by pharmacies. 67% were satisfied or very satisfied with the service.</i></p> <ul style="list-style-type: none"> <i>The Sexual Health service (EHC and signposting to Integrated Sexual Health Service) has adequate levels of provision.</i> <i>Pharmacies providing this service are well located across areas of deprivation and where the population of 13-25 year olds is relatively high in the county.</i> <i>However, Warwickshire pharmacies are not currently commissioned to provide STI (including chlamydia) testing, condom distribution or pregnancy testing which can be seen as a gap in pharmacy Sexual Health service provision.</i> 	<p>Atherstone commenced in September 2017 which included local community pharmacies. Data was not available during production of this PNA. Additional pharmacies could be commissioned to help reduce under-18 conception rates.</p> <ul style="list-style-type: none"> At present, pharmacies in Warwickshire are not testing or treating for STIs. Pharmacies are signposting to the Integrated Sexual Health Service (ISHS) website where users are able to order a testing kit for Chlamydia online. Warwickshire County Council Public Health is in discussion with the ISHS to resolve situations where users are unable to go online for a chlamydia testing kit.
<p>Locally Commissioned Service - Substance Misuse Services</p>	<p>Opportunities/considerations</p>
<ul style="list-style-type: none"> <i>There are currently 25 pharmacies in Warwickshire providing the Needle Exchange service and 56 pharmacies providing the Supervised Consumption service.</i> <i>The Supervised consumption and Needle Exchange services have adequate levels of provision across the County.</i> <i>Pharmacies are well located across areas of deprivation to provide the Needle Exchange and Supervised consumption services.</i> <i>There is currently no Alcohol screening service or Naloxone intervention kit service being provided by Warwickshire pharmacy service providers.</i> 	<ul style="list-style-type: none"> It should be noted that non-pharmacy providers throughout Warwickshire provide Substance Misuse services that include needle exchange. Any planned increases in service provision should therefore take these providers into account. Consideration should be made to provide alcohol and naloxone services (which are newly being provided in Coventry and fall under this category). This would support these specific local JSNA priority needs.
<p>Locally Commissioned Service - Smoking Cessation service</p>	<p>Opportunities/considerations</p>
<ul style="list-style-type: none"> <i>There are currently 36 pharmacies accredited to provide Smoking Cessation services in Warwickshire. This is a fall in provision on previous years (was 43).</i> <i>Results from the public survey showed that the service was one of the most recognised services among respondents (78%). 71% of respondents were satisfied or very satisfied with the service.</i> <i>The Smoking Cessation service has varied levels of provision</i> 	<ul style="list-style-type: none"> Smoking and cancer are key priorities in the Warwickshire JSNA. The Smoking Needs Assessment (2016)¹ suggested that smokers from deprived backgrounds should be targeted where there are higher levels of smoking. This PNA has found this is largely the case currently. However, commissioners may want to consider this further. Community pharmacies remain well placed to offer opportunistic smoking cessation advice when seeing patients attending for prescriptions and

¹ <http://apps.warwickshire.gov.uk/api/documents/WCCC-644-405>



<p><i>across the County and would benefit from increased provision in areas of deprivation. Public Health are working with the LPC to try and increase provision.</i></p>	<p>customers.</p>
<p>Locally commissioned services – other</p>	<p>Opportunities/considerations</p>
<ul style="list-style-type: none"> <i>In the public survey some respondents would like to use a service that provides blood tests and health tests (cholesterol, blood pressure, diabetes, weight).</i> 	<ul style="list-style-type: none"> Consideration should be made into provision of a Phlebotomy service (currently being provided in the neighbouring Coventry) and increasing the number of accredited HLPs in the county. For a pilot period, 7 pharmacies in Nuneaton and Bedworth borough and Rugby borough are carrying out first fall prevention assessments. If a client is eligible they are referred to a strength and balance programme through Fitter Futures². If rolled out across Warwickshire, there is potential to reduce polypharmacy and therefore aid the Prevention and Proactive and Urgent and Emergency Care agendas of the STP. As of November 2017, a minor ailments scheme has been implemented for under 16s in North Warwickshire and Rugby. Consideration should be made to provide the scheme across the county and for all age groups. Shared learning and good practice from other areas indicate there is capacity for more services to be provided from community pharmacy including: <ul style="list-style-type: none"> Testing for Hepatitis B and Hepatitis C and vaccination against Hepatitis B in community pharmacies Health Checks e.g. pre-diabetic checks Promoting awareness of good mental health Pharmacies could under a Patient Group Direction (PGD) provide advice and immunisation to protect patients from diseases or blood-borne viruses. Palliative care scheme (provision of End of Life medicines)

*Information in this document is accurate as of 5th February 2018, unless stated otherwise. Assessments of services are informed by commissioner data service provider lists accurate as of 5th February 2018. The pharmacy survey informing this assessment contained information from community pharmacies on which services they deliver. 88 from a potential 111 community pharmacies responded to the pharmacy survey, analysis is reflective of the size of the survey sample.

**During the development of this PNA, 1 community pharmacy opened in Kineton, Stratford on Avon (Kineton Pharmacy, CV35 0HN) and 1 community pharmacy opened

² <https://fitterfutureswarwickshire.co.uk/>



in Bidford-on-Avon, Stratford on Avon (Crab Tree Pharmacy, B50 4LX). Figure 11 *Map of Warwickshire showing locations of pharmacy providers mapped over LSOAs* was updated for information. However, these pharmacies have not been included in assessments made within this PNA.



Introduction

This document has been prepared on behalf of Warwickshire's Health and Wellbeing Board (HWB)³ in accordance with the NHS Pharmaceutical and Local Pharmaceutical Services Regulations 2013⁴. It replaces the 2015 Pharmaceutical Needs Assessment (PNA) for Warwickshire. There is a need for the local health partners, pharmacies within Warwickshire and other providers of health and social care within this county to ensure that the health and pharmaceutical needs of the local population are met through the appropriate commissioning of services (see section 3.2 for further details).

The purpose of the PNA is to assess local needs for the service provision across Warwickshire, to identify any gaps in service or unmet needs of the local population and to identify any services that community pharmacies could provide to address these needs and to promote Warwickshire's population to improve uptake of these services. It can be an effective tool to enable Health and Wellbeing Boards (HWBs) to identify the current and future commissioning of services required from pharmaceutical service providers.⁵

Warwickshire County Council and Coventry City Council HWBs approached the development of the 2018 PNAs as a collaborative project, with separate reports being produced. Coventry and Warwickshire HWBs commissioned Midlands and Lancashire Commissioning Support Unit (MLCSU) to help develop the PNAs. The Coventry PNA is a separate document and this document will not consider pharmaceutical services in Coventry.

Background and legislation

The Health and Social Care Act 2012 transferred responsibility for the production and updating of PNAs from Primary Care Trusts (PCTs) to HWBs. The NHS Pharmaceutical and Local Pharmaceutical Services Regulations 2013 impose a statutory requirement on all Health and Wellbeing Boards (HWBs) to publish and keep-up-to-date a statement of the needs for pharmaceutical services for the population in its area. These statements are referred to as PNAs.

The PNA is an important and core document which is used by NHS England to assess applications for opening new pharmacies in the county. NHS England also uses this document to make informed decisions on the commissioning of NHS funded services that are provided by local community pharmacies and other pharmaceutical providers.

The Health and Social Care Act 2012 transferred responsibility for the production and updating of PNAs from Primary Care Trusts (PCTs) to HWBs.

Local Authorities (LA) and CCGs have equal and joint responsibility for producing the Joint Strategic Needs Assessment (JSNA), through the HWB. The JSNA and the Joint Health and Wellbeing Strategy (JHWS) inform the preparation of the PNA. Each PNA published by a HWB will have a maximum lifetime of three years.

HWB duties in respect of PNA

HWBs became statutory bodies from the 1st April 2013 and every LA has a HWB which works to improve health and wellbeing and reduce inequalities through partnership working and collaboration. HWBs provide a strategic oversight across the health and care system and bring together a range of partners, including local council and NHS local commissioners, councillors and patient representatives. HWBs lead development of the Joint Strategic Needs Assessment (JSNA), Health and Wellbeing Strategy (HWS) and provide strategic influence over local commissioning.

³ <http://hwb.warwickshire.gov.uk/>

⁴ <http://www.legislation.gov.uk/ukxi/2013/349/regulation/6/made>

⁵ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/197634/Pharmaceutical_Needs_Assessment_Information_Pack.pdf



Duties of HWBs in relation to PNAs include:

Producing an updated PNA which complies with the regulatory requirements.

Publishing subsequent PNAs on a three yearly basis.

HWBs are required to publish a revised assessment within three years of publishing their first assessment. If HWBs identify significant changes to the availability of pharmaceutical services since the publication of their PNA, they are required to publish a revised assessment as soon as is reasonably practical. This is unless they are satisfied that making a revised assessment would be a disproportionate response to those changes.

Not all changes to pharmaceutical services will result in a change to the need for services. If it is determined a full revised assessment is disproportionate, and then a supplementary statement should be produced. A supplementary statement is essentially a statement of fact and does not change the need. These statements can and should be produced as necessary.

Scope of the PNA

A PNA is defined in the regulations as:

“The statement of the needs for pharmaceutical services which each HWB is required to publish by virtue of section 128A of the 2006 Act(1) (pharmaceutical needs assessments), whether it is the statement of its first assessment or of any revised assessment, is referred to in these Regulations as a pharmaceutical needs assessment.”⁶

The PNA will inform both the public and professional bodies about the need for pharmaceutical services in Warwickshire and will consider pharmaceutical services as any services delivered through pharmacies, dispensing doctors, or appliance contractors that are commissioned on a national or local basis in the county of Warwickshire.

Pharmacy contractors provide their services under the Community Pharmacy Contractual Framework (CPCF).⁷ See section 7.1 for further details.

Exclusions from the PNA

This PNA will not consider pharmacy provisions in prisons or in secondary care settings i.e. hospitals. Pharmaceutical services are provided in prisons by providers contracting directly with the prison authorities.

Patients in Warwickshire have a choice of provider for their elective hospital services. Most patients choose to be treated at one of the following NHS Trusts:

South Warwickshire NHS Foundation Trust

University Hospitals Coventry and Warwickshire NHS Trust

George Eliot Hospital NHS Trust

Although the PNA makes no assessment of the need for pharmaceutical services in a secondary care setting, it is still important to ensure that patients moving in and out of hospital have an integrated and seamless pharmaceutical service which ensures the continuity of support around medicines.

The PNA does not consider distance selling of medicines and appliances that maybe used by Warwickshire residents as services from these pharmaceutical providers are available nationally and not localised to a particular LA, CCG or NHS England area team. Therefore when evaluating access to pharmaceutical services provision from these providers has not informed the decision making process.

⁶ <http://www.legislation.gov.uk/ukxi/2013/349/part/2/made>

⁷ <http://psnc.org.uk/contract-it/the-pharmacy-contract/>



Minimum requirements

Schedule 1 of the NHS 2013 Regulations state that the PNA must include as a minimum, a statement of the following:

Necessary services - pharmaceutical services which have been assessed as required to meet a pharmaceutical need. This should include their current provision (within the HWB area and outside of the area) and any current or likely future gaps in provision.

Relevant services - services which have secured improvements, or better access, to pharmaceutical services. This should include their current provision (within the HWB area and outside of the area) and any current or future gaps in provision.

Other NHS services, either provided or arranged by a LA, NHS England, a CCG, an NHS Trust or Foundation Trust which either impact upon the need for pharmaceutical services, or which would secure improvements, or better access to, pharmaceutical services within the area.

A map showing the premises where pharmaceutical services are provided.

An explanation of how the assessment was made.



Approach to the development of the PNA

Determining localities

Previously defined localities as contained in the 2015 Warwickshire PNA are still relevant.

These localities are used for many of the LA and HWB resources and documents and so uniformity of locality definition would facilitate cross referencing with the PNA. These also correlate with the new JSNA Geographies that were approved by the JSNA Strategic Group in June 2017 (See section 4.8.1 for further information).

The localities are:

North Warwickshire Borough

Nuneaton & Bedworth Borough

Rugby Borough

Stratford-on-Avon District

Warwick District



Figure 1: Map showing localities in Warwickshire



For the purpose of this PNA, LSOAs have been chosen as the unit of geography to capture more granular differences in needs and services. LSOAs are ideal for the PNA as they are small enough to distinguish different characteristics of areas within the localities of Warwickshire and large enough for statistical information to be meaningful.



Figure 2: Map showing Lower Layer Super Output Areas (LSOAs) in Warwickshire





PNA Steering Group

The HWBs of Coventry and Warwickshire are approaching the development of the PNAs as a collaborative project, with separate reports being produced for Coventry Health and Wellbeing Board (CHWB) and Warwickshire Health and Wellbeing Board (WHWB) in accordance with the regulations.

The development of both PNAs for 2018 are being overseen by the same multi-disciplinary steering group which included representation from organisations for both the Coventry and Warwickshire areas such as the Warwickshire Local Pharmaceutical Committee (LPC), Coventry LPC, Healthwatch and local CCGs.

The steering group has the following responsibilities:

- Reviewing the updated PNA 2018 to ensure it meets the statutory requirements
- Approving all public facing documentation
- Providing advice on the best method to integrate/align the PNA to the Joint Strategic Needs Assessment (JSNA)
- Providing advice and information to HWB about community pharmacies in the area
- Providing advice and information to HWB about the potential of community pharmacy to address health inequalities as addressed by the JSNA
- Providing leadership in developing a single robust PNA across Warwickshire
- Ensuring the engagement and involvement of relevant people/bodies in the development of the PNA

Information Sources

Various sources of information have been used to identify the local need and the priorities for the PNA. These are:

- Joint Strategic Needs Assessment 2014-2018 ⁸
- Coventry and Warwickshire Strategic Transformation Plan⁹
- Patient experience survey
- Pharmacy contractors survey
- Dispensing Doctors survey
- Office of National Statistics (ONS), Census data 2001
- Public Health Sources (i.e. Warwickshire County Council)
- Healthwatch Annual Report 2016/17

These data have been combined to provide a picture of the Warwickshire population, their current and future health needs and how pharmaceutical services can be used to support the WHWB improve the health and wellbeing of Warwickshire's population.

⁸ <http://hwb.warwickshire.gov.uk/about-jsna/>

⁹ <https://www.uhcnhs.uk/about-us/stp>



Stages of Development of the PNA

The process of developing the PNA has taken into account the requirement to involve and consult with patients and professionals about changes to health services. All specific legislative requirements in relation to the development of PNAs were duly considered and adhered to.¹

Stage 1

A project management approach was used to develop the PNA and so a steering group was established which met regularly during the development of the PNA. Stakeholder views were gathered through feedback in meetings, via telephone or feedback online via email.

Stage 2

A pharmacy survey, dispensing doctor survey and a public survey were developed to capture the views of Warwickshire residents on the current pharmaceutical services provision available in Warwickshire. The content of the surveys were then approved by the steering group. The surveys were undertaken in September 2017. Following the closure of the surveys the responses were analysed.

Stage 3

Following the initial data collection period, results were collated and analysed in October 2017 and a summary of current provisions and the gaps in provision of pharmaceutical services was identified and fed back into the draft report.

The content of the PNA including demographics, localities and background information was approved by the steering group.

In addition to taking account of all views submitted from the stakeholders outlined above, this PNA considered a number of factors, including:

- The size and demography of the population across Warwickshire
- Adequacy of access to pharmaceutical services across Warwickshire
- Differing needs of individual localities within Warwickshire
- NHS services provided in or outside Warwickshire's area which affect the need for pharmaceutical services.

If further provision of pharmaceutical services would secure better access to pharmaceutical services.

The impact of predicted changes to the size of the population, the demography of the population and changing needs in the future which could lead to gaps in the provision of pharmaceutical services.

Stage 4

As required by legislation, a 60 days consultation is necessary during the process of producing this document. See section 2.6 for further information.

Equality Assessment

The Public Sector Equality Duty (PSED) was introduced via the Equality Act 2010. It ensures that Councils and other public bodies consider how different people will be affected by their activities and services.

The council must have due regard to the need to:

- Eliminate discrimination, harassment and victimisation;



- Advance equality of opportunity between people who share a protected characteristic and people who do not share it;
- Foster good relations between people who share a protected characteristic and people who do not share it.

In accordance with the PSED; at the outset of the PNA process the appropriate registration and paperwork was completed in accordance with the Midlands and Lancashire Commissioning Support Unit Engagement Policy.

In particular when producing the public survey, the pharmacy contractor survey and the consultation survey advice was sought to ensure adherence to the PSED. Surveys were also made available in other formats on request including an easy to read format.

Process of Formal Consultation

Under the 2013 Regulations, we were required to consult at least once on a draft of the PNA during the process and this consultation period must last for a minimum of 60 days.

The Regulations set out that HWBs must consult the following bodies at least once during the process of developing the PNA:

- Any LPC for its area
- Any LMC for its area
- Any persons on the pharmaceutical lists and any dispensing doctors list for its area
- Any LPS chemist in its area
- Any Local Healthwatch organisation for its area
- Any NHS trust or NHS foundation trust in its area
- The NHSCB and any neighbouring HWB



Relevant Strategies and Plans

National policy developments may impact pharmaceutical provision or need in the next three years but the full extent of this is not yet known. This section will give a brief overview of these developments and how they may affect pharmaceutical services.

NHS Five Year Forward View

Published in 2014¹⁰, this strategy sets a vision for the NHS in England; models of care between primary and specialist care, physical and mental health and health and social care are changing, which may create opportunities for community pharmacy to bid for new services.

Part of the process also requires healthcare organisations and local authorities to work together to produce five year 'Sustainability and Transformation Plans' (STPs).

STPs are five-year plans covering all NHS spending in England, stemming from NHS England's Five Year Forward View. A total of 44 areas have been identified as the geographical 'footprints' on which the plans will be based, with an average population size of 1.2 million people (the smallest area covers a population size of 300,000 and the largest 2.8 million).

The General Practice Five Year Forward View

The General Practice Forward View represents a step change in the level of investment and support for general practice. It includes help for struggling practices, plans to reduce workload, expansion of a wider workforce, investment in technology and estates and a national development programme to accelerate transformation of services. NHS England is committing to an increase in investment to support general practice over the next five years. Furthermore this will be supplemented by GP-led CCGs as they act to transform local care systems.

Issued in April 2016¹¹, this strategy promotes the importance of pharmacy in evolving models of health and social care in England. Funding was made available to pilot clinical pharmacists in general practice so that they can play a greater role in minor ailments, long term condition management and medicines optimisation.

The programmes discussed in the Five Year Forward View will be piloted during the time covered by this PNA. There is not however evidence at this time that these proposals will impact on the need for pharmaceutical services; they may however increase demand.

Community Pharmacy Forward View

The Community Pharmacy Forward View¹² sets out the sector's ambitions to radically enhance and expand the personalised care, support and wellbeing services that community pharmacies provide. Pharmacy teams would be fully integrated with other local health and care services in order to improve quality and access for patients, increase NHS efficiency and produce better health outcomes for all.

It sets out three key roles for the community pharmacy of the future:

- As the facilitator of personalised care for people with long-term conditions
- As the trusted, convenient first port of call for episodic healthcare advice and treatment
- As the neighbourhood health and wellbeing hub

¹⁰ <https://www.england.nhs.uk/five-year-forward-view/>

¹¹ <https://www.england.nhs.uk/gp/gpfv/>

¹² <http://psnc.org.uk/services-commissioning/community-pharmacy-forward-view/>



Many of the scenarios described are already happening in pharmacies throughout the county. The document calls for a consistent approach to involving community pharmacy's leaders in both national and local planning and decision-making.

Community Pharmacy Clinical Services Review

An independent review¹³ (the "Murray report") was commissioned by the Chief Pharmaceutical Officer Dr Keith Ridge in April 2016 following the opportunity presented by NHS England's publication of the Five Year Forward View in October 2014 and the General Practice Forward View in April 2016, both of which set out proposals for the future of the NHS based around the new models of care. The report highlights the potential for better utilising the clinical skills and expertise of the community pharmacy team.

The Murray report highlights that there is a risk of leaving community pharmacy on the outside as new care models such as STPs develop. It recommends that efforts are made to ensure that community pharmacy is involved in local and national public health plans. At a national level, the Murray report calls for NHS England and national partners to consider how best to support STPs in integrating community pharmacy into plans and overcoming barriers in the complexities of the commissioning landscape. At a local level, the Health and Wellbeing Board could encourage the involvement of pharmacies and pharmacy teams in developing local plans and systems of integrated working.

Community Pharmacy – A way forward

In 2016, the Department of Health and NHS England consulted with the Pharmacy Services Negotiating Committee (PSNC) regarding changes to the Community Pharmacy Contractual Framework (CPCF). Community pharmacy in 2016/17 and beyond^[1] set intentions to modernise Community Pharmacy, more effectively integrate community pharmacy with primary and urgent care, and to reduce the costs of community pharmacy overall - including reducing the close proximity of community pharmacies to other community pharmacies (around 40% of pharmacies nationally are in close proximity).

Public Health England recently published a report on the role that community pharmacy could play in making a difference to the public's health: Pharmacy - A way forward for Public Health (September 2017). The report considers that healthcare professionals can play an important role in supporting people to make small and sustainable changes that improve their health. The report states that brief and very brief interventions by healthcare professionals have been shown to be effective ways of supporting sustainable behaviour change.

Pharmacies present an opportunity for prevention as patients with long-term conditions are in regular contact with community pharmacies. Pharmacies are well placed to support people to reduce their risks by encouraging healthy behaviours. Public Health England specifically emphasise pharmacy as playing a role in:

- Cardiovascular disease (CVD) secondary prevention
- Improving management of patients with high blood pressure
- Delivering effective brief advice on physical activity in clinical care
- Raising public awareness about reducing the risk of dementia
- Alcohol identification and brief advice

Taking into account the Public Health England report and considering it in relation to the STP plans creates several opportunities for community pharmacy to have greater input. These areas are considered in more detail under the STP section.

¹³ <https://www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2016/12/community-pharm-clncl-serv-rev.pdf>

^[1] <https://www.gov.uk/government/publications/community-pharmacy-reforms>



Health and Wellbeing Board Strategy

Warwickshire Health and Wellbeing Board (WHWB) became a statutory body on 1st April 2013, as one of the requirements of the Health and Social Care Act 2012.

The Warwickshire Health and Wellbeing Board provides a countywide approach to improving local health and social care, public health and community services so that individuals, service-users and the public experience more 'joined up' care. The Health and Wellbeing Board is also responsible for leading locally on tackling health inequalities.

The Board's key responsibilities are:

- To ensure a coordinated approach to health, social care and public health across the County
- To lead the development of the Joint Strategic Needs Assessment (JSNA)
- To develop a shared Health and Wellbeing Strategy that will act as an overarching strategy for all the partners involved
- To receive and consider the commissioning plans of the GP led clinical commissioning consortia
- To be responsible for the development of HealthWatch

The WHWB has set out a Health and Wellbeing Strategy which provides Warwickshire residents and organisations with a picture of what the WHWB, through its members and wider partners, will need to deliver over the next 5 years and how they will work together to achieve this.

The HWB strategy sets out the WHWBs three agreed priorities; **Promoting independence for all, Community resilience** and **Integration and Working together**.

Warwickshire's Health and Wellbeing Strategy can be found here: <http://hwb.warwickshire.gov.uk/about-hwbb/strategy/>

Work is underway to refresh this strategy.

Joint Strategic Needs Assessment (JSNA)

The JSNA¹⁴ provides the evidence base for understanding the needs of the local population. It is used to inform the Health and Wellbeing Strategy, along with specific commissioning decisions.

The JSNA contains a more complete analysis of health in Warwickshire; this section of the PNA highlights features particularly relevant to pharmaceutical needs such as prevalence of long term conditions and lifestyle factors relevant to locally commissioned services.

Warwickshire's eleven priorities identified in the Warwickshire JSNA Review 2015-2018 were grouped under the following five themes:

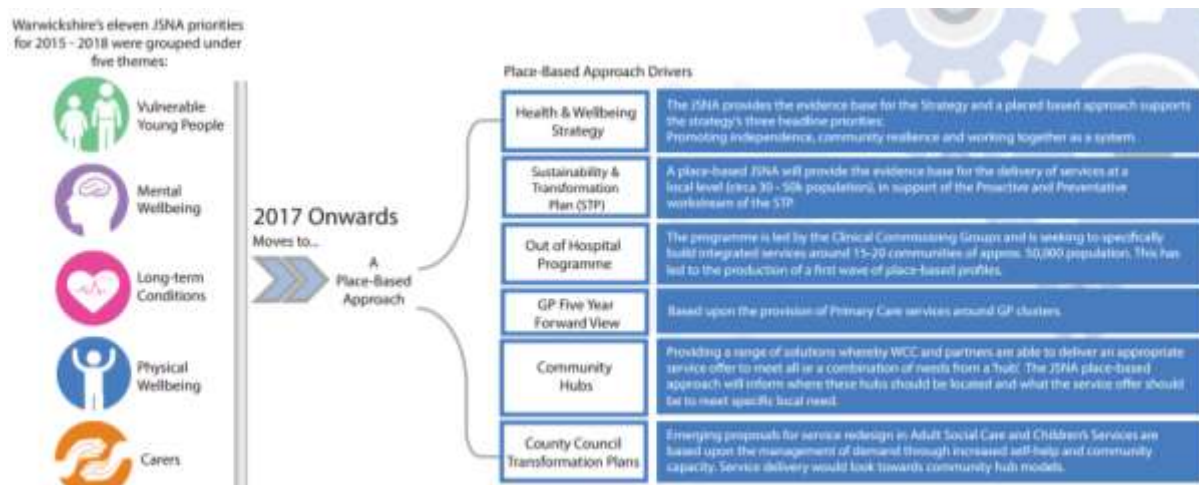
- **Vulnerable Young People:** Looked after children, Educational attainment of disadvantaged children, Vulnerable children
- **Mental Wellbeing:** Mental Health (Adults and children), Dementia
- **Long-term conditions:** Cancer, Cardiovascular disease
- **Physical wellbeing:** Weight management, Smoking/smoking in pregnancy, Substance misuse and alcohol

¹⁴ <http://hwb.warwickshire.gov.uk/about-jsna/>



Carers: Young carers and adult carers

From 2017 onwards, the WHWB endorsed a new 'place-based' approach to the JSNA as shown below:



This programme of work will focus on understanding need on a geographical basis. This is in line with the requirement to inform the Proactive & Preventative element of the Sustainability & Transformation Plan (STP) and the out of hospital programme, which seeks to build integrated services around populations of around 30,000 – 50,000. Transformation programmes relating to both adult and children's services and community hubs are also based on the need to understand service needs at a more local level.

Coventry and Warwickshire STP

Coventry and Warwickshire's STP¹⁵ sets out a vision for the future of health and care services and focuses on helping people to stay healthier for longer and on providing better care at home or closer to home.

The STP vision is aligned to the identified and understood wider challenges and priorities for the Coventry & Warwickshire Health and Care economy, as agreed by the Health and Wellbeing Boards. The focus is on making sure safe and sustainable services are delivered to our citizens in ways that benefit them and support the STP vision and all partners have agreed that form will not be a barrier to the delivery of such services.

The following organisations are involved: Coventry City Council, Warwickshire County Council, South Warwickshire NHS Foundation Trust, University Hospitals Coventry and Warwickshire NHS Trust, Warwickshire North CCG, Coventry and Rugby CCG, Coventry and Warwickshire NHS Partnership Trust, George Eliot Hospital NHS Trust, South Warwickshire CCG.

The wider provides Coventry and Warwickshire residents and organisations with a picture of what the Health and Wellbeing Board, through its members and wider partners, will deliver over the next three years and how we will work together to achieve this. Through the STP key priority areas have identified.






- Proactive and Preventative Care
- Urgent and Emergency Care
- Planned Care

¹⁵ <https://www.uhcw.nhs.uk/about-us/stp>



- Maternity and Paediatrics
- Productivity and Efficiency
- Mental Health

Figure 3: Summary of the STP transformation workstreams

	Workstream	Content	Some Examples	Outcomes
	Proactive & Preventative	Prevention Existing Better Care Fund activity Existing Out of Hospital plans Crisis response Extended scope of proactive care	Public Health activity Social Prescribing & Community support Neighbourhood teams Early intervention	Reducing activity growth related to smoking and obesity for 70% of smokers and all high risk related to obesity Reducing Non-elective(NEL)/A&E activity for top 15% most complex patients Reducing length of stay Reducing NEL/A&E activity for all people with LTCs (not within top 15% most complex patients)
	Urgent & Emergency Care	Enhanced ambulatory care Establish a U&EC network (Senior clinician at front door) Inputting into other workstreams (in particular proactive and preventative) New stroke pathway	Frailty services Improved primary care access Urgent Care centres Paramedic @ home Public education Integrated 111/Out of Hours Stroke pathway redesign Possible A&E reconfiguration	Reducing NEL admissions for people who are frail (largely aligned with 15% most complex) Reducing NEL/ A&E activity for the remainder population
	Planned Care	Pathway redesign Reduction in lower value procedures Consolidation of elective specialties	Musculoskeletal pathway Other pathways redesigned Review of "out-dated"/lower value procedures Patient education	Reducing OP activity for all OP attendances Reducing elective day case activity Removal of duplication Reducing unit cost for identified elective specialties Standardised referrals/pathways across the footprint
	Maternity & Paediatrics	Response to recent national and regional reviews Ongoing sustainability across footprint (eventually part of Planned Care)	Expanded home birth provision Address Workforce challenges Sustainable services	Unit cost analysis of options. Bottom up analysis of configuration options. Service reconfiguration to meet national/local review recommendations and bring ongoing sustainability Realise financial savings
	Productivity & Efficiency	Back office collaboration Consolidation of clinical support services	Procurement, Pay roll Pathology network, Radiation protection, Estates, IM&T	Savings from back-office and clinical support collaborations/consolidation Sustainable clinical support functions

The expectations regarding Community Pharmacy are not laid out in the STP so far. However, there are various opportunities where the pharmacy workforce can support, particularly in relation to medicines optimisation. For example, supporting patients with minor ailments to reduce pressures on emergency services, hospital discharge referral for MUR and NMS for management of long term conditions and the use of Healthy Living Pharmacies to support preventative care. These are discussed further in the relevant service section.

Healthwatch Warwickshire

Healthwatch Warwickshire's purpose is to make health and social care services work better for the people who use them. Their sole focus is on understanding the needs, experiences and concerns of people of all ages who use local services, and to speak out on their behalf.

The strategic priorities for 2017/18 are:

- Implementing our restructuring to focus on Communications and Engagement
- Preparing for re-tendering
- Continuation of our focus on Mental Health provision
- Continuation of our focus on Domiciliary Care services



- Standing Conference on Consumer Voice – an opportunity for all service users to have their say.

Identified as one of the key priorities in the annual report 2016/17, Healthwatch produced a report into Warwickshire Mental Health Services¹⁶. The key findings were in six broad categories:

- The detrimental effect of delays in diagnoses
- A perceived lack of provision in talking and holistic therapies
- Feeling excluded from the development of Treatment Plans
- A lack of clarity and information around discharge and follow up
- Poor service coordination, especially between GPs and Mental Health services
- Carers feeling excluded and undervalued.

These are areas which community pharmacy services can support with. In particular, community pharmacy can help with making referrals to aid quick diagnosis and supporting patient care following discharge.

The annual report can be accessed here: <http://www.healthwatchwarwickshire.co.uk/wp-content/uploads/Health-Watch-Annual-Report-1617FINAL.pdf>

¹⁶ <http://www.healthwatchwarwickshire.co.uk/wp-content/uploads/Report-into-Warwickshire-Mental-Health-Services-July-2017.pdf>



Understanding Local Need

Warwickshire Population Overview

According to the mid-2016 estimates, the population of Warwickshire stood at 556,750 people increasing by 2,748 people or 0.5% from the previous year. The rate of growth in Warwickshire is below that experienced nationally (0.8%). One quarter of residents live in Warwick district.

North Warwickshire borough experienced the highest rate of population growth in the county. This is different to previous trends, where Rugby experienced the highest rate of population growth in the county.

Internal migration was the driving factor for population change between 2015/16, accounting for almost half of Warwickshire's population change. Other drivers of change were international migration and natural change (births minus deaths). In North Warwickshire and Stratford-on-Avon, deaths exceeded births, meaning natural change alone would have resulted in a decrease in the size of the population. However, net migration resulted in additional residents. As Stratford-on-Avon has a large older adult population, it is not surprising that deaths would exceed births.


Figure 4: Warwickshire Population Key Facts

Region	Population estimate mid-year 2016	Population estimate mid-year 2015	Population change (%)	Over 65 population (%)
United Kingdom	65,648,054	65,110,034	538,020 (0.8%)	11,814,085 (18.0%)
England	55,268,067	54,786,327	481,740 (0.9%)	9,882,841 (17.9%)
West Midlands	5,800,734	5,751,000	49,734 (0.9%)	1,061,201 (18.3%)
Warwickshire	556,750	554,002	2,748 (0.5%)	114,497 (20.6%)
North Warwickshire	63,229	62,787	442 (0.7%)	13,531 (21.4%)
Nuneaton & Bedworth	127,019	126,319	700 (0.6%)	24,098 (19.0%)
Rugby	103,815	103,443	372 (0.4%)	19,847 (19.1%)
Stratford-on-Avon	122,276	121,522	754 (0.6%)	31,136 (25.5%)
Warwick	140,411	139,931	480 (0.3%)	25,885 (18.4%)

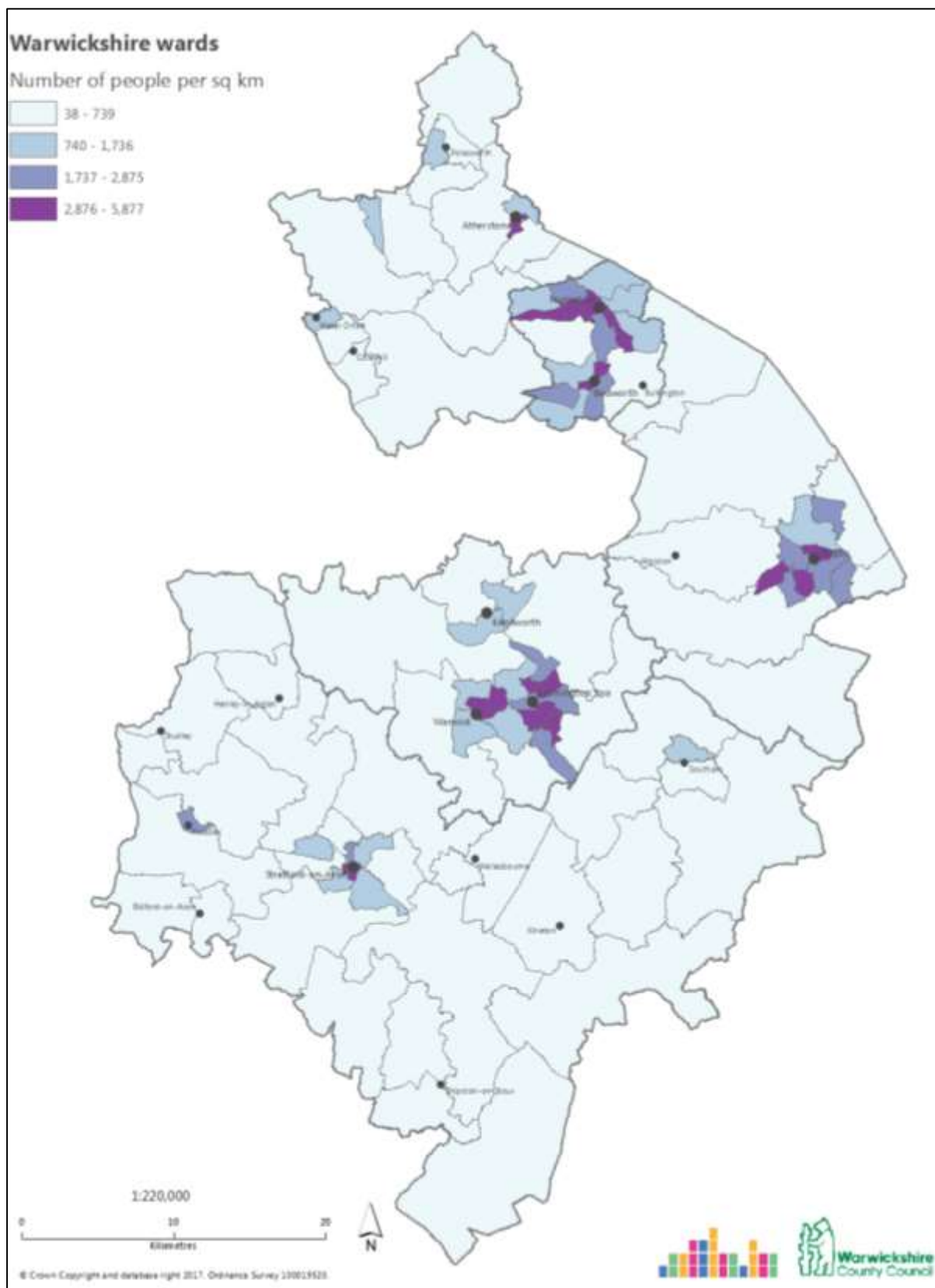
Source: <https://apps.warwickshire.gov.uk/api/documents/WCCC-630-1179>

Population Forecast

Population projections from the ONS are calculated by casting forward the patterns of change in births, deaths and migration from today. Using this methodology, Warwickshire's population is projected to increase to 619,000 in 2037, a 12.1% increase from 2014. The ONS, however, emphasise that these estimated projections do not take into account changes in government policy or economic factors which may have an impact on population levels.



Figure 5: Map showing population density in Warwickshire by ward using mid-2016 population estimates



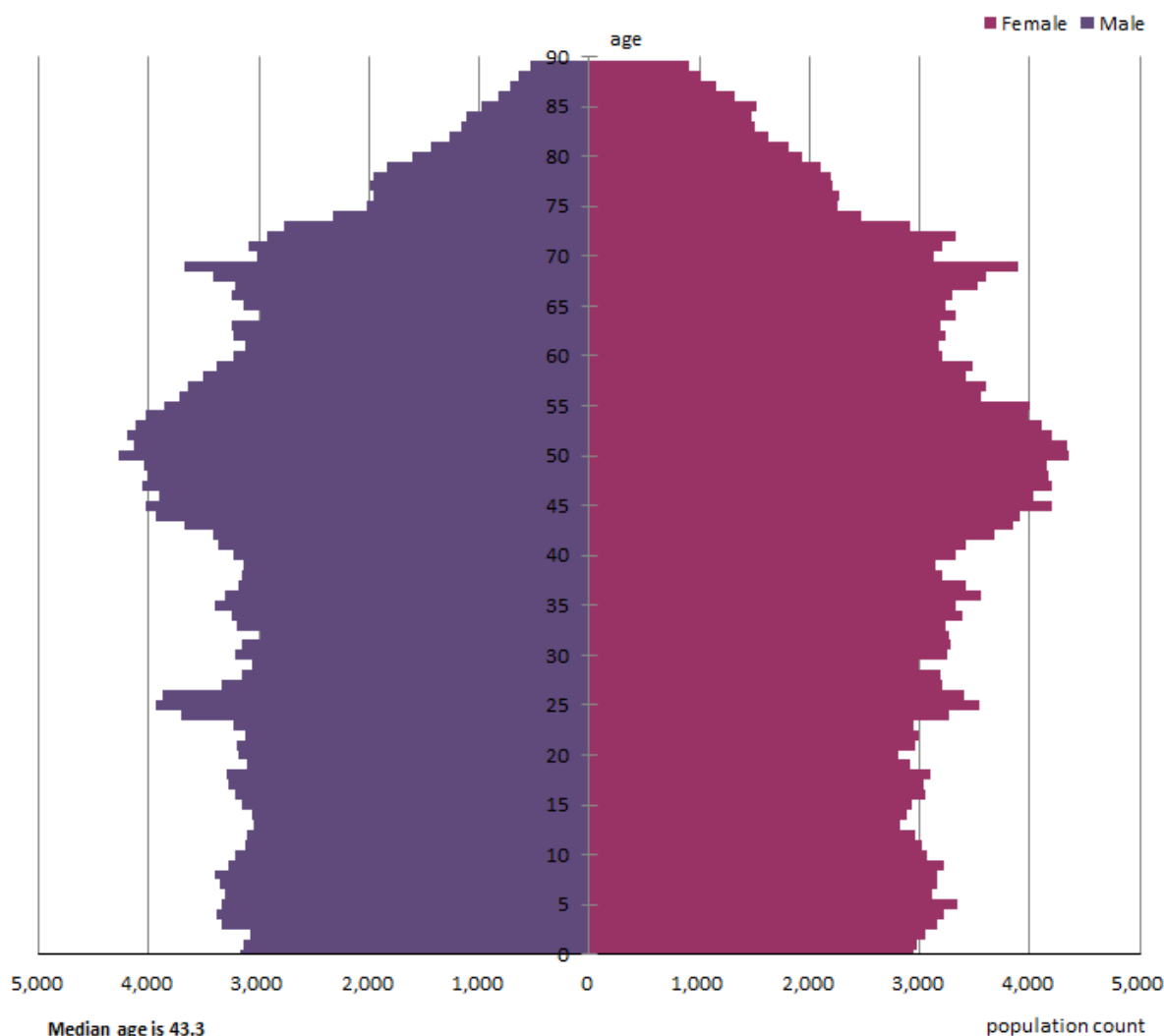


Age

Over the period 2014-2039 the population in Warwickshire is expected to increase by around 66,900 people (12.1%); this is slower than the England rate (16.6%). By 2039, more than 1 in 4 of the Warwickshire population is expected to be aged over 65 and around 1 in 16 aged over 85.

Life expectancy has been rising. A baby born in Warwickshire today will live for an average of 80 years (male) or 83.6 years (female), marginally better than the national average. While it is good that we are living longer, much of the additional time is spent in poor health – around 12 years for men and 16 years for women. Years spent in poor health impact on families and workplaces, and increase pressure on health and social care services.¹⁷

Figure 6: Warwickshire population pyramid profile Mid-2016



Almost 40% of Warwickshire residents are aged between 30-59 years old, whilst 1 in 4 residents are aged 60 years and over.¹⁸

¹⁷ <https://apps.warwickshire.gov.uk/api/documents/WCCC-630-1310>

¹⁸ <https://apps.warwickshire.gov.uk/api/documents/WCCC-630-1179>



Ethnicity

The 'White British' ethnic group accounted for 88.5 % of the population in 2011, a fall from 92.7% in the previous 2001 Census. Warwickshire's next largest ethnic groups are 'Other White' and 'Indian' who each make up around 3% of the population. Warwickshire has 8.3% of residents born outside of the UK - below the national average of 13.4%. The largest groups of non-UK born residents are from Poland and India. Residents whose country of birth was Poland increased from around 500 in 2001 to nearly 6000 in 2011. After English, the main languages spoken by residents in Warwickshire are Polish, Punjabi and Gujarati although there are local variations to these. Overall, Warwickshire experienced a decline in Christian religious affiliations and an increase in residents stating they have 'no religion'. The latter now account for around 1 in 4 people. However, Christian is still the largest religious group at 64.5% of residents. The next largest groups are Sikh, Muslim and Hindu.¹⁹

Deprivation

Deprivation in this assessment is taken to mean socio-economic deprivation, which is summarised in England using the Indices of Multiple Deprivation score (2015). This score system, published by the Department of Communities and Local Government (DCLG) incorporates the domains of income, employment, health, education and skills, barriers to housing, crime, and the living environment.

Using this system, the key findings for Warwickshire from the English Indices of Deprivation 2015 were:

- At a county level, the Indices show that Warwickshire is ranked 124th out of 152 upper tier authorities in England meaning that it is amongst the 20% least deprived areas in England according to IMD rank of average score.
- Nuneaton & Bedworth has the highest levels of deprivation in the County, indicated by the highest average SOA score. The Borough ranks as the 111th most deprived Local Authority District (out of the 326 Local Authorities in England). Stratford-on-Avon District is the least deprived in Warwickshire with a national rank of 272nd.

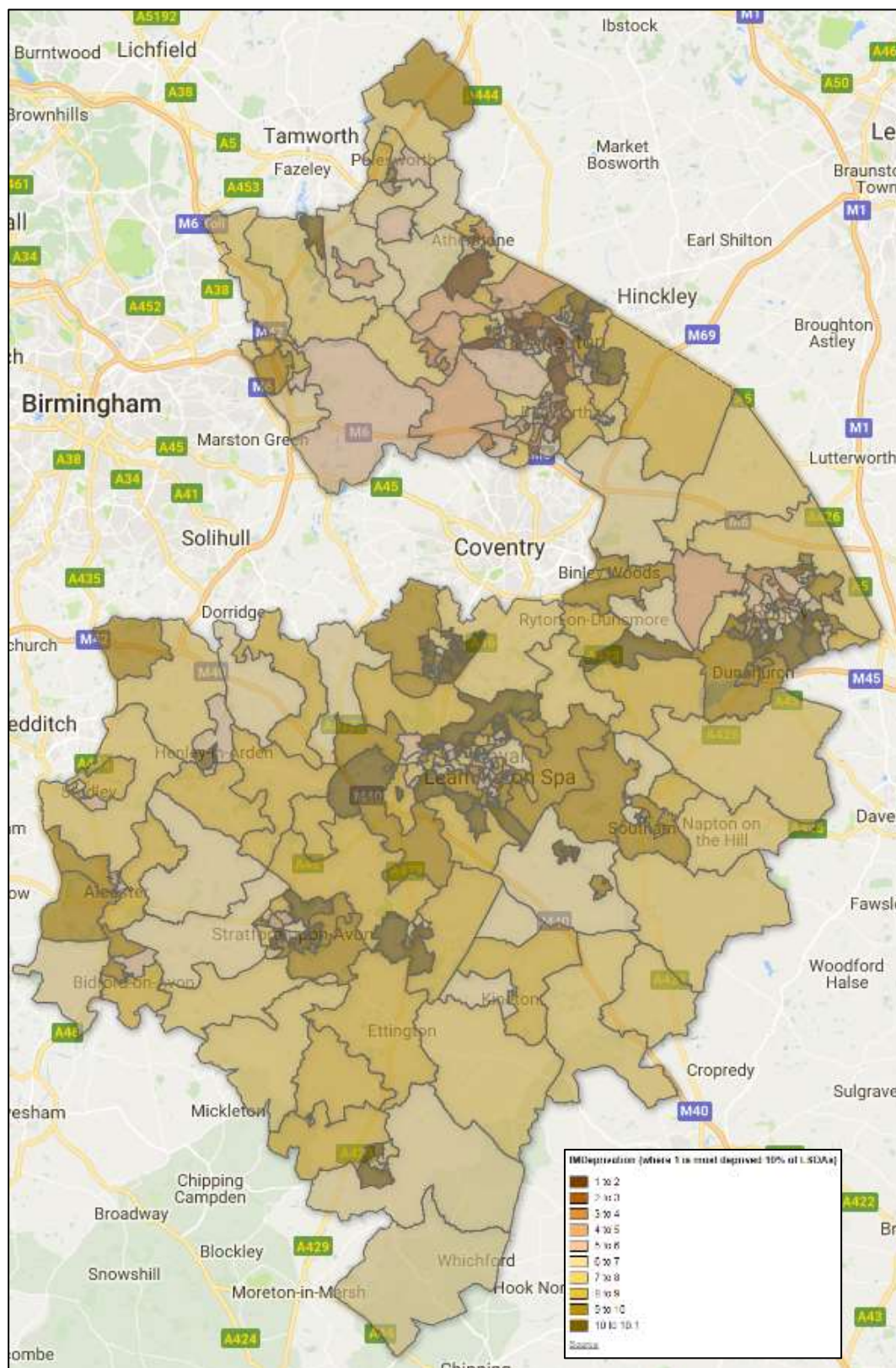
There are eight LSOAs in Warwickshire ranked within the top 10% most deprived LSOAs nationally on the overall IMD 2015. Six of these eight are located within Nuneaton & Bedworth Borough, one within Warwick District and the other within North Warwickshire Borough. This compares with nine LSOAs ranked within the top 10% most deprived LSOAs in the IMD 2010, all of which were located within Nuneaton & Bedworth Borough.²⁰

¹⁹ <https://apps.warwickshire.gov.uk/api/documents/WCCC-1014-240>

²⁰ <http://www.warwickshireobservatory.org/indices-of-multiple-deprivation-2015/>



Figure 7: Map showing the geographical spread of deprivation across the County.





Future Housing Developments

In total across Coventry and Warwickshire there will be approximately 17,472 homes built over the PNA period of 2018-2021. This equates to a population increase of 41,933 people based on the adopted assumption that there will be 2.4 people per dwelling.

The information below has been taken from the Local Plans each district/borough in Warwickshire have produced for the Plan period of 2011-2031. Each Plan is produced in a different format and is at varying stages of development which is why information may be presented differently for each area. Please note that the trajectories are rough estimates and these may change year on year depending on the current economy.

North Warwickshire Borough

- Over Local Plan period (2011-2031) = 2070 homes
- Trajectory = minimum of 264 per annum
- PNA period 2018-2021 = approximately 792 homes to be built

Nuneaton and Bedworth Borough

Over Local Plan period (2011-2031) = 13,375 homes

Trajectory = between <400 and 1,500 homes per annum

PNA period 2018-2021 = approx. 2,500 homes to be built

Rugby Borough

Over Local Plan period (2011-2031) = 12,400 homes

Trajectory = approximately 600-700 per annum

PNA period 2018-2021 = 2044 homes to be built

Warwick District

Over Local Plan period (2011-2031) = 13,006

Trajectory = average of 750 homes per annum

PNA period 2018-2021 = approx. 3,000 homes to be built

Stratford-on-Avon District

Over Local Plan period (2011-2031) = 14,600 homes

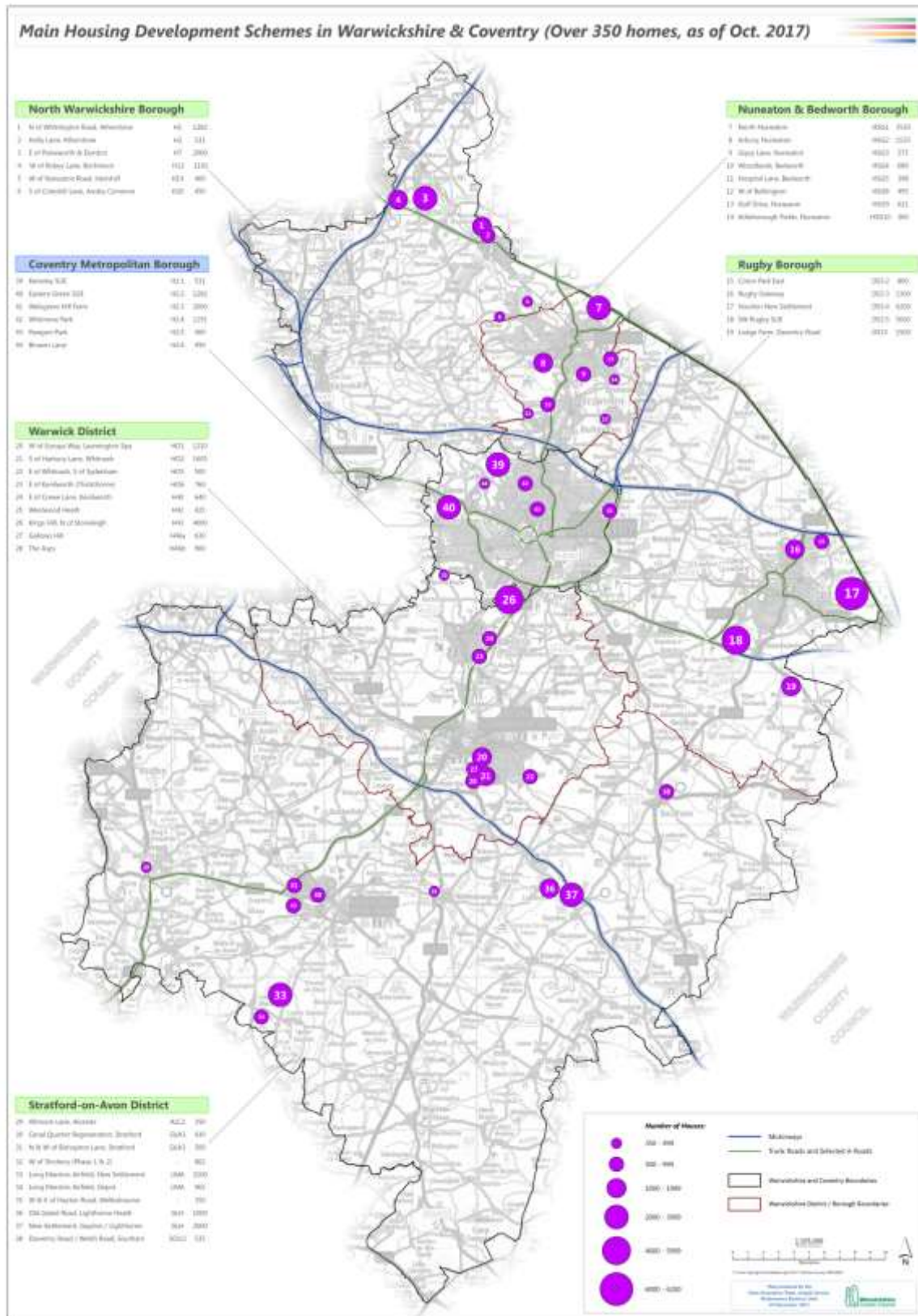
Trajectory = average of 1745 per annum

PNA period 2018-2021 = 5,236 home to be built

During the period of 2018-2021 an estimated 13600 houses will be built in Warwickshire. This would indicate that in the next three years there may be localised population increases of a sufficient size to impact on need for new pharmaceutical providers. Therefore consideration must be made in order to increase the levels of provision. Information was not available regarding where developments would take place over the next three



years. However, Figure 8 is a map of development schemes over the local plan period covering 2011-2031. ***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.*** Any new pharmacy provision would be encouraged to become a Healthy Living Pharmacy level 1 status which provides the opportunity to commission prevention services that meets the needs of the local population.

**Figure 8:** Housing development schemes in Warwickshire and Coventry



Long term conditions

With a growing and ageing population, Warwickshire is predicted to see a significant increase in numbers of long-term conditions. People with long term conditions are more likely to see their GP, be admitted to hospital, stay in hospital longer, and need more help to look after themselves than people without long term conditions. Improving the health outcomes of people with these conditions would help reduce premature mortality in Warwickshire.²¹ As well as meeting HWB strategy objectives around enabling people to manage and maintain their physical and mental wellbeing.

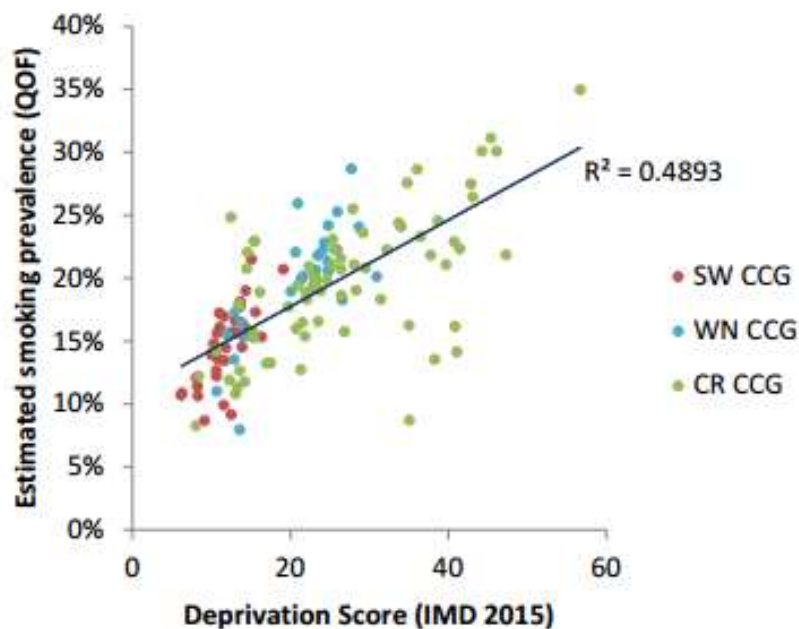
Smoking

Smoking was previously one of the eleven identified priorities in Warwickshire's JSNA. The Smoking Needs Assessment 2016²² is intended to provide insight into the prevalence of smoking and tobacco use across Warwickshire and to explore the performance and equity of the local services tasked with helping people stop smoking in the county.

According to data from the Local Tobacco Control Profiles, the prevalence of smoking in Warwickshire is decreasing, from 18.5% of adults aged 18+ in 2012, to 14.5% in 2016. This is significantly lower than the England average of 15.5% in 2016. However, smoking prevalence remains higher for men and is particularly high within the 25-34 year age group. Smoking prevalence at district/borough level in Warwickshire is lowest in North Warwickshire, with an estimated prevalence of 6.4%, equating to just under 3,300 people. Smoking prevalence is highest in Nuneaton and Bedworth Borough, at 19.1%, equating to just over 19,000 smokers.²³

There is a clear relationship between smoking prevalence and affluence. People living in the most deprived areas are more likely to smoke than those living in the least deprived areas. Smoking prevalence is higher for those in routine and manual, as opposed to managerial and professional occupations.

Analysis of estimated smoking prevalence at GP Practice level in Warwickshire CCGs found a clear correlation between deprivation and smoking:



²¹ <http://hwb.warwickshire.gov.uk/themes/ill-health/long-term-conditions/>

²² <http://apps.warwickshire.gov.uk/api/documents/WCCC-644-405>

²³ <https://fingertips.phe.org.uk/profile/public-health-outcomes-framework/data#page/3/gid/1000042/pat/6/par/E12000005/ati/102/are/E10000031/iid/92443/age/168/sex/4>



Cardiovascular Disease

Cardiovascular disease (CVD) is an overarching term to describe all diseases affecting the heart and circulatory system, including; coronary heart disease (CHD), angina, heart attack, congenital heart disease and stroke. 12.2% (53,100) of the population aged 16+ in Warwickshire are estimated to be living with CVD. Approximately 5.6% (24,600) are estimated to be living with CHD and 2.6% (11,300) with stroke.

CVD risk increases with age and men are more likely to develop CVD at an earlier age. The more CVD risk factors an individual has the higher their risk of developing CVD. In Warwickshire, there are over 88,000 patients with high blood pressure, a common risk factor for CVD, equating to around 15.2% of the population and greater than the England proportion of 13.8%.²⁴ There have been significant advancements in treating CVD and understanding the importance of lifestyle in CVD development. However, for a continued reduction in the rate of premature mortality from CVD, there must be a focus on prevention.²⁵

The 2013-16 under-75 mortality rate for CVD for Warwickshire is 68.4 per 100,000 population which is significantly lower than the England average of 73.5 per 100,000 population. During 2001/03 the rate in Warwickshire was 126.3 per 100,000 of the population, showing there is a 45% reduction in mortality rate.²⁶

Cancer

In England, there were 299,923 new cancer registrations in 2015²⁷; 146,862 new cases for females and 153,061 for males. Age-standardised rates were 542.8 cancer cases registered per 100,000 females and 667.1 cases per 100,000 males, an incidence rate 23.0% higher than females. In 2010, the age-standardised cancer incidence was 614.3 per 100,00 for females and 624.8 for males respectively.²⁸

In Warwickshire, there are in excess of 2,500 new cancer cases diagnosed each year and around 1,500 deaths, representing 29.0% of all deaths in the County.²⁹ In line with national trends, there continues to be an overall increase in the number and rate of new cases of cancer each year, but a falling rate of deaths.

The Cancer in Coventry & Warwickshire report (2016) highlighted that improved access to smoking cessation services particularly among vulnerable groups, the delivery of alcohol brief interventions in primary care and through commissioned services and consideration of primary care services can improve access to screening programmes, particularly for vulnerable groups.

The Warwickshire under 75 cancer mortality rate (per 100,000 per population), in 2014-16 was 131.1 which is lower than the national average (136.8 per 100,000 population). At district and borough level the rates are all considered similar to England ranging from 124.9 (Rugby Borough) to 142.9 per 100,000 population (Nuneaton & Bedworth Borough).

Sexual Health

Teenage pregnancy and early motherhood have been associated with poor educational attainment, poor physical and mental health, and deprivation. The under 18 conception rate in Warwickshire for 2015 was 19.5 conceptions per thousand women aged 15 to 17, compared to 22.9 in 2014. At district and borough level the rates range from 11.5 (Stratford-on-Avon District) to 29.6 per 1,000 population (North Warwickshire Borough).³⁰

²⁴ <https://qof.digital.nhs.uk/>

²⁵ <https://apps.warwickshire.gov.uk/api/documents/WCCC-630-567>

²⁶ Public Health England

²⁷ <https://www.ons.gov.uk/releases/cancerregistrationstatisticsengland2015>

²⁸ <https://www.ons.gov.uk/releases/cancerregistrationstatisticsengland2015>

²⁹

<https://fingertips.phe.org.uk/profile/cancerservices/data#page/9/gid/1938132830/pat/46/par/E39000033/ati/153/are/E38000164/iid/91337/age/1/sex/4>

³⁰ <https://fingertips.phe.org.uk/profile/public-health-outcomes-framework/data#page/3/gid/1000042/pat/6/par/E12000005/ati/101/are/E07000218/iid/20401/age/173/sex/2>



63.0% of under-18 conceptions across the county led to terminations in 2015. At district and borough level the rates range from 52.2% (Stratford-on-Avon District) to 76.5% (Warwick District).³¹

Mental Health

An estimated 46,000 people aged between 16 and 74 in Warwickshire have a common mental health problem. Warwickshire Child and Adolescent Mental Health Services (CAMHS) offers a comprehensive range of services that provide help and treatment to children and young people experiencing emotional or behavioural difficulties. Improved mental health and wellbeing is associated with a range of better outcomes for people of all ages and backgrounds. These include improved physical health, life expectancy and better educational achievement.

Mental health was established by the Healthwatch board as a key priority in February 2016.

Dementia

Dementia accounts for more expenditure than heart disease and cancer combined, costing society around £26bn a year. It is recognised that minimising the effects of dementia, or reducing the risks, can be achieved through promoting better lifestyle and exercise. In Warwickshire, the number of people diagnosed with dementia is over 4,500, however applying the latest estimated diagnosis rate of 61.6% suggests the actual number of people currently living with the condition, is likely to be closer to 7,400.³²

Stratford-on-Avon is projected to have more than 4,200 people aged 65+ with dementia by 2035 dementia.³³ Given that diagnosis rates have been low, these projections should be taken with caution, as there may be many more people with the condition who simply have not been diagnosed. Early diagnosis is necessary to ensure appropriate treatment is received. This also enables people to maintain a better quality of life, and can help encourage people to live independently for longer.

³¹ <https://fingertips.phe.org.uk/search/abortion#page/3/gid/1/pat/6/par/E12000005/ati/101/are/E07000218/iid/90731/age/173/sex/2>

³² <http://digital.nhs.uk/catalogue/PUB30139>

³³ www.poppi.org.uk



Methodology for Information Gathering

Public Survey Overview

In order to gain the views of Warwickshire patients and the resident public on pharmaceutical services, a survey was developed and made available online and via a paper format made available at local pharmacies. The online survey ran from 29th August 2017 until closing on 4th October 2017 (5 weeks) and allowed us to understand the usage of community pharmacies. Paper copies were received by pharmacies around 23rd September 2017 and paper survey responses were inputted until 11th October 2017.

The objectives of the survey was to ascertain how the public access pharmacy services, to understand the factors that influence selection of a particular pharmacy, to understand what services were considered the most important to pharmacy users, to explore the demographic profile of pharmacy users, to ascertain the quality of services offered, to identify any gaps in provisions, to understand what services could be improved on and lastly, if there was a demand for any other service. A copy of the survey, which identifies the questions asked, can be found in Appendix 1.

Pharmacy Survey Overview

At the same time as the initial patient and public engagement survey, all 111 community pharmacies in Warwickshire were asked to complete an online contractor survey. The contractor survey provided an opportunity to ensure that information included in the PNA about current pharmacy services from pharmacy contractors was accurate and up to date. It also enables us to identify any gaps in service provision as part of the PNA process. The survey was developed based on a PSNC template and advice from the local pharmaceutical committee.

The survey requested information about pharmacy premises, staffing, provision of services, identification of any interest in the provision of new services, and information about ease of access which included opening times. Local Pharmacies were given five weeks to complete the survey. Letters and e-mails were sent to all Pharmacies in the area, and phone calls were made to support the process. A copy of this survey is available in Appendix 3.

Dispensing Doctor Survey Overview

All 23 dispensing doctors in Warwickshire received a link to an online survey to give these contractors an opportunity to ensure that the information included in the PNA regarding their service provision was up to date and accurate. The survey requested information primarily to assess the dispensing service they provide. Only the provision of services set out in their pharmaceutical services terms of service (Schedules to the 2013 Regulations) is included within the definition of pharmaceutical services and relates only to the dispensing of medicines. Therefore, the survey requested information about the premises, staffing, ease of access, opening hours, planned developments, and aspects of the dispensing service such as appliance and medication compliance aid provision and provision of non-NHS funded services. See Appendix 5 for the dispensing doctor survey.



Current Pharmacy Provision

In order to assess the appropriateness of provision of pharmaceutical services in Warwickshire, current provision from all providers has been considered. This includes providers and premises within Warwickshire and the contribution made by those providers that may lie in neighbouring HWB areas but provide services to the Warwickshire population.

Community Pharmacy Contractual Framework

The NHS Community Pharmacy Contractual Framework³⁴ requires community pharmacies to contribute to the health needs of the population they serve.

All NHS pharmaceutical service providers must comply with the contractual framework that was introduced in 2005.

Fundamentally, the contractual framework is made up of the following components:

- Essential services – which must be provided by all contractors (that is all community pharmacies nationwide)
- Advanced services- nationally defined services that can be provided by contractors subject to accreditation requirements
- Locally commissioned/Enhanced services-services commissioned in response to the needs of the local population

Pharmaceutical Lists

If a person (a pharmacist, appliance contractor, or dispensing doctor) wants to provide NHS pharmaceutical services; they are required to apply to the NHS to be included on a pharmaceutical list. Pharmaceutical lists are compiled and held by NHS England. This is commonly known as the NHS “market entry” system.

Under the NHS Regulations, a person wishing to provide NHS pharmaceutical services must apply to NHS England to be included on a relevant list by proving they are able to meet a pharmaceutical need as set out in the relevant PNA. There are exceptions to this, such as applications for needs not foreseen in the PNA or to provide pharmaceutical services on a distance-selling (internet or mail order only) basis.

The following are included in a pharmaceutical list. They are:

Pharmacy contractors – community pharmacies and distance selling pharmacies (DSPs). DSPs must adhere to all regulations concerning all other pharmacies; however a distance selling pharmacy must not provide Essential services onsite to a person who is present at the pharmacy, but the pharmacy must be able to provide Essential services safely and effectively without face to face contact. Currently there are 6 distance selling pharmacies in Warwickshire (W.M. Brown Ltd, Wolston Alliance Chemist, DELmyMEDS Pharmacy, Delivery Pharmacy, Medicines123 and Pharmacy to my Door).

Dispensing appliance contractors (DACs) – DACs are a specific sub-set of NHS pharmaceutical contractors who supply, on prescription, appliances such as stoma and incontinence aids, dressings, bandages etc.). However they do not dispense any medicines. Currently there are no DACs situated within Warwickshire.

Dispensing doctors (DDs) – GP practices are allowed to dispense medicines and appliances to patients who live in an NHS England determined controlled locality (Rural Area) and live more than one mile from a community pharmacy. There are 23 dispensing GP practices within Warwickshire. This is unchanged from

³⁴ <http://archive.psnc.org.uk/pages/introduction.html>



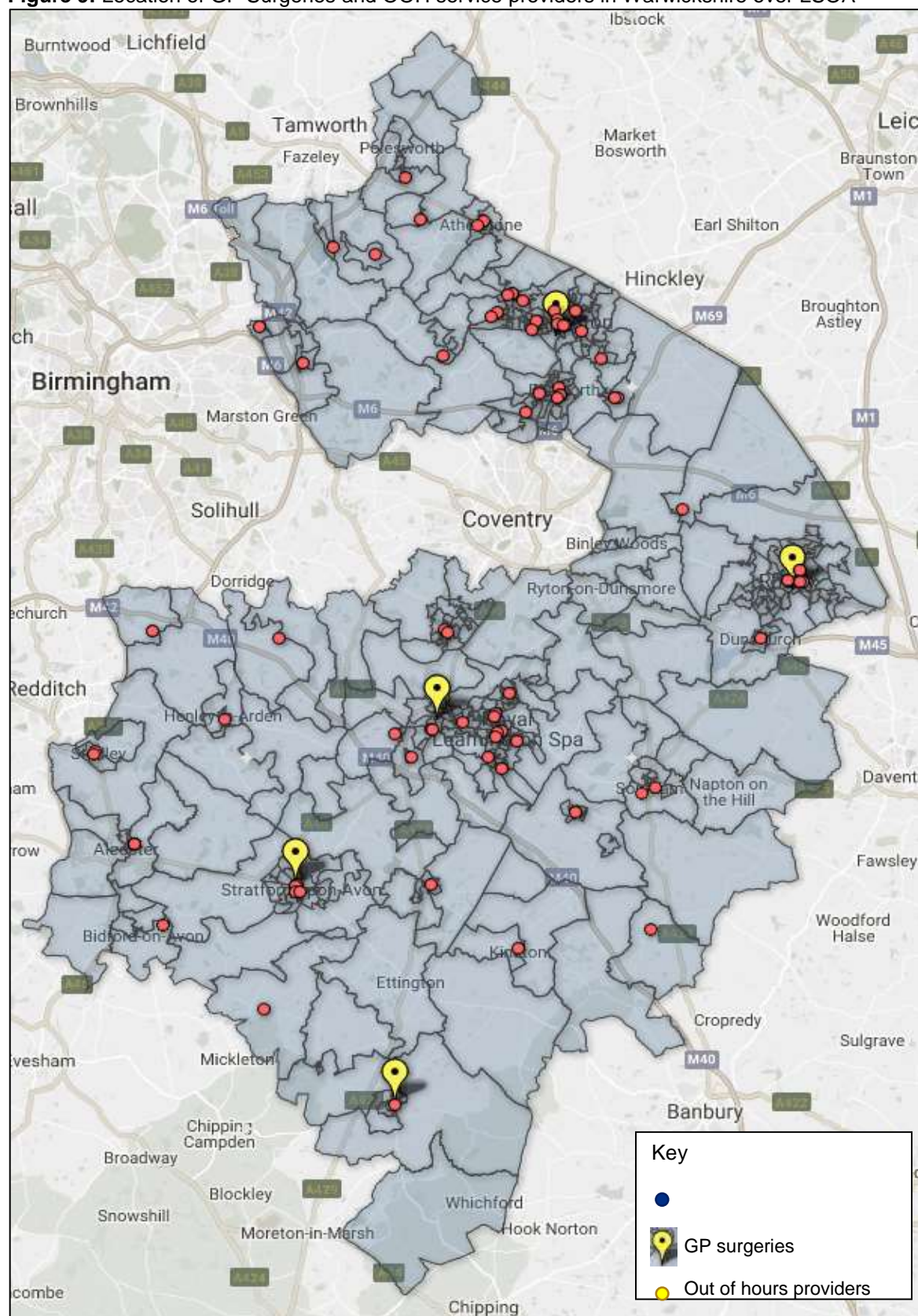
2015.

Out of Hours Services

The Carson Review (2004) of out of hour's provision made recommendations relating to medicines supply in the out of hours setting. The key point from this review was that the onus for ensuring that patients receive medicines if required, out of hours was placed on the provider, rather than on the patient.

The Warwickshire GP out-of-hours service provides advice, information and treatment for NHS patients who become unwell during the out-of-hours period when their own GP surgery is closed.

More information can be found at: <http://www.warksoutofhours.nhs.uk/>

**Figure 9:** Location of GP Surgeries and OOH service providers in Warwickshire over LSOA



Access to Pharmacies in Warwickshire

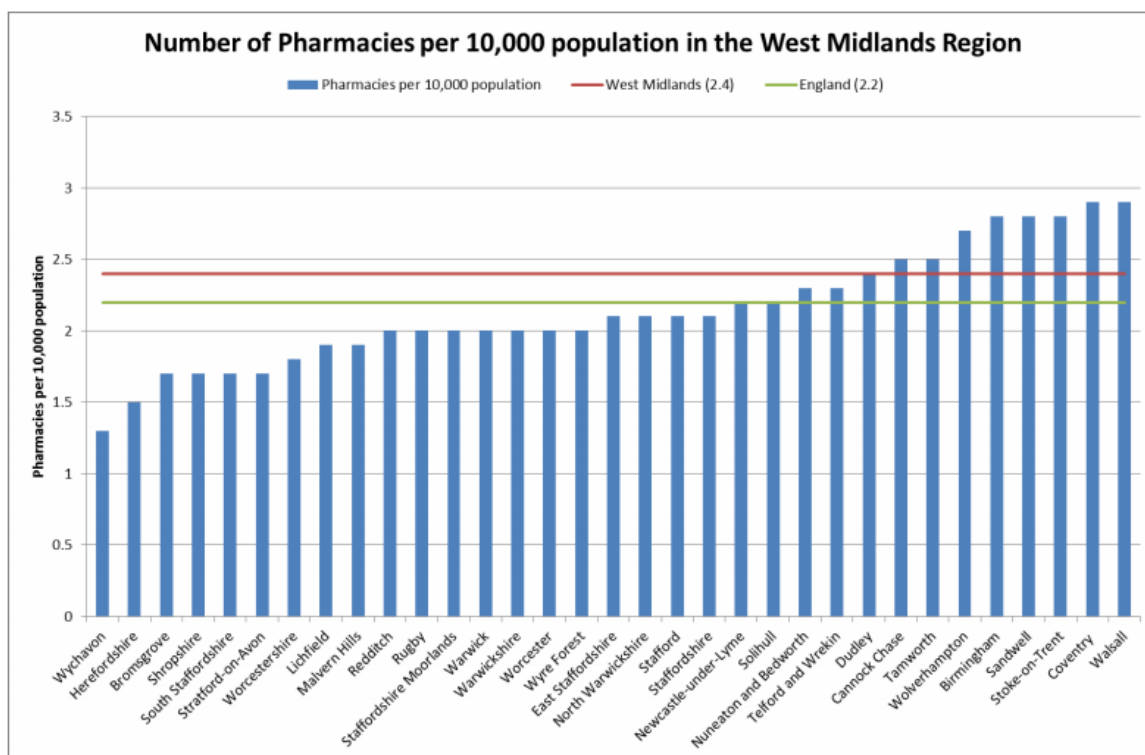
Warwickshire has 111 community pharmacies and 6 of these are distance selling pharmacies. All pharmacies are open for at least 40 hours and 9 are open for 100 hours. There are 23 dispensing GP practices in Warwickshire and 0 appliance contractors.

Community Pharmacy Benchmarking

Community pharmacies provide pharmaceutical services under the NHS CPCS (pharmacy contract).

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.³⁵

Figure 10 : Number of pharmacies per 10,000 population in the West Midlands Region



Source: Local Government Association.SnapshotNovember2014

³⁵ During the development of this PNA, 1 community pharmacy opened in Kineton, Stratford on Avon (Kineton Pharmacy, CV35 0HN) and 1 community pharmacy opened in Bidford-on-Avon, Stratford on Avon (Crab Tree Pharmacy, B50 4LX)



Geographical Location

Figure 11: Map of Warwickshire showing locations of pharmacy providers mapped over LSOAs

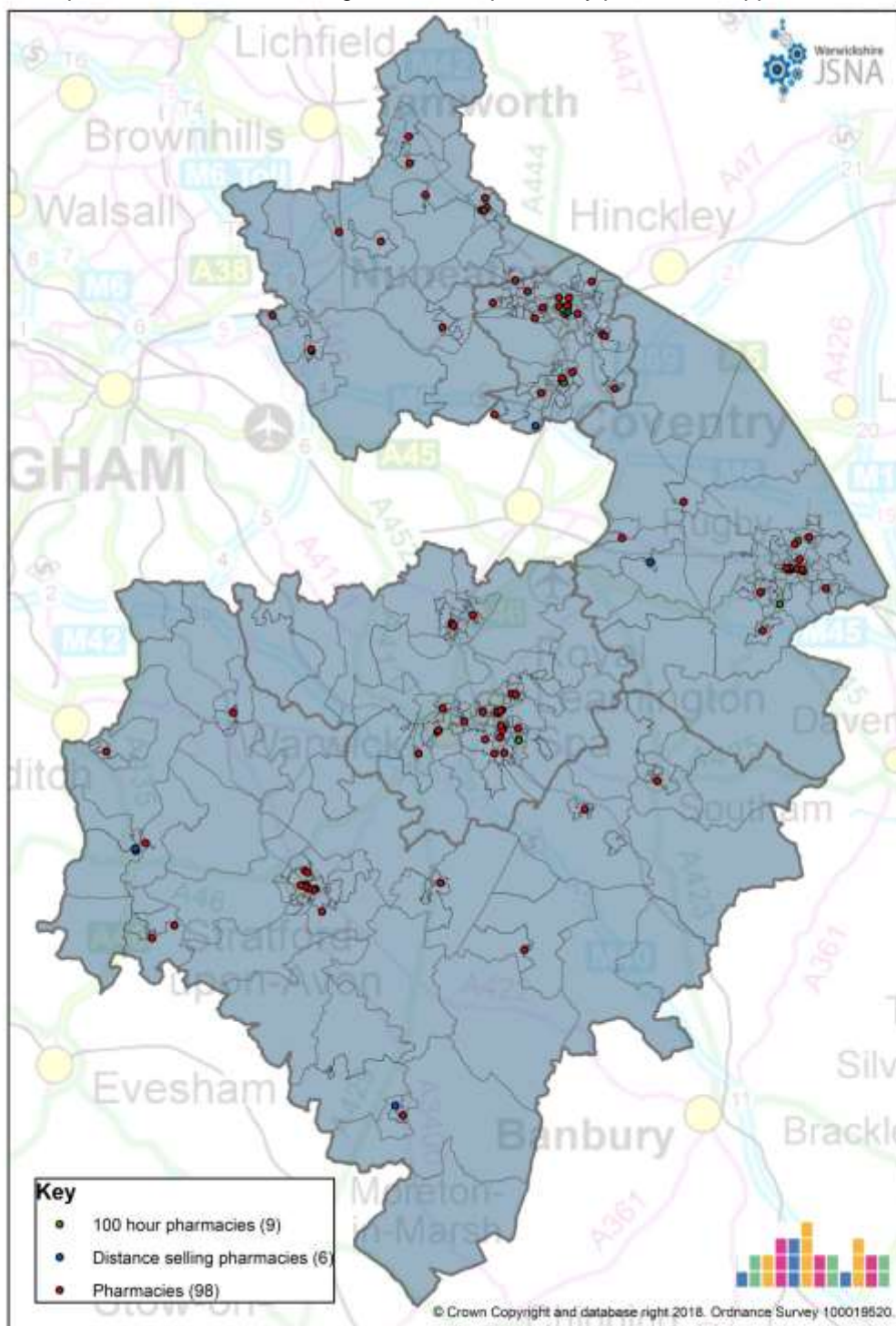




Figure 11 illustrates that pharmacies are not evenly distributed throughout the county. There appears to be a greater concentration of pharmacies located in the central areas of each locality/borough particularly Nuneaton and Bedworth, Warwick and Rugby. These central area LSOAs are the most densely populated areas in the county and have the greatest deprivation as described in section 4.

Stratford-on-Avon has fewer pharmacies compared to other districts, but is also one of the lesser deprived areas in Warwickshire. Although Stratford-on-Avon covers a large area of Warwickshire, it is also less densely populated; there are 123 persons per square km in Stratford on Avon compared to 1592 persons per square km in Nuneaton and Bedworth.³⁶ Furthermore, Figure 12 shows that there are dispensing GPs within the rural areas of this locality that can provide essential pharmaceutical services to patients living remotely from a community pharmacy.³⁷

Furthermore, 71 of the 78 respondent pharmacies (80.7%) in Warwickshire provide free of charge delivery of dispensed medicines (on request). However, due to recent pharmacy funding cuts, we are aware that some pharmacies are now charging for delivery of medicines within Warwickshire.

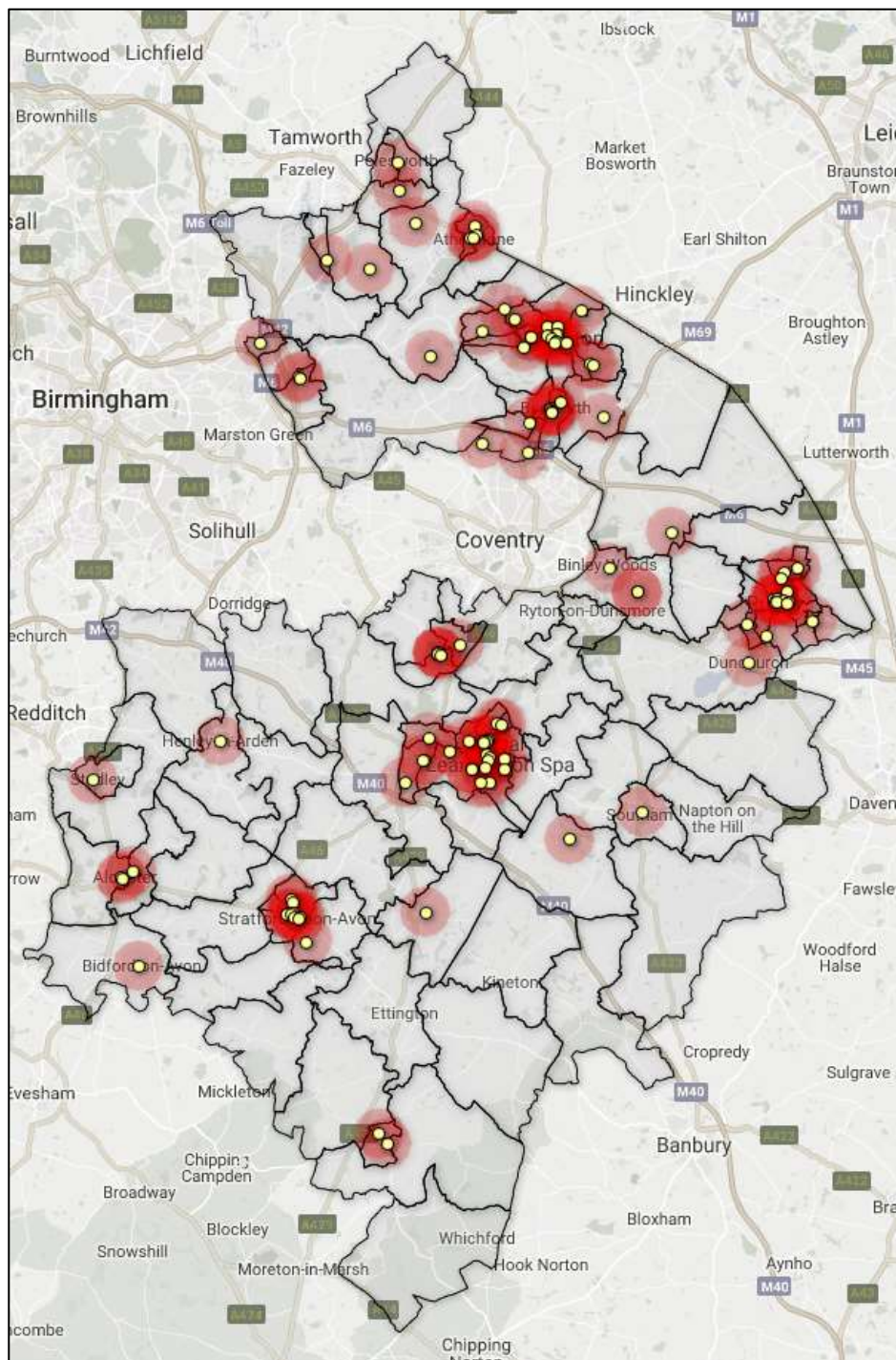
Pharmaceutical services are also available from distance selling pharmacies (internet pharmacies) located inside or outside of the county that make deliveries to individual homes.

³⁶ <https://apps.warwickshire.gov.uk/api/documents/WCCC-1014-120>

³⁷ During the development of this PNA, a community pharmacy opened in Kineton, Stratford on Avon.



Figure 13: Map showing location of pharmacies within 1 mile buffer zone mapped over LSOAs.³⁸



³⁸ Map excludes 2 new pharmacies in Kineton, Stratford on Avon (Kineton Pharmacy, CV35 0HN) and Bidford-on-Avon, Stratford on Avon (Crab Tree Pharmacy, B50 4LX)



Public survey

It has been shown that nationally, 99% of the population – even those living in the most deprived areas, can reach a pharmacy within 20 minutes by car and 96% by walking or using public transport.³⁹

318 responses were received to the public survey from Warwickshire residents. The results from the public survey showed that a large majority of respondents (87.4%) agree with the statement “I am always able to access the pharmacy services I require, when I need them”.

Most respondents of the public survey said they take 5-10 minutes to travel to their pharmacy. 51.5% of the 318 respondents drive and 33.9% walk to their chosen pharmacy.

Results showed that 75% of respondent's pharmacies are located within the same postcode area that they live.

Physical access

Pharmacy Contractor survey

88 responses were received from the 111 pharmacy contractors (79.3%). Results from the pharmacy contractor survey showed that 95.5% of pharmacies allow parking within 50 metres of the pharmacy and 88.6% within 10 metres of the pharmacy. There is a bus stop within walking distance of 98.9% of respondent's pharmacies.

When analysing pharmacy premises access 77.3% of pharmacies do not have any steps to climb to enter into the premises. 95.5% of respondents said that all areas of the pharmacy floor are accessible by wheelchair.

Dispensing Doctor survey

17 out of 23 (73.9%) dispensing doctors responded to the dispensing doctor survey. Results showed that 15 of the 17 respondents (88.2%) offer onsite parking. There is a bus stop within walking distance of 14 of the 17 respondent dispensing doctor surgeries (82.4%).

16 of 17 respondents (94.1%) do not have any stairs to climb when entering the premises.

Opening Time Analysis

Pharmacies are required to open between specific times by their terms of service. The majority of pharmacies are required to open for 40 hours per week, and these are referred to as core opening hours, but pharmacies many choose to open for longer and these hours are referred to as supplementary opening hours. Core hours can be distributed throughout the week discretionally; however it is most common for the vast majority to operate within or near regular working office hours, that is to say, between 08:00 and 19:00, Monday to Friday.

Pharmacies wishing to amend any supplementary hours that they open additional to the core contractual hours must notify NHS England, giving at least three months' notice of the intended change. NHS England may consent to a shorter period of notice – but because that consent may not be forthcoming, try to ensure that plans are made sufficiently in advance. The discretion to permit less than three months' notice for changes to supplementary hours is most likely to be exercised where the pharmacy is seeking to align more closely, the pharmacy opening hours with the pharmaceutical needs in the neighbourhood – for example, if a local surgery extends its hours. In this case, if the pharmacy intends to modify its supplementary hours to match the new hours of the surgery, NHS England may be keen to ensure this happens with minimal delay.

There is no requirement for NHS England to grant applications for changes to supplementary hours – the pharmacy has the right to amend hours, so long as three months' notice is given.

Since the introduction of the pharmaceutical contractual framework in 2005 community pharmacies do not

³⁹ <https://www.gov.uk/government/publications/pharmacy-in-england-building-on-strengths-delivering-the-future>



need to participate in rota provision to provide access for weekends or during the evening. The need for such a service has been greatly reduced by the increased opening hours of a number of pharmacies including the 100 hours pharmacies. Between April 2005 and August 2012, some contractors successfully applied to open new premises on the basis of being open for 100 core opening hours per week (referred to as 100 hour pharmacies), which means that they are required to be open for 100 hours per week, 52 weeks of the year (with the exception of weeks which contain a bank or public holiday, or Easter Sunday). These 100 hour pharmacies remain under an obligation to be open for 100 hours per week. In addition these pharmacies may open for longer hours.

Pharmacy Contractor survey

Across Warwickshire, the pharmacy survey results showed 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 county are only specifically contracted to be open for at least 100 hours per week.

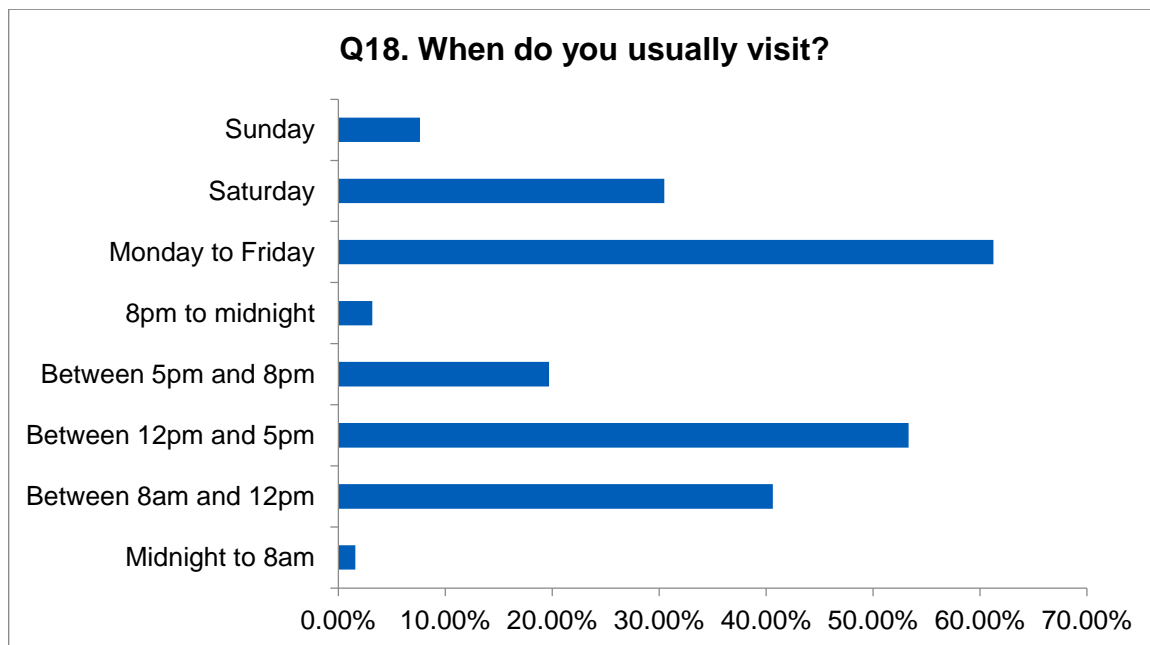
Most pharmacies in Warwickshire have core opening hours starting from 8.30am to 5.30pm on Monday to Friday, indicating good access to pharmaceutical services on weekdays.

Generally, in the evenings, provision of pharmaceutical 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 (shown on Figure 11).

The opening hours of individual pharmacies are given in Appendix 7 as per data received from NHS England.

Public survey

Results from the public survey show that 85.5% of patients are happy with the opening hours of the pharmacy they normally use. 92.1% of patients are aware that some pharmacies are open outside 9-5, Monday to Friday. Despite this, 41.4% of patients do not know *which* pharmacies are open at these times. Therefore, there needs to be greater awareness of which pharmacies are open outside normal working hours.



61.3% of respondents usually visit the pharmacy on Monday to Fridays with 30.5% visiting on a Saturday and 7.6% on a Sunday. Most respondents visit between the hours of 12pm and 5pm (53.3%), however 40.63% selected between 8am and 12pm.

Analysis of the responses to the survey shows a generally high level of satisfaction with opening hours. Over 85% of respondents state that they are very happy or happy with opening hours.



Dispensing doctor survey

The results from the dispensing doctor survey showed that dispensing hours across dispensing doctor surgeries were variable but started for most at 8.30am until 6pm Monday to Friday. All dispensaries were closed on Saturdays and Sundays. These dispensary opening hours corresponded with the main surgery opening hours for most dispensing doctor surgeries. Whilst this provides improved access of essential services during core weekday hours, this does not contribute to access to essential services on the weekend or late nights. See appendix 7 for dispensing doctor opening hours.

100 Hour contracts and extended opening hours pharmacies

100-hour pharmacies are required in their contracts to be open and able to provide essential services for at least 100 core hours per week, although the opening hours are at the discretion of the pharmacy contractor. Until September 2012, applications for 100 hour pharmacies did not need to demonstrate any additional need for pharmacy services in a given location; this is no longer the case. Contractors may choose to provide services commissioned by the local authority but must provide those enhanced services commissioned by the area team.

There are currently 9 '100 hour' pharmacies in Warwickshire. These are included in the pharmaceutical list under regulation 13(1)(b) of the National Health Service (Pharmaceutical Services) Regulations 2005; premises which the applicant is contracted to open for at least 100 hours per week for the provision of pharmaceutical services.

These 100 hour pharmacies are:

- Atherstone In Practice Pharmacy, CV9 1EU
- Asda Pharmacy, CV31 1YD
- Avon Pharmacy CV37 6HJ
- Lloyds Pharmacy, CV22 6HU
- Pharmacy Republic, CV11 5RE
- Asda Pharmacy, CV21 3EB
- Atherstone Pharmacy, CV9 1BB
- Tesco Pharmacy, CV21 1RG
- No 8 Pharmacy, CV12 8NF

2 are located in Stratford on Avon, 1 in Warwick, 3 in Rugby, 1 in Nuneaton and Bedworth and 2 in North Warwickshire (see Figure 11).

These 100 hour pharmacies provide the county with good access to pharmaceutical services on Saturdays, Sundays and evenings until late. They guarantee access to Pharmaceutical services for 14/15 hours a day except on Sundays due to the Sunday trading act 1994.

Saturday opening hours

95 community pharmacies out of the total number of 111 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.

Sunday opening hours

There are 22 community pharmacies open on a Sunday, most open for 6 hours to comply with Sunday trading regulations.



Bank Holiday provision

Due to changes in shopping habits a number of pharmacies now open on many Bank Holidays although they are not contractually obliged to do so. NHS England works with community pharmacies to make pharmacy services available for traditional bank holidays such as Christmas Day, Boxing Day, New Year's Day and Easter Sunday as these are days where most pharmacies are still closed. The rota pharmacies will generally open for four hours on these days and work with out-of-hours providers to enable patients to access pharmaceutical services. The Bank Holiday rota is available on NHS Choices and is accessible to view by the general public.

Conclusion regarding access to pharmaceutical services

Evidence in this section indicates that although there is below average per capita access to pharmacies in Warwickshire, they are well geographically distributed by population density and levels of deprivation.⁴⁰ Opening hours also indicate good access during usual working hours, on evenings and weekends across the county. Furthermore, public engagement has not highlighted any significant barriers to access. Cross border availability of pharmaceutical services is also significant across the county. Consideration should be made to the fact that the population is set to increase due to new homes being built as described in section 4.6.

Essential services

There are 7 essential services which are briefly described and tabulated below. All of the 111 community pharmacies in Warwickshire are required to provide these essential services as per the CPCF regulations.

Table 2: Description of Essential Services

Essential Service	Description
Dispensing	The safe supply of medicines or appliances ordered on NHS prescriptions. Advice and is given to the patient about the medicines being dispensed and also information on how to use them safely and effectively. Records are kept of all medicines dispensed and maintained.
Repeat dispensing	The management and dispensing of repeatable NHS prescriptions for up to one year, in partnership with the patient and prescriber. The patient will return to the pharmacy for repeat supplies, without first having to visit the GP surgery. Before dispensing each supply the pharmacy will ascertain the patient's need for a repeat supply of a particular medicine and communicate any clinically significant issues to the prescriber.
Promotion of healthy lifestyles (Public Health)	The provision of opportunistic one to one advice is given on healthy lifestyle topics, such as stopping smoking, to certain patient groups who present prescriptions for dispensing. These groups include diabetic patients, patients at risk of coronary heart disease especially those with high blood pressure, patients who smoke and patients who are overweight. Pharmacies must also support up to six local campaigns a year, organised by NHS England. Campaign examples may include topics such as promotion of flu vaccination uptake, healthy living, or stop smoking.
Disposal of unwanted medicines	Community pharmacies accept unwanted medicines from households and individuals which require safe disposal. The medicines are then safely disposed of by a waste contractor engaged by NHS England. Pharmacies

⁴⁰ During the development of this PNA, 1 community pharmacy opened in Kineton, Stratford on Avon (Kineton Pharmacy, CV35 0HN), 1 community pharmacy opened in Bidford-on-Avon, Stratford on Avon (Crab Tree Pharmacy, B50 4LX)



	are not under any obligation to accept sharps under the terms of this essential service. Needle and syringe programmes are a locally commissioned service.
Signposting	The provision of information provided by pharmacists and staff to refer patients to other healthcare professionals or care providers when appropriate. The service also includes referral on to other sources of help such as local or national support groups.
Support for self-care	The provision of advice and support by pharmacy staff to enable people to derive maximum benefit from caring for themselves or their families. The main focus is on self-limiting illness, but support for people with long-term conditions is also a feature of the service.

Dispensing

Each pharmacy in Warwickshire dispenses 7645 items per month on average, which is higher than the England median of 7151 (Table 2). This could be the result of having a lower number of pharmacies than other localities. The higher number of prescriptions dispensed may also be a function of the older age profile in the city, meaning there is a higher burden of disease; however without further research into this, it is not possible to determine a more definite reason.

Table 3: Prescription items dispensed 2015/17

Area	Prescription items dispensed per month 2015/16	Average monthly items per community pharmacy 2015/16	Prescription items dispensed per month 2016/17	Average monthly items per community pharmacy 2016/17
England	82,940,000	7096	84,583,940	7151
Warwickshire	766,574	7232	795,093	7645
Coventry	543,339	5970	544,750	5986

*Excludes DACs and DSPs

Source: NHS Digital and NHS Business Services Authority

Results from the 318 respondents of the public survey showed that out of the Essential services 70.9% of respondents are aware of the repeat dispensing service, 94% are aware that you can dispose of your old medicines at the pharmacy, 77.6% are aware that the local pharmacy team can provide healthy living advice, 76% are aware that the pharmacy can signpost to other services.

Cross border dispensing

Warwickshire shares borders with Coventry, Solihull, Worcestershire, Gloucestershire, Oxfordshire, Northamptonshire, Leicestershire, Staffordshire and Birmingham.⁴¹ There are a range of community pharmacies accessible near the borders of Warwickshire and it is likely that residents have prescriptions dispensed in these areas. It is also likely that residents from outside the county use Warwickshire pharmacies. Further work to establish the extent of cross border dispensing should be undertaken, however at the time of writing this PNA data was not obtained regarding the postcode of prescriptions dispensed, so this work could not be undertaken.

⁴¹ <http://healthierlives.phe.org.uk/topic/mortality>

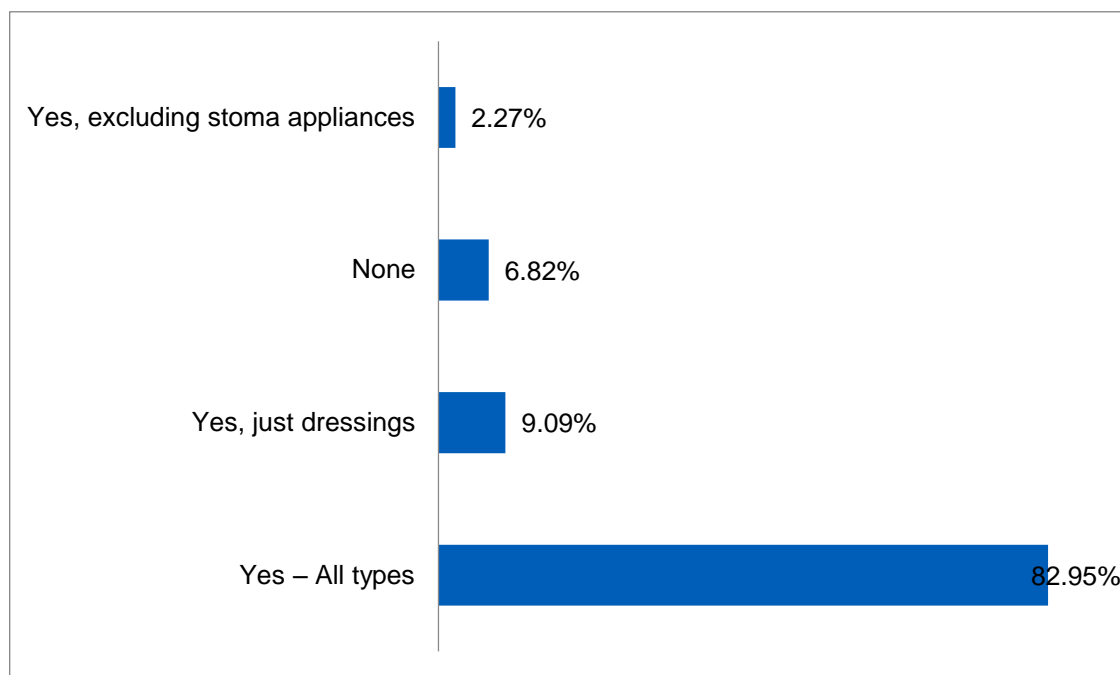


Appliances

Appliances can be dispensed by any pharmacy or appliance contractor and can be broadly categorised as stoma appliances, incontinence appliances, and dressings. There are no appliance contractors identified in Warwickshire.

Results from the pharmacy contractor survey show that of the 88 pharmacies that responded to the survey 73 (83%) dispense all types of appliances.

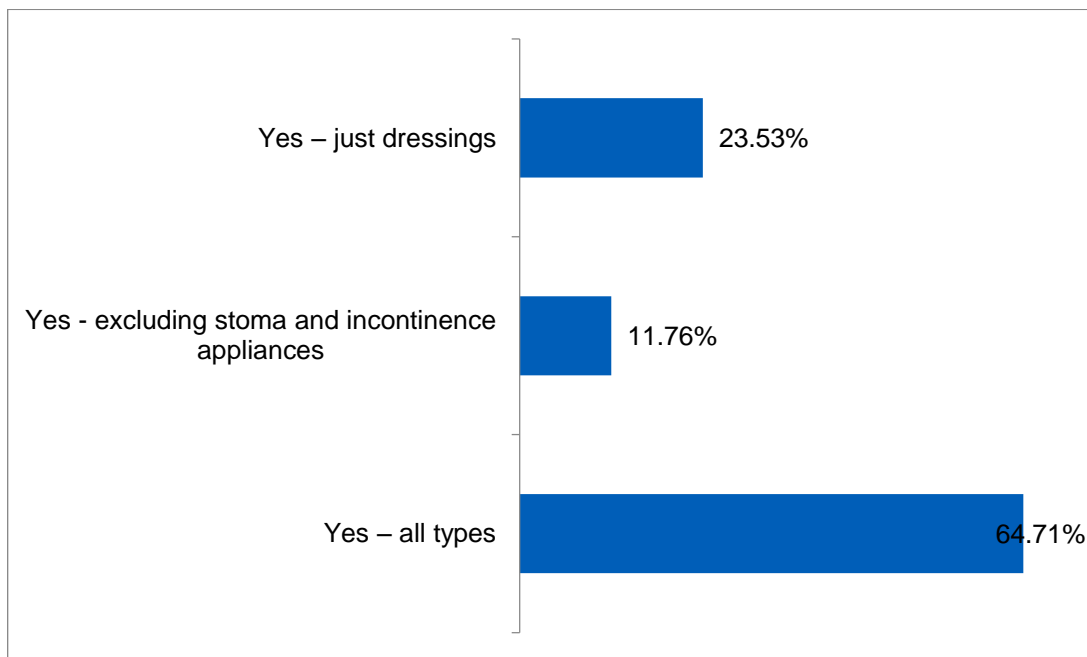
Does the pharmacy dispense appliances?



Warwickshire's 2015 PNA also found that of those that responded over 80% pharmacies dispensed prescriptions for all appliances with approximately 10% dispensing dressings only.

Dispensing doctors survey showed that 11 out of the 17 respondents (64.7%) dispense all type of appliances.

Does the dispensary dispense appliances?



Conclusion regarding Essential Services in Warwickshire

Essential Services are provided by all Warwickshire pharmacy contractors. This includes dispensing of NHS prescriptions which is a fundamental service that is commissioned nationally by the NHS. As discussed with regard to pharmacy access, essential services appear to be accessible for the majority of Warwickshire's population both geographically and at different times of day.

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

Advanced Services

In addition to essential services, the CPCF allows community pharmacies to 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)

Accredited pharmacists undertake structured adherence-centred reviews with patients on multiple medicines, particularly those receiving medication for long term conditions. The MUR process aims to 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. An MUR Feedback Form will be provided to the patient's GP where there is an issue for them to consider.

70% of MURs undertaken have to be from a specified group of patients:

- Patients taking certain high risk medications
- Patients recently discharged from hospital
- Patients prescribed certain respiratory medicines
- Patients diagnosed with cardiovascular disease or another condition which puts them at increased risk of developing cardiovascular disease.



Each pharmacy can provide a maximum of 400 MURs a year. MURs serve as useful indicators for the WHWB to achieve their strategic health aims by improving the quality of life for people with multiple long-term conditions which will in turn help to reduce hospital admissions and thus increase life expectancy. MURs can help prevent unnecessary GP appointments which fit in with the Urgent and Emergency Care strategy for the STP and are crucial in supporting older people by addressing matters associated with polypharmacy which supports the Proactive and Preventative strategy.

Table 4: Mean number of MURs per pharmacy 2015/17

Area	Mean number of MURs/ pharmacy in 2012/13	Mean number of MURs/ pharmacy in 2015/16	Mean number of MURs/pharmacy in 2016/17
England	267	300	285
Warwickshire	Data unavailable	275	279
Coventry	269	265	283

*Excludes DACs and DSPs

Source: NHS Digital and NHS Business Services Authority

In 2016/2017 the mean number of MURs per pharmacy in Warwickshire was 279 which is slightly below the mean number for England.

Out of the 88 respondents to the pharmacy contractor survey, 86 (97.7%) said that they provide the MUR service and the remaining 2 (2.3%) are intending to begin within the next 12 months.

The public survey results showed that there is a good awareness of this service. Results from the public survey of Warwickshire residents showed that 75% of respondents were aware that MUR service was available from Warwickshire pharmacies.

From the dispensing doctor survey when asked about other pharmaceutical services provided by the dispensary, 4 of the 17 respondents mentioned Dispensary Reviews of Medicines (DRUMs). Dispensing GPs are able to provide DRUMs (Dispensing review of Use of Medicines) described as a review of how a patient is using their prescribed medicines, looking at compliance and concordance.⁴²

The Community Pharmacy Clinical Services Review (The 'Murray report', 2016)⁴³ recommends that "the MURs element of the pharmacy contract should be re-designed to include on-going monitoring and regular follow-up with patients as an element of care pathways". The report proposes that MURs evolve into full clinical medication reviews for patients with long term conditions and/or multiple morbidities.

Conclusion for MURs

MURs are considered a relevant service. A large proportion of the community pharmacies within Warwickshire provide MUR services. Data regarding geographical distribution of the service would support further assessment of equity of provision. There may be potential for an increased delivery of MURs across the county to support patients with their long term conditions.

Results of the public survey show that many Warwickshire residents are aware and satisfied with this service. Dispensing doctors can provide DRUMs which are like MURs; designed to improve the patients understanding of their medicines and raises any issues with the appropriate healthcare professional.

New Medicines Service (NMS)

⁴² <https://www.dispensingdoctor.org/news/dda-publishes-guide-drum-mur-nms/>

⁴³ Murray R. 'Community Pharmacy Clinical Services Review' The Kings Fund. (December 2016) Page 18. Available at: <https://www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2016/12/community-pharm-clncl-serv-rev.pdf>



This service provides support for patients with long term conditions who have been newly prescribed a medicine in order to help improve patient medicine adherence. It is initially focused on particular patient groups and conditions.

The pharmacist will provide the patient with information on their new medicine. The second stage involves the pharmacist and patient to meet or speak again by telephone between 7-14 days, meaning that the patient has met with the pharmacist on two separate occasions before their review at 4 weeks with the GP. 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. A follow up discussion (14 to 21 days after the second step) will be held to discuss the medicine and whether any issues or concerns identified during the previous consultation have been resolved. If the patient is having a significant problem with their new medicine the pharmacist may need to refer the patient to their GP. The NMS is conducted in a private consultation area which ensures patient confidentiality. Since the introduction of the NMS in October 2011, more than 90% of community pharmacies in England have provided it to their patients.

The optimal use of appropriately prescribed medicines is vital to the management of long term conditions, which are a key priority in Warwickshire's JSNA. The pharmacist is fundamental to this service as they can intervene and offer support and advice to patients who are newly prescribed a medicine that will be used to manage a long term condition.

Unlike for MURs there is no nationally set maximum number of NMS interventions that may be provided in a year.

Table 5: Mean number of NMS per pharmacy in 2015/17

Area	Total NMS 2015/16	Mean number of NMS/pharmacy in 2015/16	Total NMS 2016/17	Mean number of NMS/pharmacy in 2016/17
England	821072	70	871690	74
Warwickshire	6006	57	6046	58
Coventry	5708	63	5413	59

*Excludes DACs and DSPs

Source: NHS Digital and NHS Business Services Authority

Warwickshire is performing just below the national average mean number of NMS per pharmacy.

Warwickshire pharmacies dispense on average 7645 items per month based on NHS Digital data for 2016/17. This indicates that as per the NMS targets of 20%, 96 NMS' need to be completed each year. To achieve a 100% target, 480 NMS' need to be completed each year. Warwickshire pharmacies completed 58 NMS per year in 2016/17. This equates to approximately 5 NMS per month per pharmacy (the 20% target is 8).⁴⁴

Within Warwickshire, the results of the pharmacy contractor survey identified that 85 of the 88 respondent pharmacies (96.6%) provide this service, with a further 2 (2.3%) intending to offer this service within the next 12 months. 1 pharmacy (1.1%) refers elsewhere. . There is therefore scope for community pharmacies to do more NMS consultations to help tackle the long term conditions part of the JSNA and STP strategy. Non-adherence to prescribed medicines in patients with long term conditions is often a hidden problem and ends up costing the NHS a great deal in the long term.

The results from the public survey demonstrated 74 % patients are aware of this service and 89% of respondents said they were very satisfied and satisfied with the service.

Conclusion for NMS

⁴⁴ <https://psnc.org.uk/funding-and-statistics/funding-distribution/advanced-service-payments/>



NMS is considered a relevant service.

Provision of the service is considered to be adequate but could be improved. There is potential for the service to be accessed by more people, particularly in target populations (such as cardiovascular and respiratory disease) and those pharmacies that do not currently provide NMS should be encouraged to do so. Data regarding geographical distribution of the service would support further assessment of equity of provision.

Appliance Use Reviews (AUR)

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' by:

- establishing the way the patient uses the appliance and the patient's experience of such use
- by identifying, discussing and assisting in the resolution of poor or ineffective use of the appliance by the patient.
- advising the patient on the safe and appropriate storage of the appliance; and
- advising the patient on the safe and proper disposal of the appliances that are used or unwanted.

From these figures it is apparent that there is still a gap in the provision of the AUR service.

Table 6: AUR providers 2015/17

Area	Community pharmacy contractors providing AURs 2015/16	Total AURS 2015/16	Community pharmacy contractors providing AURs 2016/17	Total AURS 2016/17
England	72	1492	85	2057
Warwickshire	1	10	0	0
Coventry	1	16	1	13

*Excludes DACs and DSPs

Source: NHS Digital and NHS Business Services Authority

According to the data above there are 0 pharmacy contractors in Warwickshire conducting AURs in 2016/17. However, Warwickshire residents may be receiving AURs from other national providers of appliances/AURs (not included in the data above). It should be noted that in general, most AURs are conducted by non-pharmacy appliance contractors.

The 2015 PNA identified that 15% of pharmacies conducted AURs. Results from the pharmacy contractor for this PNA show that 11.4% (10/88) of pharmacies offer AURs. A further 8 (9%) pharmacy contractors do intend to offer the appliance use review service within the next 12 months. 15 pharmacies (17.1%) are not intending to provide the service and 55 pharmacies (62.5%) say that they refer elsewhere.

Whilst an ageing population can be thought of as positive, reflective of improved healthcare, this is also perhaps an indicator that patients will require greater access to AUR services in the future.

It is unclear how well advertised the AUR service is to those who may benefit; without knowing this, or the demand for such a specialist service, it is not possible to determine if the service is reaching those that could benefit.



Conclusion for AURs

AURs are considered a relevant service. Demand for the AUR service is lower than for other advanced services due to the much smaller proportion of the population that may be targeted.

NHS BSA data shows community pharmacy contractors completed fewer AURs in 2015/16 relative to the national average. No current gaps in provision have been identified based on the information available. Geographically, location for the provision of these services could be looked further, as more pharmacies could offer these services in areas of the county that have an older age population.

Warwickshire residents may be receiving AURs from other national providers of appliances/AURs. The demands of the services should be assessed continually based on service models and demographic changes.

Stoma Application Customisation (SAC)

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.

The pharmacy contractor survey results identified that out of the 88 respondent pharmacies, SAC is accredited in 5 pharmacies (5.7%), with a further 9 (10.2%) proposing to provide this service within the next 12 months. 16(18.2%) stated that they are not intending to provide the service and 58(65.9%) refer elsewhere. In order to provide this service, certain criteria must be fulfilled – one of the main being the service must be provided from an 'acceptable location' meaning.

- an area within the pharmacy that is distinct from the public area;
- is clearly designated as a private area whilst the service is being provided;
- is suitable and designated for the retention of the appropriate equipment for customisation;
- is suitable and designated for modification of the appliances; and
- that it is suitable for the volume of customisation being undertaken at any given time

The pharmacy contractor survey has a specific section for premises and facilities. Results from the survey found that overall the facilities and consultation areas provided within community pharmacies in Warwickshire were adequate. Feedback from pharmacy contractors revealed that the community pharmacy consultation areas had good characteristics with all 88 (100%) of respondents holding consultations within a closed room. The 2015 Warwickshire PNA found also found that a smaller proportion of contractor provided SACs (16% of pharmacies) but mentioned that demand for the service will be much lower.

Table 7: SAC providers 2015/17

Area	Community pharmacy contractors providing SAC 2015/16	Total SAC 2015/16	Community pharmacy contractors providing SAC 2016/17	Total SAC 2016/17
England	1660	29016	1629	27503
Coventry	12	325	14	373
Warwickshire	13	306	20	235

*Excludes DACs and DSPs

Source: NHS Digital and NHS Business Services Authority

When comparing Warwickshire with the England average, the county has a lower mean number of SACs



reviews shown in the table. This low level of provision reflects the specialist nature of the provision of appliances and it would be expected that this service is provided by DACs specialising in the provision of stoma appliances.

Demand for the appliance advanced services (SAC and AUR) is lower than for the other two advanced services due to the much smaller proportion of the population that may require these services. Pharmacies and DACs may choose which appliances they provide and may also choose whether or not to provide the two related advanced services. People receiving stomas may also access a stoma nurse from secondary care for advice or guidance regarding their stoma.

Conclusion for SACs

SACs are considered a relevant service.

Demand for the SAC service is lower than for other advanced services due to the much smaller proportion of the population that may be targeted.

NHS BSA data shows community pharmacy contractors completed fewer SACs in 2015/16 relative to the national average. No current gaps in provision have been identified based on the information available. Geographically, location for the provision of these services could be looked further, as more pharmacies could offer these services in areas of the county that have an older age population. Warwickshire residents may be receiving SACs from other national providers of stomas. The demands of the services should be assessed continually based on service models and demographic changes.

Seasonal Influenza (Flu) Vaccination

Each year the NHS runs a national 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.

The aims of the service are to:

- to sustain and maximise uptake of flu vaccine in at risk groups by building the capacity of community pharmacies as an alternative to general practice;
- to provide more opportunities and improve convenience for eligible patients to access flu vaccinations; and
- to reduce variation and provide consistent levels of population coverage of community pharmacy flu vaccination across England by providing a national framework

There has been a local flu vaccination scheme in place since 2012 in Warwickshire and Coventry. From 2015/16 NHS England also commissioned flu vaccination scheme from community pharmacy as a new Advanced Service. All pharmacy contractors can choose to provide the Flu vaccination service. Eligible adults have the choice of getting their flu vaccine at a pharmacy from September to March each year. This service sits alongside the nationally commissioned GP vaccination service, giving patients another choice of venue for their vaccination and helping commissioners to meet their local NHS vaccination targets.

Results from the pharmacy contractor survey show that 70 respondents (79.6%) provide seasonal flu vaccinations in Warwickshire.

All Pharmacy contractors can choose to provide the Flu vaccination service but this will not be a condition of their inclusion in the pharmaceutical lists as these services are commissioned by the local authority and are not therefore enhanced services.

Results from the public survey show that 77% of patients are aware of the flu jab service and 90% of patients are very satisfied and satisfied with the service.

NHS BSA data shown below shows a total of 55 pharmacies in Warwickshire provided flu vaccinations in 2016/17.

**Table 8:** Flu vaccination providers 2016/17

Area	Total flu vaccinations provided 2016/17	Average number of flu vaccinations per pharmacy	Community pharmacy contractors providing flu vaccinations
Coventry	9426	133	71
Warwickshire	2422	44	55

Source: PSNC

Conclusion for Flu Vaccination service

Flu vaccination is considered a relevant service.

There is adequate provision of this service in Warwickshire; however data regarding geographical distribution of the service would support further assessment of equity of provision.

The Flu service is also accessible from GPs and other Healthcare providers. Pharmacies in Warwickshire should continue to be encouraged to provide the flu vaccine. Flu immunisation is a cost effective health protection intervention, which supports the prevention of the spread of infectious disease, reducing illness and complications of flu, which, although a mild illness in most, can be fatal.

NHS Urgent Medicines Supply Advanced Service (NUMSAS)

In December 2016, the Department of Health (DoH) commissioned a national NHS Urgent Medicine Supply Advanced Service (NUMSAS) pilot as part of the wider Quality Payments Scheme (QPS) changes to the Community Pharmacy Contractual Framework (CPCF). The NUMSAS pilot service commenced on 1st December 2016 and will run until September 2018.

As part of the NHS 111 pathway, the NUMSAS service is available to patients who have been directly referred to a pharmacy via NHS 111 and not to patients who self-present at the pharmacy without referral. Fundamentally the NUMSAS service allows a pharmacist to supply a prescription only medicine (POM) without a prescription to a patient who has previously been prescribed the requested POM in an emergency situation and at the request of a patient via NHS 111 telephone service. The aim is to manage more efficiently the approximate 200,000 calls per year to NHS 111 for urgent repeat prescription medications. These calls normally default to a GP out of hour's appointment to arrange an urgent prescription and as a result, block access to GP appointments for patients with greater clinical need and it will route patients away from A&E who might otherwise attend to request urgent medicines. The aim of the NUMSAS service is to reduce the burden on urgent and emergency care services to ensure patients have access to the medicines or appliances when needed. NUMSAS focusses on the handling of urgent medication requests and offers an avenue by which NHS 111 requests for urgent medicine supply can be managed appropriately. The NUMSAS service can resolve problems leading to patients running out of their medicines and increase awareness of electronic repeat dispensing.

Pharmacy survey results

Results from the pharmacy contractor survey showed that 21 pharmacy contractors (23.9%) stated that they provide this service. This is understandably low as this is relatively still a new service. However, 32 pharmacies (36.4%) are intending to begin this service within the next 12 months.

Quality Payment Scheme April review point data

Currently it can be seen that 21 pharmacy contractors in Warwickshire are registered to provide the NUMSAS service.

Public survey results



Results from the public survey show that 61.8% are aware that they can get an emergency supply of medication from the pharmacy when they run out. Over half (65.4%) of patients are very satisfied or satisfied with this service.

Conclusion for NUMSAS

NUMSAS is considered a relevant service.

Provision of this service is available from 21 community pharmacies in Warwickshire. Evaluation of the pilot NUMSAS service in terms of; referral rates to community pharmacy and impact on GP OOH appointments for urgent repeat prescription requests is necessary, before an assessment of adequacy of provision can be made.

Pharmacy premises facilities and consultation areas

The provision of Advanced Services is linked to the provision of consultation areas within pharmacies; this was explored in some depth in the pharmacy contractor survey.

In addition, The Disability Discrimination Act 1995, replaced by the Equality Act 2010, sets out a framework that requires providers of goods and services, not to discriminate against persons with a disability. It is expected that the pharmacy would make reasonable adjustments, if this is what is needed in order to allow the person to access the service.

The presence of consultation areas in many pharmacies presents an opportunity to commission pharmacies in new and potentially exciting ways to deliver new services. In some respects this is already happening through commissioning enhanced and other locally commissioned services.

From the pharmacy contractor survey results, out of 88 pharmacies that responded 84 (95.5%) have a consultation area and provide good facilities to carry out confidential consultations with patients. 71 (80.7%) of these have wheelchair access and 13 (14.8%) do not have wheelchair access.

The results of the pharmacies that had consultation areas also concluded that all 88 consultation areas are a closed room facility (100%) allowing privacy and that at least 60 (71.4%) provide hand washing facilities within the room.

Quality Payments Scheme

The CPCF introduced a new scheme for 2017/2018 called the Quality Payments (QP) scheme. In order to access the additional funding available through the QP, pharmacies need to achieve the following:

- Provision of one specified Advanced service
- The NHS Choices entry for the pharmacy must be up to date;
- Pharmacy staff at the pharmacy must be able to send and receive NHS mail; and
- The contractor must be able to demonstrate ongoing utilisation of the Electronic Prescription Service (EPS) at the pharmacy premises.

Pharmacy contractors will then receive additional payments for achieving a range of criteria under the domains: patient safety, patient experience, public health, digital, clinical effectiveness and workforce. There are two review dates during the year at which pharmacies can claim for quality payments. Results from contractor declarations in April 2017 have been analysed and are presented below.

NHSBSA Data at April 2017 QPS Review Point

The NHSBSA has published the declaration data for the April 2017 review point of the Quality Payment



Scheme. 45

Gateway Criteria

91.9% (102/111) of pharmacies in Warwickshire have met the essential Gateway criteria for QPS.

Of those pharmacies that meet the gateway criteria in April 2017;

- 102 pharmacies in Warwickshire that met the Gateway criteria (100%) provide MURs.
- 101 (99%) that met Gateway criteria are accredited to provide NMS.
- 21 of 102 (20.6%) that met Gateway criteria are registered to provide NUMSAS.

Quality Domains

- 53.9% (55/102) pharmacies reported that they had they had written a safety report at premises level available for inspection at review point, covering analysis of incidents and incident patterns evidence of sharing learning locally and nationally, and actions taken in response to national patient safety alerts.
- 92.2% (94/102) pharmacies reported that 80% of registered pharmacy professionals working at the pharmacy have achieved level 2 safeguarding status for children and vulnerable adults in the last two years.
- 88.2% (90/102) of pharmacies reported that the results from the last 12 months of the Community Pharmacy Payment questionnaire (CPPQ) was available on the pharmacies NHS choices page.
- 24.5% (25/102) pharmacies reported that they were a Healthy Living Pharmacy – Level 1 (self-assessment).
- 93.1% (95/102) reported that they had increased access to their Summary Care Records over two given time periods
- 100/102 (98.0%) pharmacies reported that their entry on the NHS 111 Directory of Services was up to date at the time of survey.
- 90.2% (92/102) pharmacies reported that on the day of the review, the pharmacy can show evidence of asthma patients, for whom more than 6 short acting bronchodilator inhalers were dispensed without any corticosteroid inhaler within a 6 month period, are referred to an appropriate health care professional for an asthma review.
- 96.1% (98/102) pharmacies reported that 80% of their staff working within the pharmacy were Dementia Friends.

Pharmacy Survey QPS declarations

Gateway Criteria

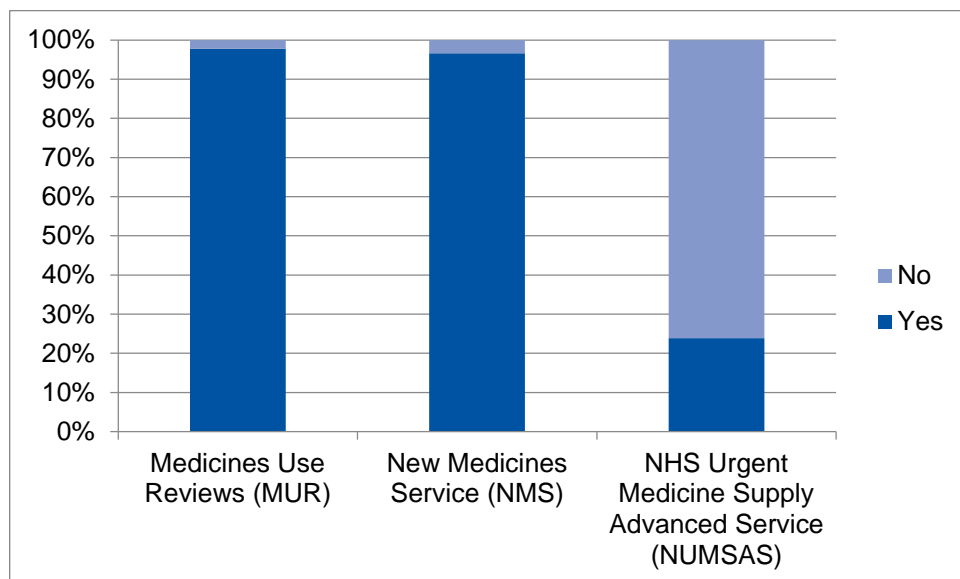
- There were a total of 88 responses to the survey for Warwickshire pharmacies. 74 respondents to the pharmacy survey (84%) met the essential criteria.
- 86 (97.7%) pharmacy survey respondents have an up to date NHS Choices entry
- 71 (80.7%) pharmacy survey respondents used NHS Mail
- 88 (100%) pharmacy survey respondents are Electronic Prescription Service Release 2 enabled

⁴⁵ <http://psnc.org.uk/services-commissioning/essential-services/quality-payments/quality-payments-scheme-statistics/>



- 86 (97.7%) respondents provide MURs, with the remaining 2 (2.3%) intending to begin within the next 12 months.
- 85 (96.6%) respondents provide NMS, with 2 (2.3%) intending to begin within the next 12 months, and 1 respondent refer elsewhere (1.1%).
- 21 (23.9%) respondents provide NUMSAS with 32 (36.4%) intending to begin within the next 12 months. 10 respondents (11.4%) do not intend to provide NUMSAS, and 25 (28.4%) selected that they refer elsewhere.

Advanced services provided by pharmacies from pharmacy survey responses



Quality Domains

74 out of the 88 respondents to the pharmacy survey were eligible to respond to the quality criteria section of the survey.

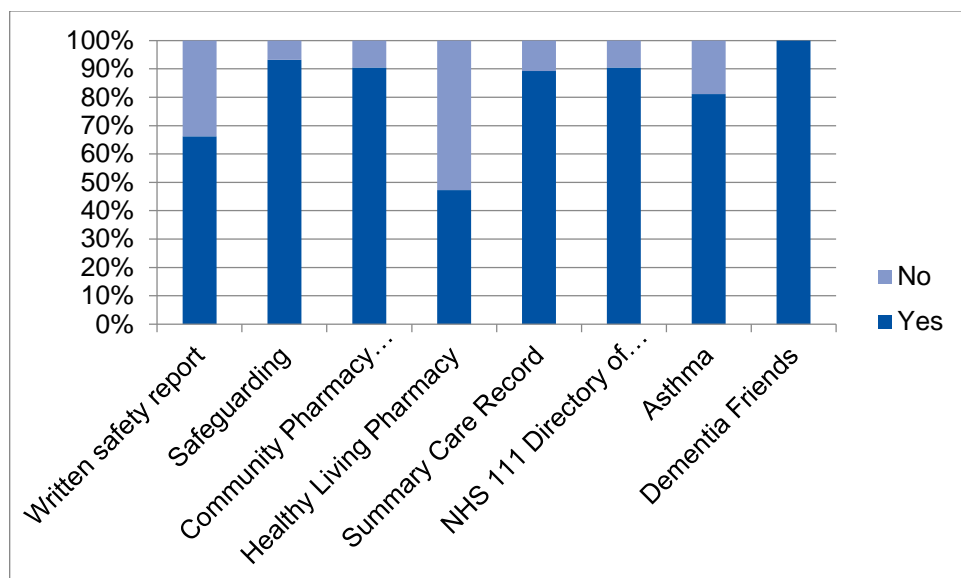
- 49 (66.2%) pharmacies reported that they had written a safety report at premises level available for inspection at review point, covering analysis of incidents and incident patterns evidence of sharing learning locally and nationally, and actions taken in response to national patient safety alerts.
- 69 (93.2%) pharmacies reported that 80% of registered pharmacy professionals working at the pharmacy have achieved level 2 safeguarding status for children and vulnerable adults in the last two years.
- 67 (90.5%) of pharmacies reported that the results from the last 12 months of the Community Pharmacy Payment questionnaire was available on the pharmacies NHS choices page.
- 35 (47.3%) of pharmacies reported that they were a Healthy Living Pharmacy – Level 1 (self-assessment).
- 66 (89.2%) pharmacies reported that they had increased access to their Summary Care Records over two given time periods.
- 67 (90.5%) pharmacies reported that their entry on the NHS 111 Directory of Services was up to date at the time of survey.
- 60 (81.1%) pharmacies reported that on the day of the review, the pharmacy can show evidence of



asthma patients, for whom more than 6 short acting bronchodilator inhalers were dispensed without any corticosteroid inhaler within a 6 month period, are referred to an appropriate health care professional for an asthma review.

- 74 (100%) pharmacies reported that 80% of their staff working within the pharmacy were Dementia Friends.

Quality Criteria: Achievement from pharmacy survey responses



Healthy Living Pharmacies (HLPs)

The Healthy Living Pharmacy (HLP)⁴⁶ is a tiered commissioning framework which was developed by the Department of Health. Pharmacies meeting the gateway criteria of the QPS scheme are able to receive payment for achieving HLP status – one of the QPS quality domains.

The services provided as part of HLP are tailored to meet local health needs and build on the existing core pharmacy services with a series of enhanced services at three different levels of engagement:

- Promotion (Level 1)
- Prevention (Level 2)
- Protection (Level 3).

These levels of engagement reflect local health need and increasing capability within the pharmacy to deliver. HLPs aim to improve the health and wellbeing of the local community and help to reduce health inequalities by delivering a broad range of high quality public health services to meet local health needs.

In July 2016 the Pharmacy and Public Health Forum, accountable to Public Health England, developed a profession-led self-assessment process for level 1 HLPs, based on clear quality criteria and underpinned by a proportionate quality assurance process. *“Achieving level 1 Healthy Living Pharmacy status will require pharmacies to adopt a pro-active health promoting culture and environment within the pharmacy, with all the requirements of the quality criteria satisfied. These include understanding local public health needs, creating a health and wellbeing ethos, team leadership, communication, community engagement and having a health*

⁴⁶ <http://psnc.org.uk/services-commissioning/locally-commissioned-services/healthy-living-pharmacies/>



promoting environment.”⁴⁷

In terms of what patients or customers can expect from a HLP, the Pharmaceutical Services Negotiating Committee (PSNC) states that: “The public will feel the difference when entering an HLP; the Health Champion and other staff may proactively approach them about health and wellbeing issues and will know about local services for referral or signposting. If a health trainer service exists locally then Health Champions can extend their reach. There will be a health promotion zone and there should be a health promotion campaign running linked into local priorities and health needs.”

HLP Requirements

The stipulations below are requirements which must be met before a pharmacy can be registered as an HLP:

- The pharmacy has a consultation room which is compliant with the Advanced Services standards and is appropriate for services on offer.
- In the past year, the pharmacy has participated in the provision of both Medicines Use Reviews (MURs) and the New Medicine Service (NMS), and has proactively engaged in health promoting conversations
- In the past year, the pharmacy has participated in the provision of the NHS Community Pharmacy Seasonal Influenza Vaccination Advanced Service (FLU) or has actively referred patients to other NHS providers of vaccinations
- The pharmacy complies with the General Pharmaceutical Council’s Standards for Registered Premises and Standards of Conduct, Ethics and Performance; and
- The pharmacy complies with the NHS Community Pharmacy Contractual Framework (CPCF) requirements.

A pharmacy can only be considered as an HLP if it is already meeting all the contractual requirements for essential and advanced Services provided within the pharmacy contract. To qualify for HLP status, a pharmacy must also meet a set of agreed criteria:

- Consistently deliver a broad range of health and wellbeing services to a high quality.
- Promote healthy living & wellbeing as core activity.
- Support a team that is proactive in promoting health & wellbeing and the community’s health at the centre of what it does.
- Staff meet locally agreed training and accreditation requirements to provide customers with health and wellbeing advice. They will signpost patients to community pharmacy services and other services where appropriate.
- Is identifiable to the public and other healthcare professionals

HLP Framework

The HLP framework is underpinned by three enablers⁴⁸:

- Workforce development – a skilled team to pro-actively support and promote behaviour change.
- Premises that are fit for purpose

⁴⁷ PSNC Briefing. ‘Healthy Living Pharmacies: Information for Local Authorities’ (May 2015) Available at: http://psnc.org.uk/wp-content/uploads/2013/08/LA_HLP_briefing_May2015.pdf

⁴⁸ <http://psnc.org.uk/services-commissioning/locally-commissioned-services/healthy-living-pharmacies/>



Engagement with the local community, other health professionals (especially GPs), social care and public health professionals and local authorities

Information provided by the LPC in November 2017 shows that there are 85.6% (95/111) pharmacies in Warwickshire accredited as HLPs. Distance selling pharmacies (DSPs), of which there are 6 in Warwickshire, cannot be accredited as HLPs.

There are opportunities for new services to be developed and commissioned based on local health needs from HLP pharmacies; the framework is not restrictive. Evaluations of 49 Healthy Living Pharmacies (HLP) have demonstrated an increase in successful smoking quit rates, extensive delivery of alcohol brief interventions and advice, emergency contraception, targeted seasonal flu vaccinations, common ailments, NHS Health Checks, healthy diet, physical activity, healthy weight and pharmaceutical care services.

Enhanced and Locally Commissioned Services

The third set of pharmaceutical services as per the CPCF that can be provided from pharmacies are Enhanced Services and Locally Commissioned Services. These services can only be referred to as Enhanced Services if they are commissioned by NHS England. Local services commissioned by CCGs or local authorities are referred to as 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.

Appendix 7 shows which locally commissioned services are provided by each pharmacy in Warwickshire.

Sexual Health Services

Community Pharmacy sexual health services in Warwickshire are designed to improve access to key treatments including 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.

At present, pharmacies in Warwickshire are not testing or treating for STIs. Pharmacies are signposting to the Integrated Sexual Health service (ISHS) website where users are able to order a testing kit for Chlamydia online. Warwickshire County Council Public Health is in discussion with the ISHS to resolve situations where users are unable to go online for a chlamydia testing kit.

Warwickshire County Council Public Health commission a total of 49 pharmacies to provide EHC in Warwickshire.

Supply of emergency hormonal contraception (EHC)

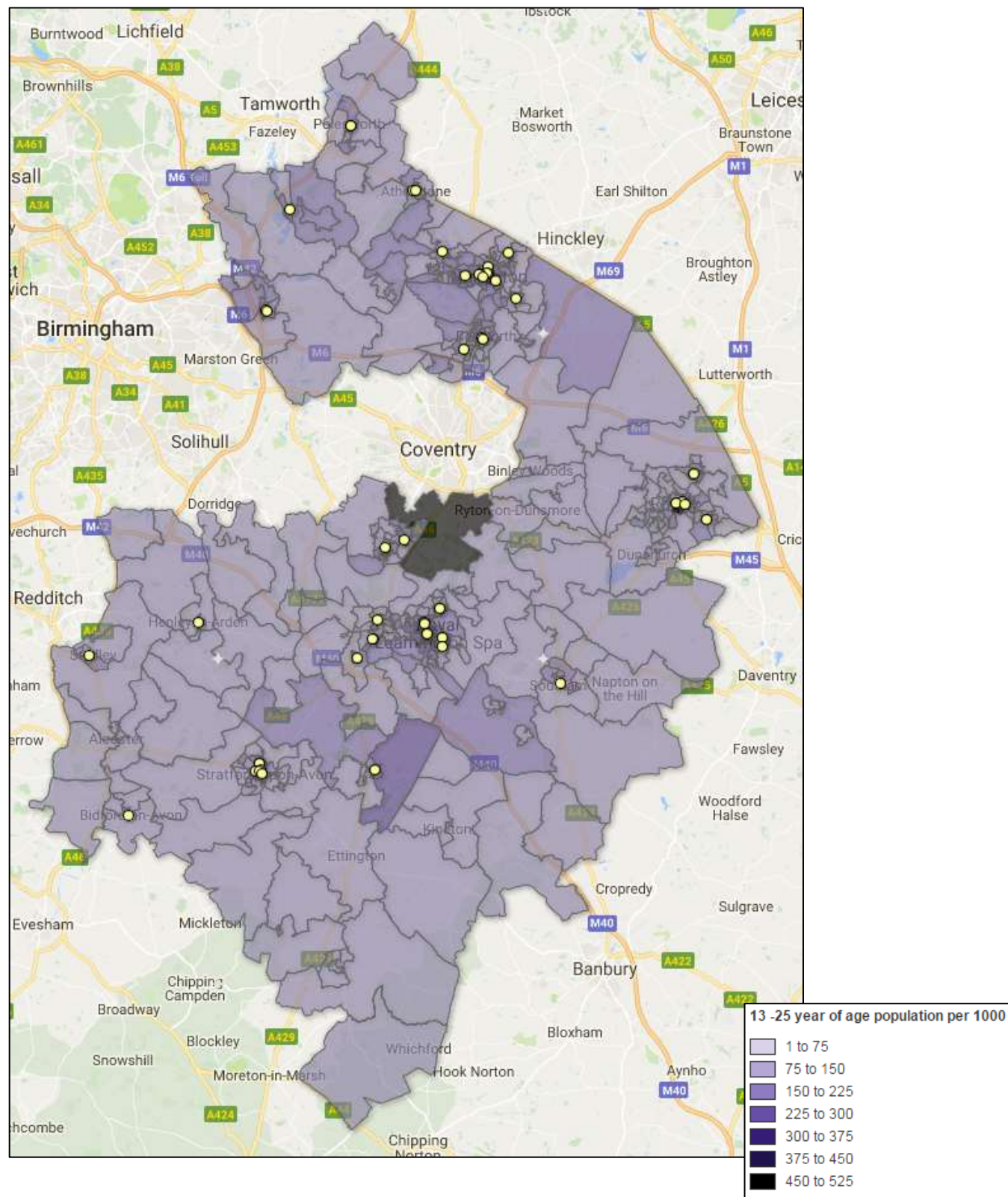
The service allows a client of any age to choose to attend an accredited Warwickshire pharmacy (operating within the parameters of a service level agreement and a current EHC PGD) to obtain EHC. Client privacy is of utmost importance, and the selection of each pharmacy will have been based on the assurance that they use approved private counselling area that complies with the requirements for provision of Advanced services under the National Pharmacy Contractual Framework.

⁴⁹ University of Bradford. 'Evaluation of the West Yorkshire Healthy Living Pharmacy Programme' (Jan 2016). Available at: <http://www.cpyw.org/doc/973.pdf>

⁵⁰ Mohan L, McNaughton R & Shucksmith J. Teeside University. 'An Evaluation of the Tees Healthy Living Pharmacy Pilot Scheme' (2013) Available at: <https://www.networks.nhs.uk/nhs-networks/hlp-pathfinder-sites/messageboard/hlp-forum/358672516/600199395/healthy-living-pharmacy-electronic-3-pdf>



Figure 14: the location of pharmacies offering sexual health services mapped over population aged 13-25 years old.





In terms of geographical provision, there are pharmacies offering sexual health services in central areas of Nuneaton and Bedworth, Rugby and Warwick. There is provision in North Warwickshire, albeit not as concentrated to central areas. Furthermore, Stratford on Avon has provision in Stratford and Bidford. The southern areas of Stratford-on-Avon are not populated by pharmacies offering sexual health services, however these areas are less densely populated. It is also probable that young people prefer to access Sexual Health services outside of their immediate community and where a greater level of anonymity is available.

In addition, it should also be noted that there are ISHS clinics which offer advice on sexual health, contraception and full sexually transmitted infection (STI) testing including chlamydia. Sexual Health Warwickshire cover the whole of Warwickshire including more rural communities. More information is available here: <http://www.sexualhealthwarwickshire.nhs.uk/>

Pharmacies commissioned to provide EHC appear to be well located, in areas where the population aged 13 to 25 are higher. In addition, pharmacies have the option of providing EHC privately by charging a patient and these will not be included in this report.

According to the pharmacy contractor survey 44 pharmacies out of 88 respondents (50%) to the contractor survey provide sexual health services with 21 (23.9%) intending to begin within the next 12 months.

The public survey revealed that within Warwickshire, 158 people (53.6%) were aware of sexual health services provided by pharmacies. 68% of respondents were satisfied or very satisfied with the service.

Conclusion for Sexual Health services

Sexual health services are viewed as relevant service.

The Sexual Health services (EHC and signposting to ISHS) in Warwickshire has adequate levels of provision; pharmacies providing this service are well located across areas of deprivation and where the population of 13-25 year olds is relatively high in the county. However, Warwickshire pharmacies are not currently commissioned to provide STI (including chlamydia) testing, condom distribution or pregnancy testing which can be seen as a gap in pharmacy Sexual Health service provision.

Substance Misuse Services

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

Warwickshire County Council have tendered out the needle exchange (NEX) and supervised consumption service to Addaction, as part of the Recovery Partnership in Warwickshire. Addaction are responsible for receiving activity data and remunerating the pharmacy based schemes for delivering needle and syringe programmes. Addaction are also responsible for the day to day running of the scheme.

Post 2017 we anticipate it is likely the NEX and supervised consumption service in Warwickshire will continue to be commissioned. There will be a review of all drug action services commissioning activity between now and then, however the outcomes of the review cannot be predicted for the purpose of this PNA.

Needle Exchange

25 pharmacies provide the needle exchange service in Warwickshire.

Needle and syringe exchange services (NEX) are an integral part of the harm reduction strategy for drug users.

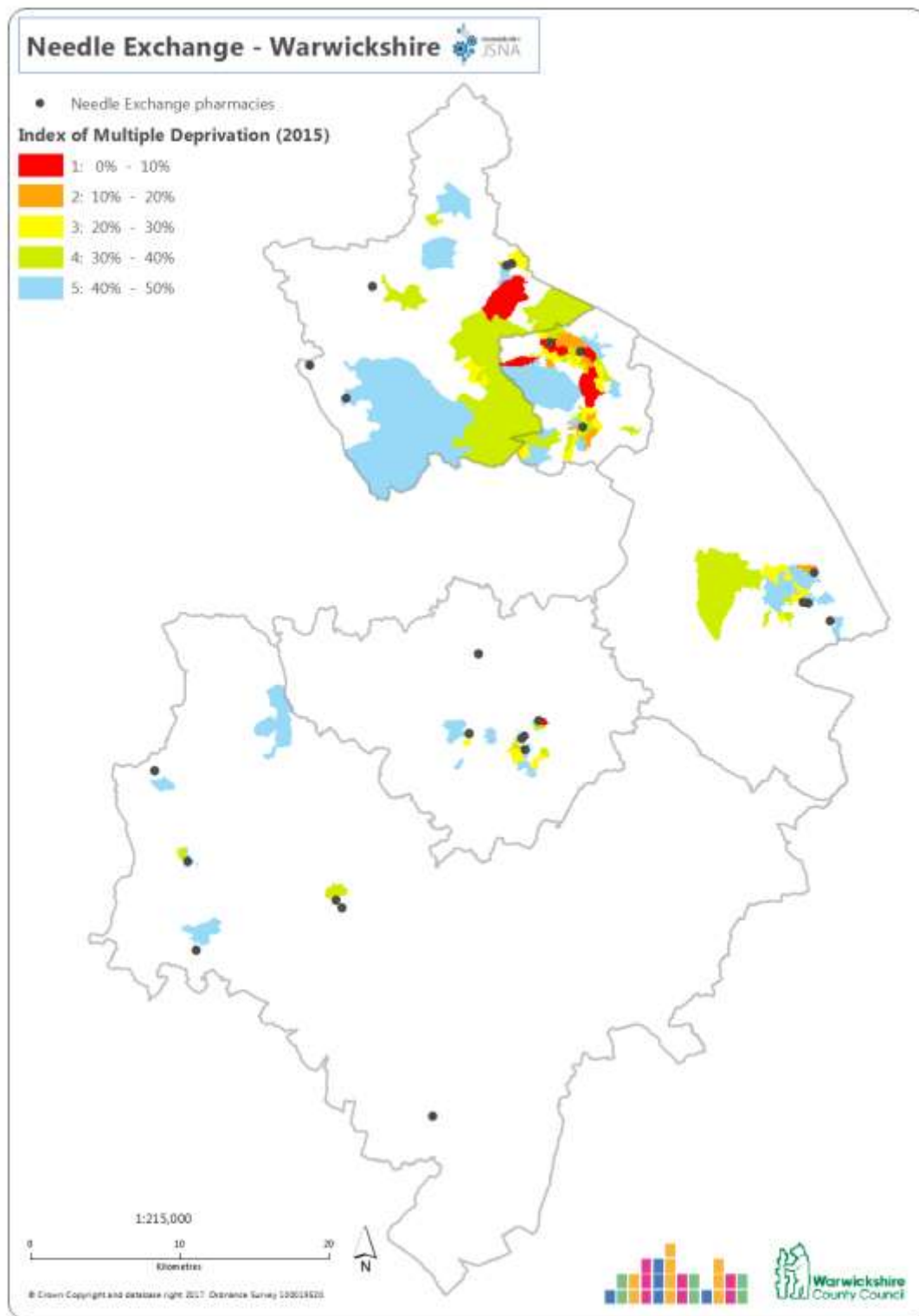
It aims to:

- Reduce the spread of blood borne pathogens e.g. Hepatitis B, Hepatitis C, HIV by providing sterile injecting equipment and safe disposal of used injecting equipment
- Be a referral point for service users to other health and social care services



There is evidence to support the effectiveness of needle exchange services with long term health benefits to drug users and the whole population. Community pharmacies aid with this as they arrange provision of the exchange packs and associated materials and provide a clinical waste disposal service.

Figure 15: the location of pharmacies offering the Needle Exchange service mapped over Indices of multiple deprivations in Warwickshire





The map shows that pharmacies commissioned to provide the service appear to be well located with respect to the most deprived areas of Warwickshire. There is a greater provision in the north of the county, in Nuneaton and Bedworth, which has the highest levels of deprivation in the county.

There is no needle exchange provision from pharmacies in south east of the Stratford on-Avon district, however these areas are rural and less deprived but consideration should be given to have pharmacies that offer this service in these areas. It is however difficult to know exactly where to target such services since this population are often transient and so reporting of needle use or needles discarded may not correspond to where people want to access the service.

It should be noted that non-pharmacy providers throughout Warwickshire provide Substance Misuse services that include supervised consumption and needle exchange. Any planned increases in service provision should therefore take these providers into account.

Supervised Consumption

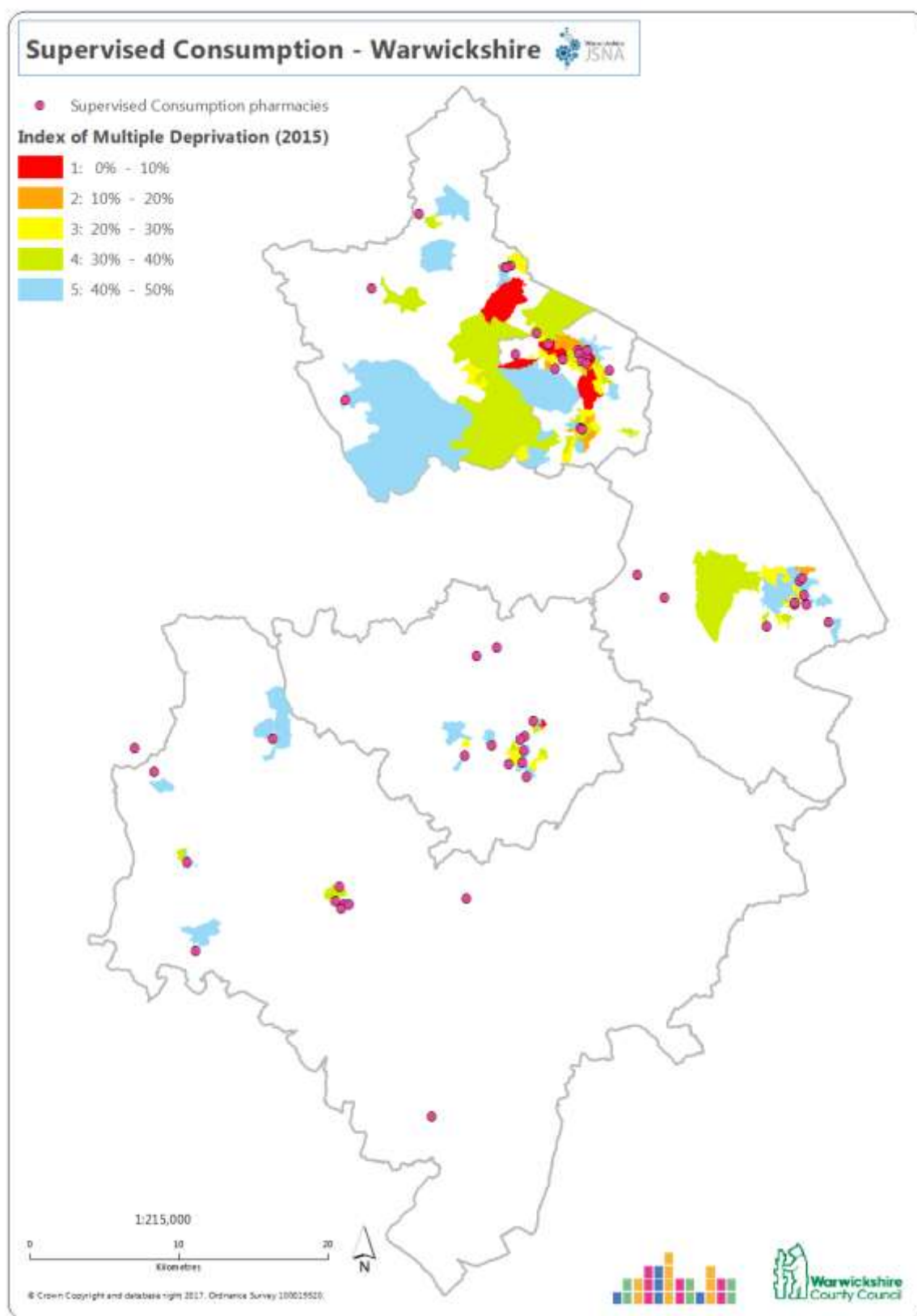
The supervised consumption service provides access to substitute therapy with methadone or buprenorphine for people with an opiate addiction, via direct supply through community pharmacies. This service involves the pharmacist to physically witness and supervise the consumption of the prescribed medicines at the point of dispensing in the pharmacy against a valid prescription.

The overall aims of pharmacy services to drug users are to assist the service user to remain healthy, reduce risk, and provide service users with regular contact with a healthcare professional and help them access further advice or assistance. These are considered necessary services and pharmacies can be act as an important primary access point for these service users. The service reduces the risk of drug-related death during the induction and titration stages of treatment, but also prevents diversion of prescribed medication. This service ensures frequent (usually daily) contact between the service user and the pharmacist especially during the early and more chaotic stages of treatment. This also allows the opportunity to monitor patients closely.

In Warwickshire, a total of 56 pharmacies provide supervised consumption.



Figure 16: The location of pharmacies offering the supervised consumption service mapped over Indices of multiple deprivations in Warwickshire.





The map shows that pharmacies commissioned to provide supervised consumption appear to be well located with respect to the most deprived areas of Warwickshire. There is a greater provision in the north of the county, in Nuneaton and Bedworth, which has the highest levels of deprivation in the county.

It should be noted that non-pharmacy providers throughout Warwickshire provide Substance Misuse services that include supervised consumption and needle exchange. Any planned increases in service provision should therefore take these providers into account.

According to the pharmacy contractor survey 56 of 88 (63.6%) provide supervised consumption and 7 (8%) are intending to begin within the next 12 months.

Conclusion for Substance Misuse services

Substance Misuse services are considered relevant services.

The Supervised Consumption and Needle Exchange services have adequate levels of provision. Pharmacies are well located across areas of deprivation to provide both services.

Smoking Cessation Service

The Stop Smoking Service is one where pharmacies provide support and advice to people who want to give up smoking. The delivery for the service helps reduce levels of smoking-related illness, disability, premature death, and health inequality.

The aims of the service are:

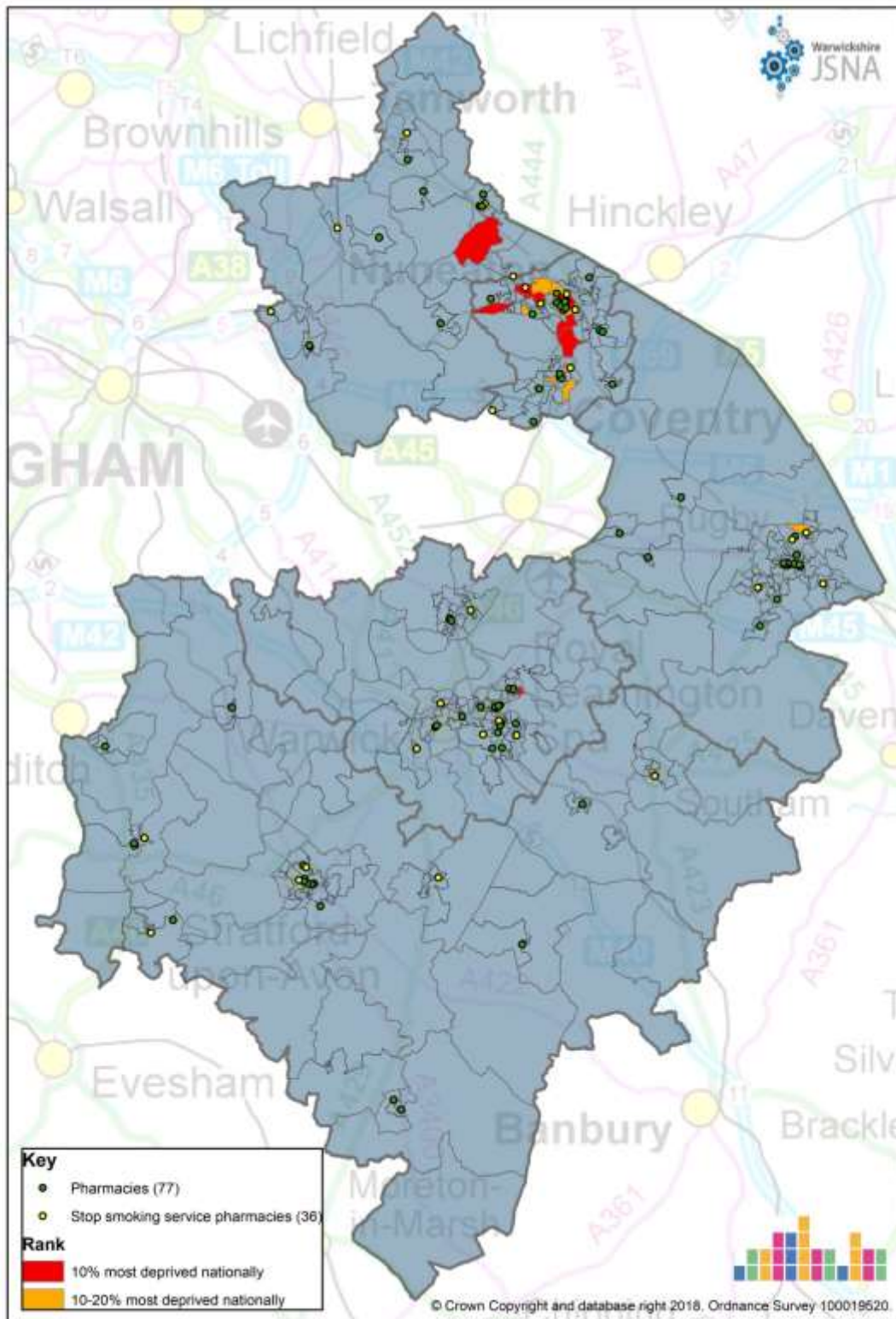
- support the development of stop smoking services outside of GP surgeries.
- enable supply of nicotine replacement therapies by appropriately trained non- physician health care professionals.
- enable non-health care professionals who are offering intensive support to smokers to access nicotine replacement therapy as part of the support package.

In Warwickshire, the smoking cessation service is commissioned by Warwickshire County Council. The service involves the provision of behavioural support and pharmacotherapy delivered via a time-limited intervention to support people who smoke to successfully and permanently stop smoking. Progress is then assessed after 4 weeks. The monitoring criteria and procedures are taken from the “National Centre Smoking Cessation Training (NCSCT) Guidance for Local Stop Smoking Services, 2014”. Any interventions are delivered by a stop smoking advisor, who has received stop smoking service training one-to-one and/or group support and NCSCT. There are also specialist services for pregnant women.

Smoking remains one of the largest contributors to avoidable mortality; the stop smoking service is therefore considered necessary. This service is offered in 36 pharmacies in Warwickshire according to the commissioners. Most people who smoke are from poorer socio-economic groups. People living in the most deprived areas are more likely to smoke than those living in the least deprived areas. Therefore pharmacies in Warwickshire offering the stop smoking services have been mapped against indices of multiple deprivation.



Figure 17: Pharmacies offering Smoking Cessation over Indices of Multiple deprivation in Warwickshire





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.

Despite these gaps there is access to GPs who are the other major provider of smoking cessation advice within Warwickshire, which may be sufficient to fill the need. For example, Shipston Medical Centre in Shipston-on-Avon provides smoking cessation advice and can possibly meet the need towards the south of the county. Current service provision is therefore considered to be adequate.

Pharmacy contractors survey showed that 33 of 88 (37.5%) of respondents pharmacy's provide the smoking cessation service and 19 (21.59%) are intending to begin within the next 12 months. 40 of the 88 respondent pharmacy contractors (45.5%) state they supply NRT and 17 (19.3%) are intending to supply in the next 12 months.

Results from the public survey showed that the stop smoking service was one of the most recognised services among respondents (77.7%). 71% of respondents were very satisfied or satisfied with the service.

Conclusion for Smoking Cessation service

Smoking cessation is considered a relevant service.

The Smoking Cessation service has varied levels of provision across the county and would benefit from increased provision in areas of deprivation. Results from the public survey showed that the service was one of the most recognised services among respondents (77.7%) and levels of satisfaction are high.

Improvements and Other Commissioned Services in the future

There are opportunities to develop the contribution of community pharmacies further. Services are being offered in other health and wellbeing areas that are not currently commissioned from Warwickshire community pharmacies to include:

- Testing for Hepatitis B and Hepatitis C and vaccination against Hepatitis B in community pharmacies are opportunities that could potentially be explored and piloted if it seems feasible to put the necessary systems in place. The aim of such an initiative would be to facilitate access to services and thereby provide earlier diagnosis and/or protection, in a group that is both at high risk and hard to reach.
- Pharmacies in Warwickshire could deliver outreach NHS Health Checks as part of a pilot service. The NHS Health Check is a health check-up designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia, in adults in England aged 40-74 without a pre-existing condition.
- Community pharmacies all participate in six public health promotion campaigns each year, as part of their national contract. Further opportunities exist to encourage healthy behaviours such as maintaining a healthy weight and taking part in physical activity such as providing advice, signposting services and providing on-going support towards achieving behavioural change, for example, through monitoring of weight and other related measures.
- Pharmacy staff can play a role in promoting awareness of good mental health, for example signposting to information about local support networks, mental health help lines etc.
- Pharmacy providers are also involved in part of the public advice and campaign network to increase public awareness of antibiotic resistance and the rational approach to infection control matters regarding, for example, MRSA and C difficile.
- In addition, pharmacies could under a Patient Group Directions (PGDs) advise and provide immunisation to protect patients from diseases or blood-borne viruses.



- A palliative care service, as offered in neighbouring Birmingham, to improve access to specialist medicines and continuity of supply with the ultimate aim of providing the highest level of End of Life care.
- Minor ailments management – a NHSE Pharmacy First scheme was initiated in

There is currently a wide variation in services commissioned on a local level from community pharmacy. There are opportunities for local service commissioning to assist in providing effective, integrated healthcare services. A wide range of services are described in the Drug Tariff which are locally commissioned across England including: head lice management services, services to schools, out of hours services, supplementary and independent prescribing by pharmacists and medicines assessment and compliance support.



Conclusion

The changing population needs for healthcare and in particular the demands of an ageing population with multiple long-term conditions mean there are some significant challenges to overcome in the drive to improve health and well-being in Warwickshire. To meet these challenges, there will need to be a much greater emphasis on prevention, early intervention and early help to protect and maintain people's health and independence. The Warwickshire Health and Wellbeing Board consider community pharmacies to be a key health and wellbeing resource and recognise that they offer potential opportunities to support health improvement initiatives and work closely with partners to promote health and wellbeing.

The King's Fund report 'Community Pharmacy Clinical Services Review' (December 2016) commissioned by the Chief Pharmaceutical Officer recommended that there is a need in the medium-term to "ensure that community pharmacy is integrated into the evolving new models of care alongside primary care professionals. This will include enhancing the support they provide to people with long-term conditions and public health, but should not be limited to these." At a local level, the Health and Wellbeing Board will encourage the involvement of pharmacies and pharmacy teams in developing local plans and systems of integrated working.

There are opportunities to develop the contribution of community pharmacies across all of the currently commissioned services. Local commissioning organisations should continue to consider pharmacies among potential providers when they are looking at the unmet pharmaceutical needs and health needs of the local population, including when considering options for delivering integrated care. Any commissioning of services or initiatives in community pharmacies should be informed by the evidence base and evaluated locally ideally using an evaluation framework that is planned before implementation.

There is capacity for community pharmacy to address local priorities described in the JSNA and STP. Community pharmacies have close links with their communities and are therefore well placed to support WHWB to deliver their priorities. For example, the development of the Healthy Living Pharmacy programme which provides a specialist public health advisory role can support many of these work streams. The proposed Community hubs and the Out of Hospital programme can utilise pharmacies by referring their patients to the local pharmacy services provided.

Local commissioning organisations should therefore continue to consider pharmacies among potential providers when they are looking at the unmet pharmaceutical needs and health needs of the local population, including when considering options for delivering integrated care.

The PNA concludes that there is adequate provision of pharmaceutical services in Warwickshire to serve the needs of the population. There is however differences in pharmaceutical services available across the county. There are fewer pharmacies towards the south of the county however this does not imply inadequate provision. The pharmacy service is supplemented by dispensing GP practices serving the more rural areas. Furthermore, data regarding pharmacies providing a collection and delivery service shows that the vast majority do so, which to some extent may compensate for there being smaller number of pharmacies in certain parts of the county.

The public engagement process revealed a high level of satisfaction on the part of respondents. It should be noted that there is a lack of awareness around opening hours and the range of pharmacy services offered in Warwickshire



Recommendations

The Sustainability and Transformation Plan should consider the findings and recommendations of this PNA in the course of their on-going work to improve the health of the local population. The STP identifies Proactive & Preventative care as a key theme. The STP should consider better utilisation of community pharmacies to aid in reducing projected future demand growth. Taking into account current service provision and other factors that may affect need for pharmaceutical services in the future; the following recommendations have been put forward:

- Patients and public should be provided with clear information on opening times, services offered (including provision of confidential consulting space), and alternative provision when pharmacies are not open.
- Expansion of the Healthy Living Pharmacy Level 1 should continue, and should be considered in areas of new housing developments.
- Consider the role of level 2 healthy living pharmacies in relation to the possible integration of community pharmacy into referral pathways, e.g. for minor ailments and self-care support.
- Actively support all community pharmacies to achieve standards set out in the national Quality Payments Scheme.
- Increased referral from GP and secondary care can help encourage pharmacies to undergo Medicines Use Reviews and the New Medicines Service reviews by targeting appropriate patients who are most likely to derive greatest benefit from these interventions. MURs can help prevent unnecessary GP appointments which fit in with the urgent and emergency care strategy for the STP and are crucial in supporting older people by addressing matters associated with polypharmacy.
- As discussed in section 6.12, consideration should be made to provide other locally commissioned pharmacy services that are being provided in neighbouring areas as such as the alcohol and naloxone services (which are newly being provided in Coventry), the Palliative Care scheme which will improve access to End of Life medicines particularly during extended pharmacy opening hours and a minor ailments scheme which empowers patients to self-care. In addition, expansion of sexual health services provided by pharmacies to include condom distribution and pregnancy testing should be considered. This would support these specific local JSNA priority needs.
- Consider how community pharmacy can be utilised to facilitate admission to and discharge from hospital, particularly their role in discharging efficiently and safely (in regards to prescribing).



Consultation Overview

The PNA process comprises of a statutory requirement that involves having a consultation period of 60 days revolving around the contents of the PNA. The WHWB must consult with various organisations to ensure that the pharmaceutical providers and services supporting the population of Warwickshire mentioned within the document are accurately reflected. The public consultation of this PNA ran from 1st December 2017 to 5th February 2018.

Public and organisational consultation responses to the consultation have been collated and analysed. Any concerns that rose as a result of the consultation process have been considered in the redrafting of this final PNA document. The final document was presented to the WHWB for ratification in February 2018 and the final PNA report published and available on local websites in March 2018. A full consultation report is available as Appendix 9.



Appendices

Appendix 1 – Public Survey

Local Views needed for Local Pharmacies

Introduction and background

Coventry City Council and Warwickshire County Council are working in partnership with the NHS to understand how you use pharmacies (or chemists) and the services they provide that are most important to you.

Those based in Coventry may recall a similar survey conducted between October 2016 and February 2017 by Healthwatch that focussed on pharmacy services. However, this survey focuses on your experiences in more detail.

The information that you provide is completely confidential and anonymous.

This survey closes at 8am on Monday 25th September 2017

Should you wish to speak to someone about this consultation or about the survey, please contact us on:

Telephone: 0121 612 3806

Email: mlcsu.researchservices.@nhs.net

HOW TO RETURN THIS QUESTIONNAIRE

Please return this questionnaire in the freepost envelope provided. You do not need to use a stamp.

You can also fill in this survey online at: <http://tinyurl.com/CovWarPNA-Public-Survey>

Thank you in advance for taking the time to complete this survey.

The data controller is NHS Midlands and Lancashire CSU. The information from this survey will be used to improve Coventry and Warwickshire Pharmacy services, the information may be shared with Coventry and Warwickshire City Council partners to improve service delivery across the city. Your response will be temporarily stored on Elesurvey's secure servers based in the UK. Elesurvey undertakes not to disclose the responses to others without lawful grounds.



Section 1 – The pharmacies you use and why

1. Which of the following best describes your location?	
Coventry	
Warwickshire	

2. Please provide details of the last pharmacy you used? <i>(please include as much as you know)</i>	
Name of Pharmacy	
Road	
Town/City	
Postcode	

3. Is this the pharmacy that you normally use?	
Yes – Proceed to Q4	
No – Proceed to Q3	

4. If no, which pharmacy do you normally use? <i>(please include as much as you know)</i>	
Name of Pharmacy	
Road	
Town/City	
Postcode	



5. Thinking about the pharmacy you normally use, how do you normally travel to it? (please tick one)	
Car (driver)	
Car (passenger)	
Public transport	
Bicycle	
Taxi	
Walk	
Other (please specify)	

6. Typically, how long does it take you to get there in minutes?

Answer:



7. Again thinking about your normal pharmacy, what are your main reasons for choosing to visit this pharmacy? <i>(Please select up to 5 reasons)</i>	
Friendly and polite	
A quick service	
Can provide you with the right advice when you're unwell	
Can advise you on living a more healthy lifestyle	
A room for a private consultancy is available	
Stocks the medicine / items I require	
Provides advice and guidance about where to go for health advice and assistance	
The pharmacist takes time to talk to me	
The pharmacy delivers my prescriptions	
I have confidence in the pharmacy	
I can park the car there easily	
It is near my home	
It is near my work	
It is near/ at my local GP surgery	
It is easy to get to whilst shopping	
It has good public transport links (e.g. bus)	
Convenient opening hours	
I can visit the pharmacy in the evening and weekend	
Other (please specify)	



8. Thinking about your last visit to a pharmacy, who did you visit for? (please tick one)	
For yourself	
For a child under the age of 12 months	
For a child between 13 months and 5 years	
For a child between 6 years and 16 years	
For a member of your family aged 17+	
For a friend/neighbour etc. aged 17+	
Other (please specify)	

9. Why did you go to the pharmacy? (please tick one)	
For a prescription (to have a prescription dispensed)	
To buy an over the counter medicine (e.g. paracetamol or plasters)	
For advice (e.g. on medicines, illnesses, symptoms you were experiencing, minor ailments)	
Other (please specify)	



10. Overall, how satisfied were you with your last visit to the pharmacy? <i>(Please tick one)</i>	
Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	

11. Please explain why you were or were not satisfied with your last visit.

--



12. Have you used an internet pharmacy in the last year?	
Yes – Proceed to Q13	
No – Proceed to Q15	
Unsure – Proceed to Q15	

13. Why did you use the internet pharmacy? (please tick all that apply)	
Easier than visiting a high street pharmacy i.e. more convenient	
It's more private and I don't have to ask/pay for the items over the counter	
The items were cheaper	
I could not find them in my pharmacy or other shop	
I can buy larger amounts of the item i.e. buying in bulk	
I don't know if I can buy the item from a high street pharmacy	
Other (please specify)	

14. If you can remember please tell us the name of the website / internet pharmacy you used?



Section 2 – Pharmacy opening hours

15. To what extent are you happy with the opening hours of the pharmacy you normally use? <i>(please tick one)</i>	
Very happy	<input type="checkbox"/>
Happy	<input type="checkbox"/>
Neither happy nor unhappy	<input type="checkbox"/>
Unhappy	<input type="checkbox"/>
Very unhappy	<input type="checkbox"/>

16. Did you know some pharmacies are open outside 9-5, Monday to Friday?	
Yes – Proceed to Q17	<input type="checkbox"/>
No – Proceed to Q18	<input type="checkbox"/>

17. Do you know which pharmacies are open at these times?	
Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

18. When do you usually visit? (Please tick all that apply)			
Midnight – 8am	<input type="checkbox"/>	8pm to midnight	<input type="checkbox"/>
Between 8am and 12pm	<input type="checkbox"/>	Monday to Friday	<input type="checkbox"/>
Between 12pm and 5pm	<input type="checkbox"/>	Saturday	<input type="checkbox"/>
Between 5pm and 8pm	<input type="checkbox"/>	Sunday	<input type="checkbox"/>



Section 3 – Pharmacy Services

19. To what extent do you agree/disagree with the following statement...	
<i>"I am always able to access the pharmacy services I require, when I need them."</i>	
<i>(please tick one)</i>	
Strongly agree	
Slightly agree	
Neither agree nor disagree	
Slightly disagree	
Strongly disagree	



20. Thinking about the services provided by the pharmacies in your area, which of the following are you aware of?

	Yes	No
Collection of prescriptions from surgeries		
Collection of prescriptions from surgeries which includes putting in the repeat request slip		
Repeat Dispensing: If you are regularly being prescribed the same medicines, you may be able to get prescriptions for up to 6-12 months issued as a batch of forward dated prescription by your GP		
Disposing of Old Medicines: If you or your family have medicines that are out of date or you no longer need, you can take them to a pharmacy so they can be safely destroyed		
Healthy Living Advice: Your local pharmacy team can provide advice on a range of subjects to help you and your family live well, e.g. what food you should eat to stay healthy, healthy levels of alcohol etc.		
Information about other health services: If your pharmacy team can't help you with a particular issue, they can help you find out who you need to speak to and where to go to get the support you need		
Staying healthy and recovering from illness: Pharmacy team can help you to avoid getting ill, they can also help you to use your medicines properly so you can recover quickly if you do get ill		
Discussing your prescription medicines: You can arrange a private meeting with your pharmacist to discuss how you feel your medicines are working		
New prescription medicines: When your GP gives you a new medicine, you can meet with your pharmacist to make sure you know how to use it properly to get the best out of it		
Using Medical Devices: Some people with severe conditions or after surgery need to use devices which can be complicated. Your pharmacist can meet with you to discuss any problems you have		
Getting an emergency supply of medication from the pharmacy: This when you run out of your medicines or leave them at home while on holiday and the pharmacy provides you with a few days supply under certain circumstances		
Sexual Health Services: Some pharmacies provide a range of services to help people practice safe sex, use contraception to avoid unplanned pregnancies, and to treat sexually transmitted infections		
Tuberculosis Treatment: Pharmacies storing the treatment you need to take if you have been diagnosed with Tuberculosis and providing you with the medicine to treat the condition		
Seeing a Pharmacist instead of a GP: There are some conditions that you can get treated by your pharmacy team instead of having to wait for a GP appointment e.g. aches and pains,		



coughs, colds		
Stopping Smoking: Pharmacy teams can help you to quit by providing advice and treatment		
Blood test: You can go to some pharmacies to have your blood sample taken		
Flu Jabs: You can get the flu jab at pharmacies in the same way as it is provided by GP practices in that anyone eligible for a free flu jab at a GP practice is also eligible for the jab in pharmacies that offer the NHS England commissioned service.		
Travel vaccines: Some pharmacies provide injections that you need to have when travelling to some foreign countries		
Immunisations: Some pharmacies provide some of the jabs your children would normally have in a GP practice		
Health Tests: Some pharmacies test for things like high cholesterol, diabetes, blood pressure, weight		
Pain Relief Medicines for Complex Illnesses (e.g. Cancer): Certain pharmacies keep regular stocks of medicines like Morphine so that people who need strong pain relief do not go without it		

21. Focussing on the services you have used, how satisfied are you with each of them?

(Please tick your level of satisfaction for the services you have used. For those you haven't used, please leave the row blank)

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Collection of prescriptions from surgeries	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Collection of prescriptions from surgeries which includes putting in the repeat request slip	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Repeat Dispensing	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Disposing of Old Medicines	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Healthy Living Advice	Very	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A



	satisfied	d		d	d	
Information about other health services	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Staying healthy and recovering from illness	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Discussing your prescription medicines	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
New prescription medicines	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Using Medical Devices	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Getting an emergency supply of medication from the pharmacy	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Sexual Health Services	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Tuberculosis Treatment	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Seeing a Pharmacist instead of a GP	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Stopping Smoking	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Blood tests	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Flu Jabs	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A



Travel vaccines	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Immunisations	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Health Tests	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
Pain Relief Medicines for Complex Illnesses (e.g. Cancer)	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A



22. Thinking about the services you're *not* aware of, which of the following services would you like to use if they were available in your local pharmacies?

(Please tick all that apply)

Collection of prescriptions from surgeries	
Collection of prescriptions from surgeries which includes putting in the repeat request slip	
Repeat Dispensing: If you are regularly being prescribed the same medicines, you may be able to get prescriptions for up to 6-12 months issued as a batch of forward dated prescription by your GP	
Disposing of Old Medicines: If you or your family have medicines that are out of date or you no longer need, you can take them to the pharmacy so they can be destroyed in a safe manner	
Healthy Living Advice: Your local pharmacy team can provide advice on a range of subjects to help you and your family live well, e.g. what food you should eat to stay healthy, healthy levels of alcohol etc.	
Information about other health services: If your pharmacy team can't help you with a particular issue, they can help you find out who you need to speak to and where to go to get the support you need	
Staying healthy and recovering from illness: Pharmacy team can help you to avoid getting ill, they can also help you to use your medicines properly so you can recover quickly if you do get ill	
Discussing your prescription medicines: You can arrange a private meeting with your pharmacist to discuss how you feel your medicines are working	
New prescription medicines: When your GP gives you a new medicine, you can meet with your pharmacist to make sure you know how to use it properly to get the best out of it	
Using Medical Devices: Some people with severe conditions or after surgery need to use devices which can be complicated. Your pharmacist can meet with you to discuss any problems you have	
Getting an emergency supply of medication from the pharmacy: This when you run out of your medicines or leave them at home while on holiday and the pharmacy provides you with a few days supply under certain circumstances	
Sexual Health Services: Some pharmacies provide a range of services to help people practice safe sex, use contraception to avoid unplanned pregnancies, and to treat sexually transmitted infections	
Tuberculosis Treatment: Pharmacies storing the treatment you need to take if you have been diagnosed with Tuberculosis and providing you with the medicine to treat the condition	
Seeing a Pharmacist instead of a GP: There are some conditions that you can get treated by your pharmacy team instead of having to wait for a GP appointment e.g. aches and pains, coughs, colds	
Stopping Smoking: Pharmacy teams can help you to quit by providing advice and treatment	
Blood test: You can go to some pharmacies to have your blood sample taken	



Flu Jabs: You can get the flu jab at pharmacies in the same way as it is provided by GP practices in that anyone eligible for a free flu jab at a GP practice is also eligible for the jab in pharmacies that offer the NHS England commissioned service.	
Travel vaccines: Some pharmacies provide injections that you need to have when travelling to some foreign countries	
Immunisations: Some pharmacies provide some of the jabs your children would normally have in a GP practice	
Health Tests: Some pharmacies test for things like high cholesterol, diabetes, blood pressure, weight	
Pain Relief Medicines for Complex Illnesses (e.g. Cancer): Certain pharmacies keep regular stocks of medicines like Morphine so that people who need strong pain relief do not go without it	
Please outline any other services you'd like to use here	

Section 4 – Obtaining advice at the pharmacy

23. Have you ever been given advice on any of the services offered at the pharmacy?

Yes – Proceed to Q24

No – Proceed to Q25

24. Thinking about the last time you received advice by the pharmacist, please rate the advice you were given on the following...

(Where 5 is 'very good' and 1 is 'very poor')

	1 – very poor	2	3	4	5 – very good
The way the advice was communicated to you (e.g. spoken, written down)					
Relevance of the advice to you and your needs					
Overall usefulness of the advice					

25. Please share any further comments about pharmacy services here.



--

Section 4 – About you

We want to make sure we have listened to a diverse and representative group of people from across Coventry and Warwickshire. You are not obliged to answer these questions however we would greatly appreciate it if you did.

We will not be able to identify you from any of the information provided below in this questionnaire.

26. Please provide your postcode, so we can identify pharmacy provision in your area

--

27. How would you best describe yourself?	
Employed or self-employed (working)	
Student	
Fulltime parent	
Unemployed	
Retired	
Other (please specify)	



28. Which age group do you fall into?	
10 - 14	
15 - 19	
20 - 24	
25 - 29	
30 - 34	
35 - 39	
40 - 44	
45 - 49	
50 - 54	
55 - 59	
60 - 64	
65 - 69	
70 - 74	
75 - 79	
80 +	

29. What is your sexual orientation?	
Heterosexual or straight	
Bisexual	
Gay man	
Gay women/ lesbian	
Prefer not to say	

30. What is your gender?	
Female	



Male	
Intersex	
Transgender	
Prefer not to say	



31. How would you describe your ethnic origin?			
ASIAN OR ASIAN BRITISH:		WHITE	
	Bangladeshi		British (includes English/ Welsh/ Scottish/ Northern Irish)
	Indian		Irish
	Pakistani		Gypsy/ Irish Traveller
	Any other Asian background (please specify)		Any other White background (please specify)
BLACK OR BLACK BRITISH		OTHER ETHNIC GROUP	
	African		Chinese
	Caribbean		Arab
	Any other Black background (please specify)		Any other Ethnic group (please specify)
MIXED			Prefer not to say
	White and Asian		
	White and Black African		
	White and Black Caribbean		
	Any other Mixed background (please specify)		

32. Do you consider yourself to have a disability?			
	Yes		No
	Prefer not to say		

Thank you for taking the time to complete our survey. Your views are important to us. Please now post your completed questionnaire back to us using the freepost address below.

Freepost Plus RTAA XTHA LGGC

FAO Janet Carr



Midlands and Lancashire CSU

Heron House

120 Grove Road

Fenton

Stoke-on-Trent

Staffordshire

ST4 4LX



Appendix 2 – Public survey results

Introduction

Coventry's and Warwickshire pharmaceutical needs assessment (PNA). It has been prepared by Midlands & Lancashire Commissioning Support Unit. The PNA has been prepared to support how decisions are made about pharmacy services in Warwickshire, we hope that it will generate discussion and debate as to how we can make the most of the pharmacy services and identify areas for improvement going forward

The PNA is also a tool used to inform commissioners of the current provision of pharmaceutical services and identify any gaps in relation to local health needs. These gaps can therefore be addressed by improving services or even access to those services in those local areas.

PNA's as a statutory requirement must be updated at least every 3 years. This document provides an update to Warwickshire's previous PNA. It includes data from an in-depth assessment of needs for pharmaceutical services in Warwickshire. This needs assessment was produced by evaluating the health need of the local population with consideration of the existing services that are provided by pharmacies.

Warwickshire County Council and the NHS Midlands and Lancashire Commissioning Support Unit ran a survey from 30th August to 4th October 2017, and it's aim was to understand how people use pharmacy services in Warwickshire. In detail the objectives were

To explore when and how people access pharmacy services

To understand what factors are most important to pharmacy users

To explore the demographic profile of pharmacy users

To understand the quality of services that pharmacies offer

To understand there are where gaps in provision/ demand for other services

To understand what aspects could be improved

To understand factors that influence choice of a particular pharmacy

The survey was disseminated using the following methods:

Via email to local organisations and key stakeholders

Links to the online survey were also promoted through social media

Printed copies were left in local pharmacies, with Freepost return envelopes

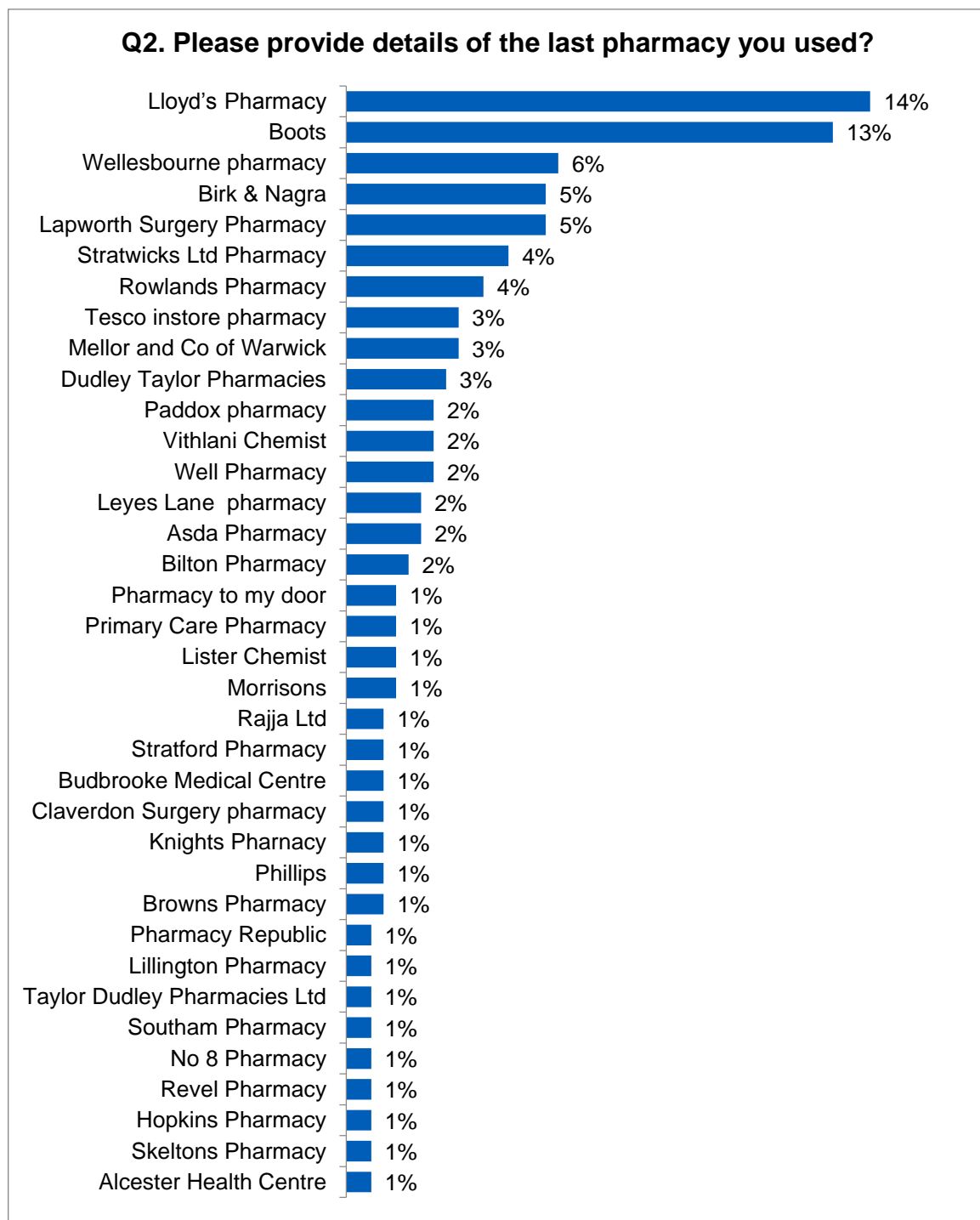
A total of 318 responses were received, the vast majority of responses were received via the online survey.



Survey Findings

The pharmacy you use and why

When asked about details of the last pharmacy used, over 50 different outlets were mentioned, of which the two high street pharmacies, Boots and Lloyds are most used.



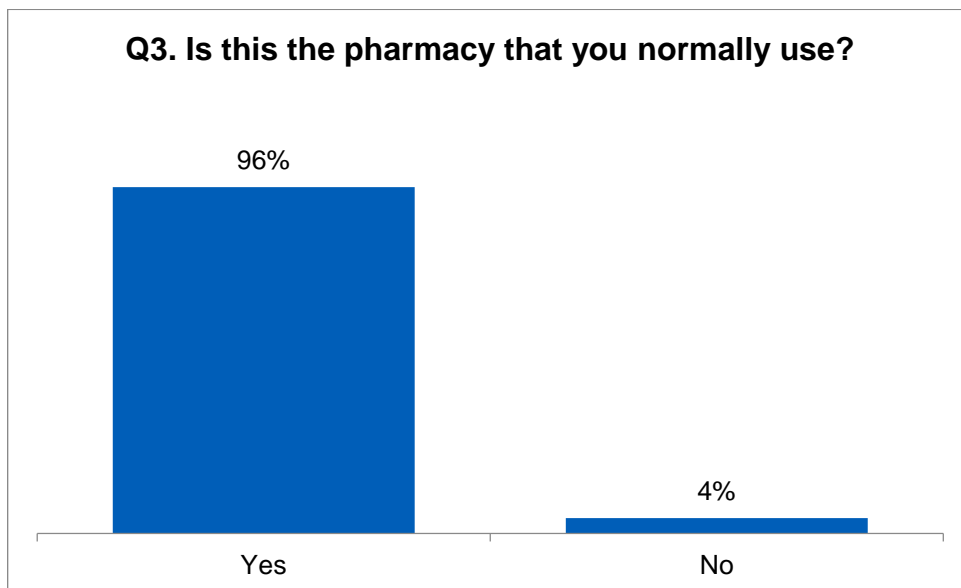
Base: 309 (open responses)



Other less frequently mentioned pharmacies are shown in the table below;

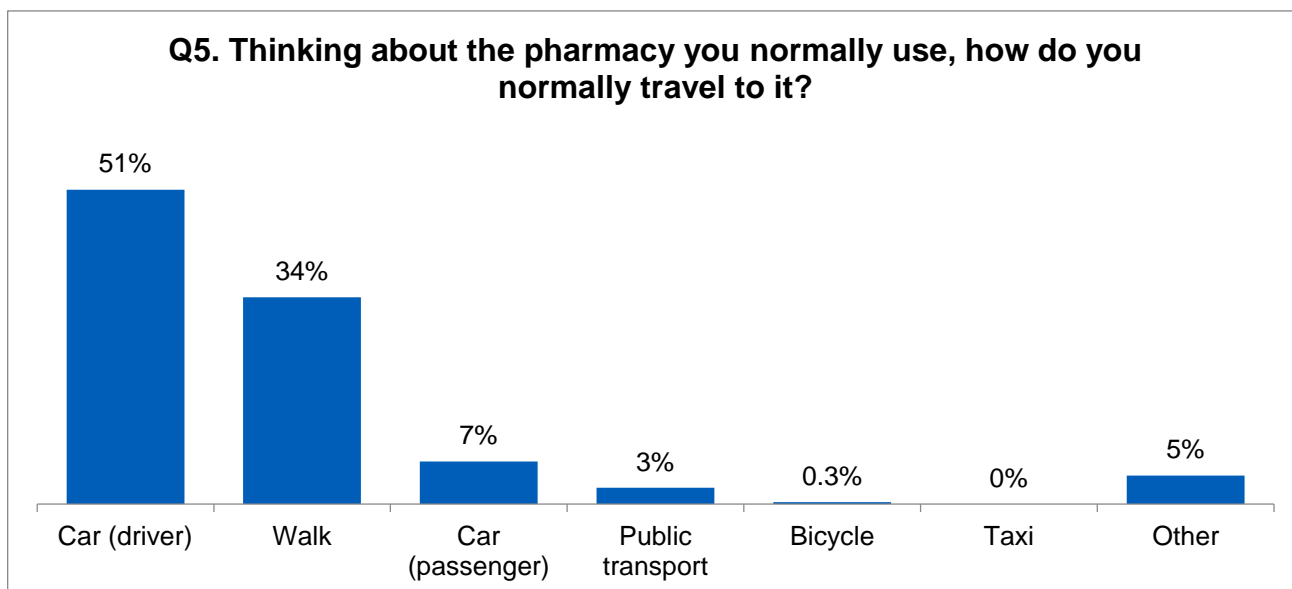
Other less frequently mentioned pharmacies	
Walmley Pharmacy	Sainsburys
Bidford pharmacy	DAY LEWIS
Saiful alam	Hastings house
M W PHILLIPS	Dhaliwal
Binley Woods	KASLI
Magson	Pharmacy Vithlani
Central surgery pharmacy	Arrow Surgery
Chase Avenue Pharmacy	Bishop's Itchington Surgery
Harbury Pharmacy	Viflani
Chemist	Pool Road
Superdrug	Burrs
Next to Whitehall Medical Practice	Edgwich Pharmacy
Village Pharmacy	Warwick Hospital Outpatient Pharmacy
Atherstone Pharmacy	Priory Surgery
Warwickshire to your door	Castle Medical Centre
No.1 Pharmacy	Fenny Compton Surgery
Alliance Pharmacy	Galley common
Copsewood	Grendon Pharmacy

The vast majority state the last pharmacy they visited is also the pharmacy they normally use. A small proportion (4%) state the last pharmacy they used is not their normal pharmacy.

**Q3. Is this the pharmacy that you normally use?**

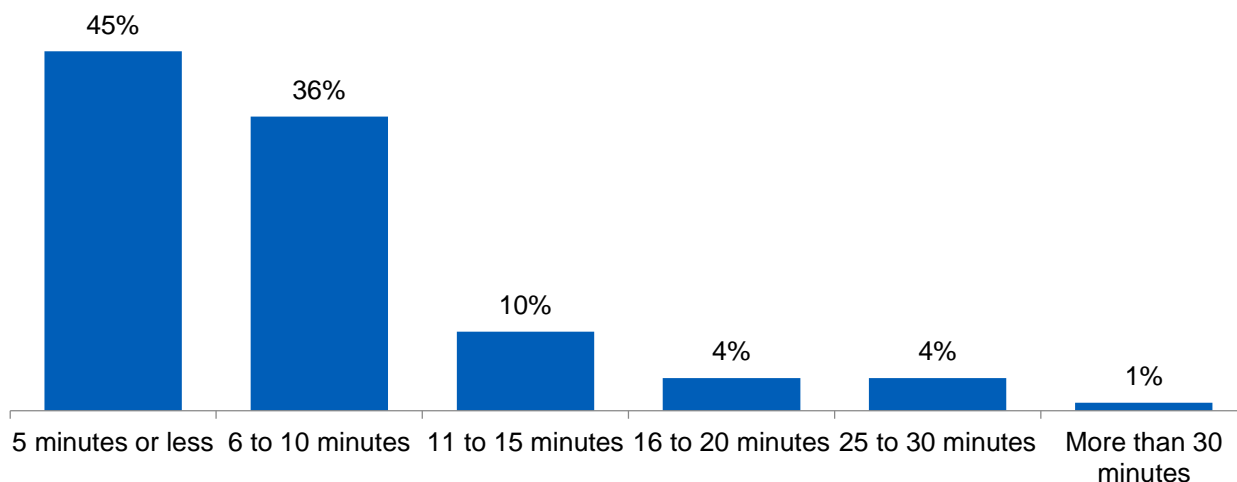
Base: 316 (single response)

A third walk to their pharmacy and just over a half drive their own car. Public transport is used by just under 3%.

Q5. Thinking about the pharmacy you normally use, how do you normally travel to it?

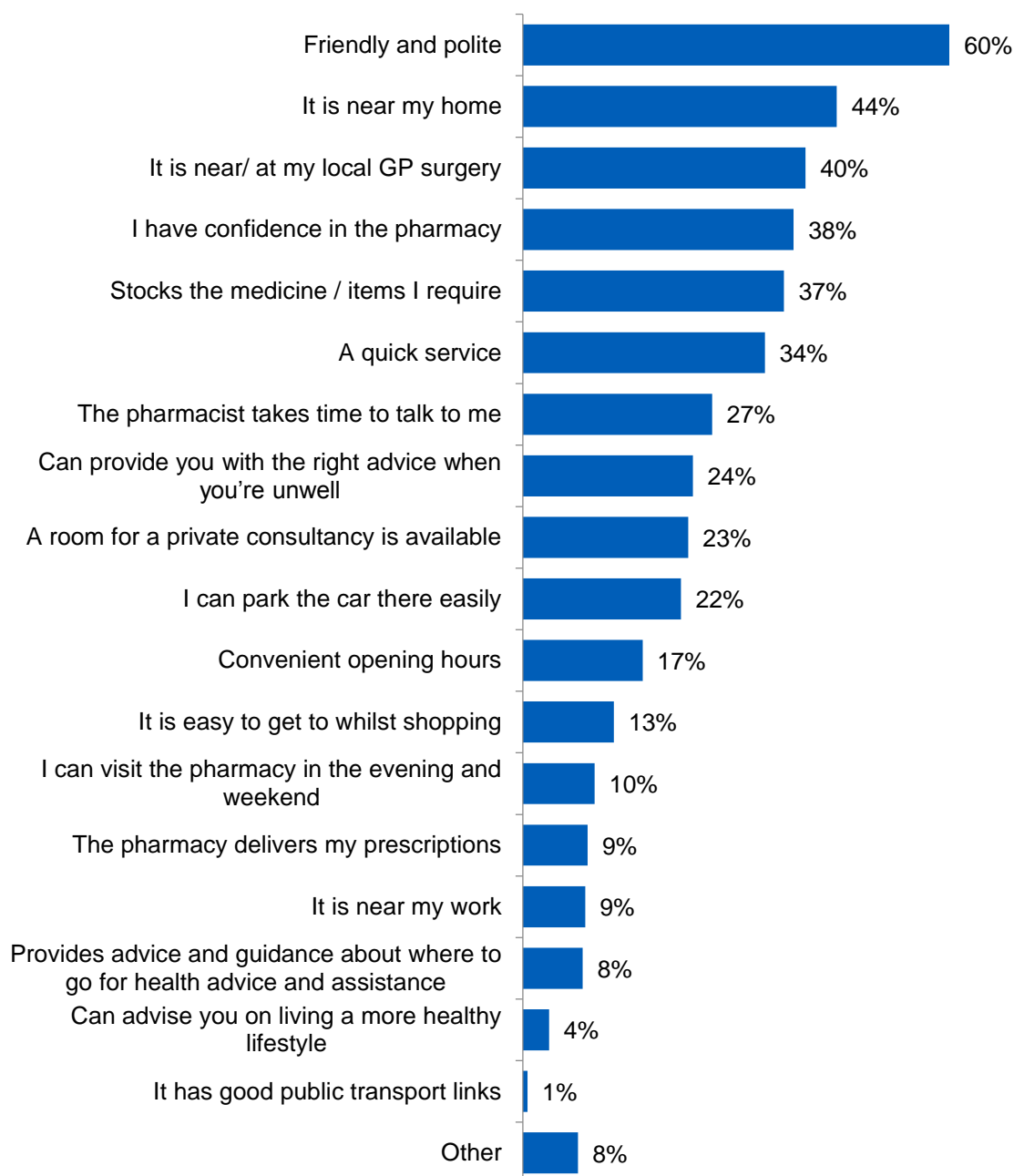
Base: 301 (single response)

For over four fifths, their pharmacy is less than 10 minutes away, perhaps justifying the large proportion of participants who choose to walk to their pharmacy. Only a tiny proportion have to travel more than 30 minutes to reach their pharmacy.

**Q6. Typically, how long does it take you to get there in minutes?**

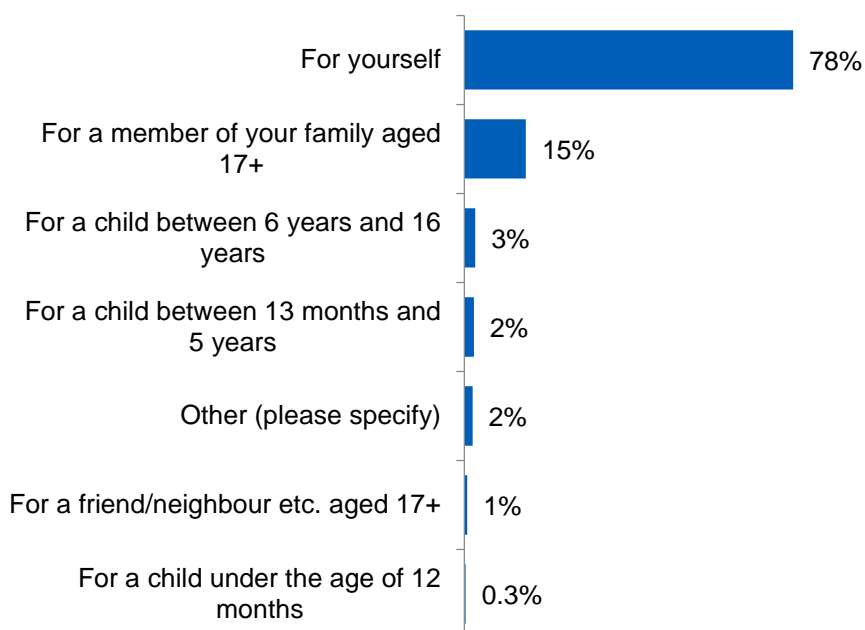
Base: (297 open responses)

Delving into greater depth, the main reasons for choosing to visit their pharmacy are; because the staff are friendly and polite, it is near their home, it is near their local GP surgery, they have confidence in the pharmacy, they stock the medicines required and the pharmacy provides a quick service.

**Q7. Again, thinking about your normal pharmacy, what are your main reasons for choosing to visit this pharmacy?**

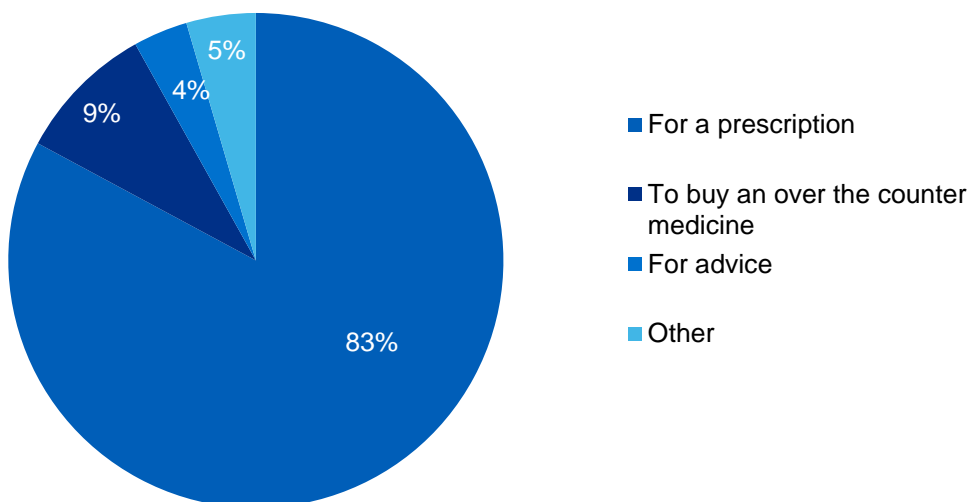
Base: 295 (multi responses)

Focussing on the last visit, the vast majority visited the pharmacy for themselves. 15% visited for family members aged 17 years and older and a small proportion for young children.

**Q8. Thinking about your last visit to a pharmacy, who did you visit for?**

Base: 310 (single response)

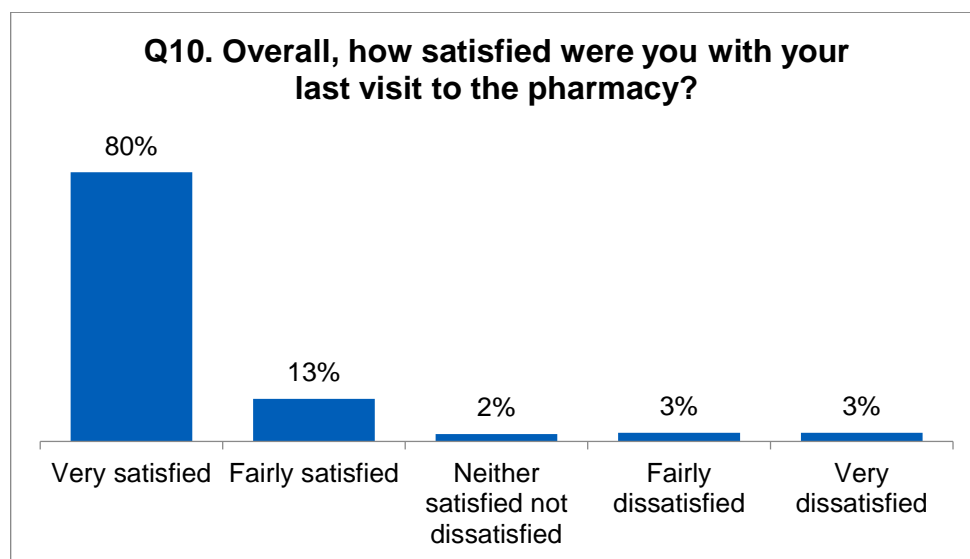
Most people visited the pharmacy to pick up a dispensed prescription. Just 4% of survey participants visited the pharmacy for advice.

Q9. Why did you go to the pharmacy?

Base: 309 (single response)



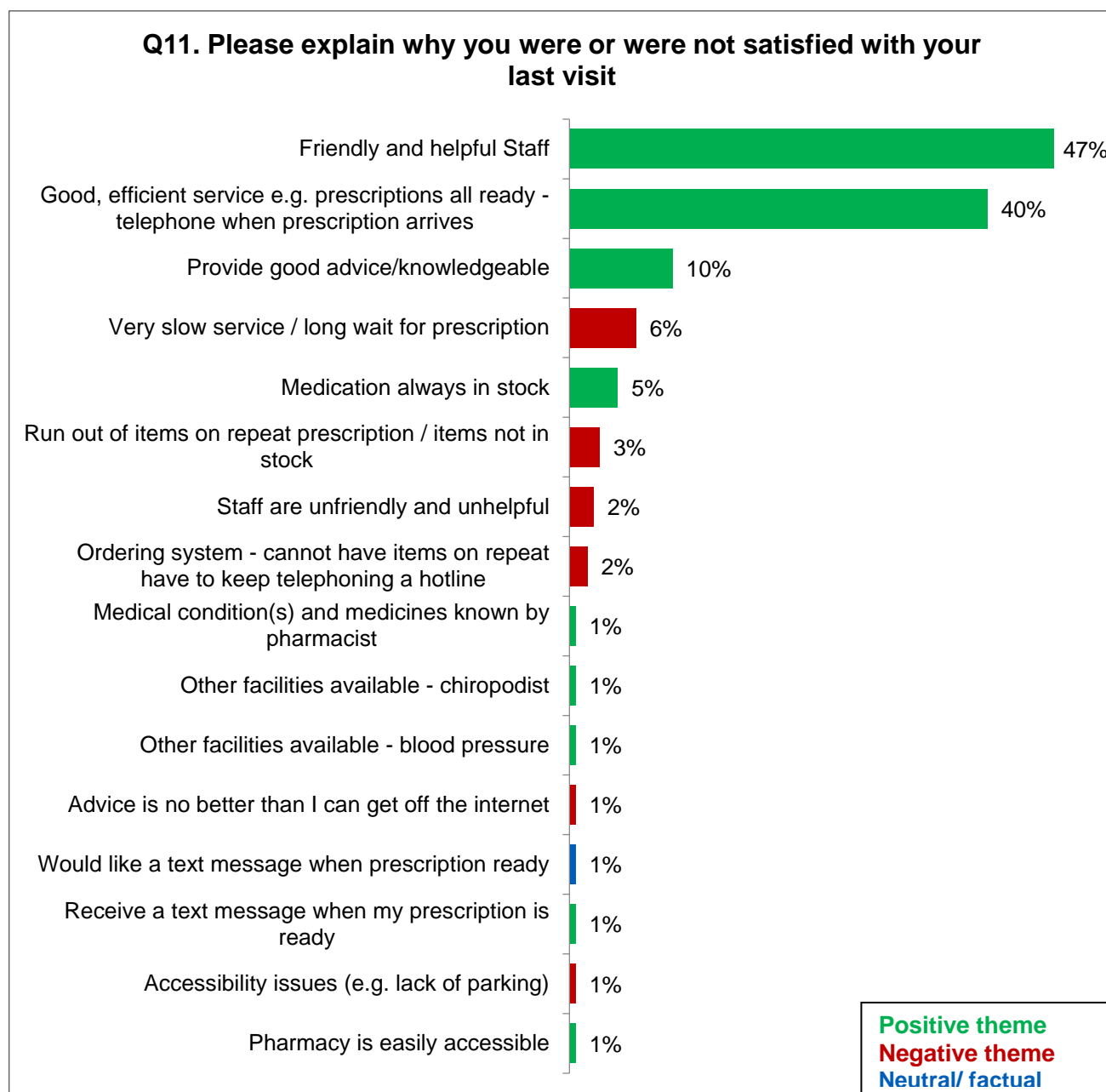
When evaluating the level of satisfaction, about the vast majority (93%) state they were either very/ fairly satisfied following their last visit. Positively, only a small minority (6%) state they were dissatisfied after their visit.



Base: 317 (single response)



When asked to provide further detail behind their level of satisfaction, around half stated the staff were friendly and helpful and four in ten, cite the high level of service. However some experienced poor service from staff and trouble obtaining all of the medication they required. The figure and verbatim responses below summarises the key themes mentioned by individuals in this survey and the colour coding used in the chart illustrates whether the theme is positive, negative or neutral/factual.



Base: 173 single responses



"I find them always helpful, prepared to give advice, nothing too difficult and prepared to follow through any problems. An excellent and friendly service."

"They got my blister pack early as I was going away. It wasn't too much for them. I was very impressed with how I was treated."

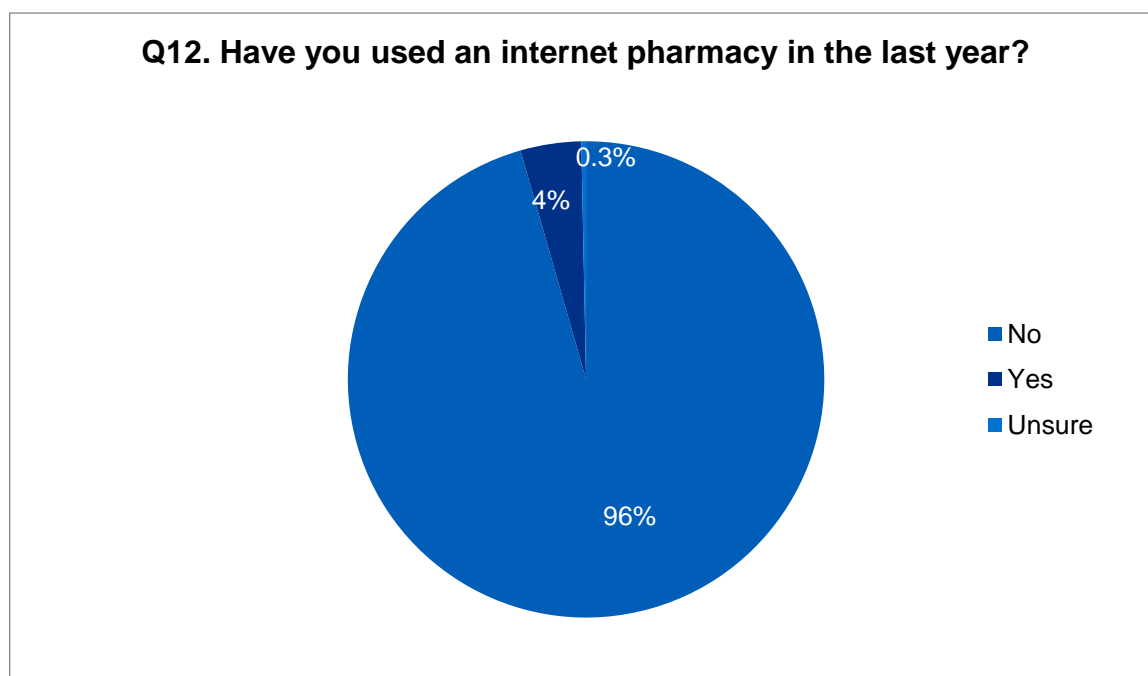
"The in house surgery gives excellent service to the Practice patients. I have numerous prescribed medication which includes self injection. I have never had a problem with errors in their dispensing. A close relationship exists with the pharmacist who can advise me if I have any questions. It is very convenient when I am feeling unwell to collect any prescription at the same visit to the doctor or nurse."

"The pharmacy provides an excellent local service, and is happy to give advice, answer questions, and is located in the middle of the village."

"My prescription was late by a week, however was resolved next day."

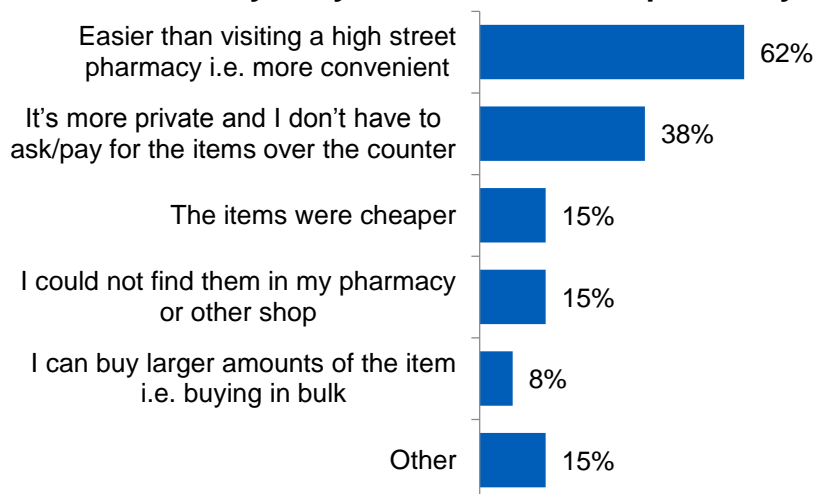
Using an internet pharmacy

The vast majority have not used an internet pharmacy in the last year. However, 4% have.



Base: 315 (single response)

Of the minority using an internet pharmacy the main reason for use is because it's easier followed by privacy.

**Q13. Why did you use the internet pharmacy?**

Base: 13 (single response)

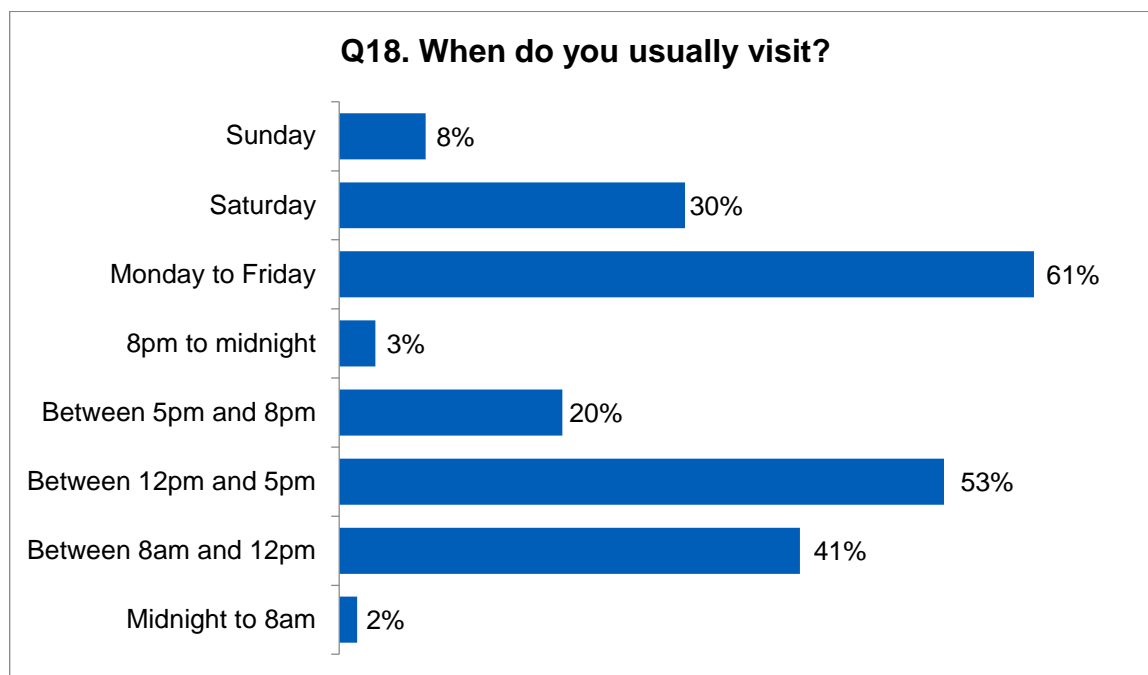
Pharmacy opening hours

Focusing on pharmacy opening hours, over eight in ten are happy with the opening hours of the pharmacy they use whilst a very small proportion are unhappy.

Q15. To what extent are you happy with the opening hours of the pharmacy you normally use?

Base: 318 (single response)

The figure below shows at which times survey participants usually visit the pharmacy. Whilst six in ten choose to visit the pharmacy during the week, around three in ten state they usually visit on Saturday. Only a small proportion tend to visit the pharmacy on Sunday. Focussing on the time of day, 53% state they tend to visit between 12pm and 5pm, whilst around two fifths state they visit between 8am and 12pm. The most popular out of hours time to visit the pharmacy is between 5pm to 8pm with one third stating they usually visit at this time.

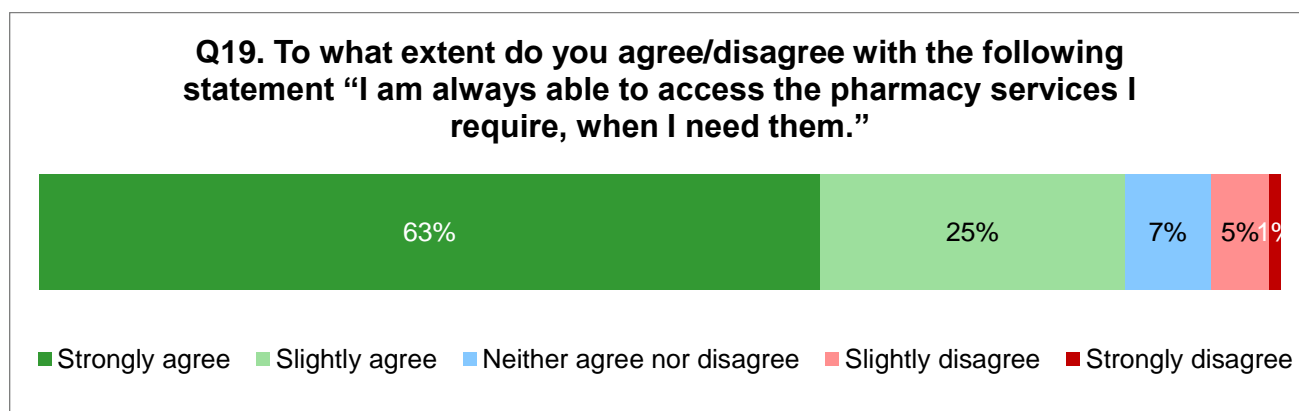


Base: 315 (multiple responses)

When asked if individuals were aware some pharmacies are opened outside the conventional working hours of 9am-5pm, Monday to Friday, the vast majority (95%) state they knew this information. However only two thirds (63%) of those who knew this information knew which pharmacies operated out of conventional hours.

Pharmacy services

When focusing on the level of access to pharmacy services, the vast majority feel as though they are able to access the pharmacy services they need when they require them. Positively only a small minority feel they are unable to access the services they require.

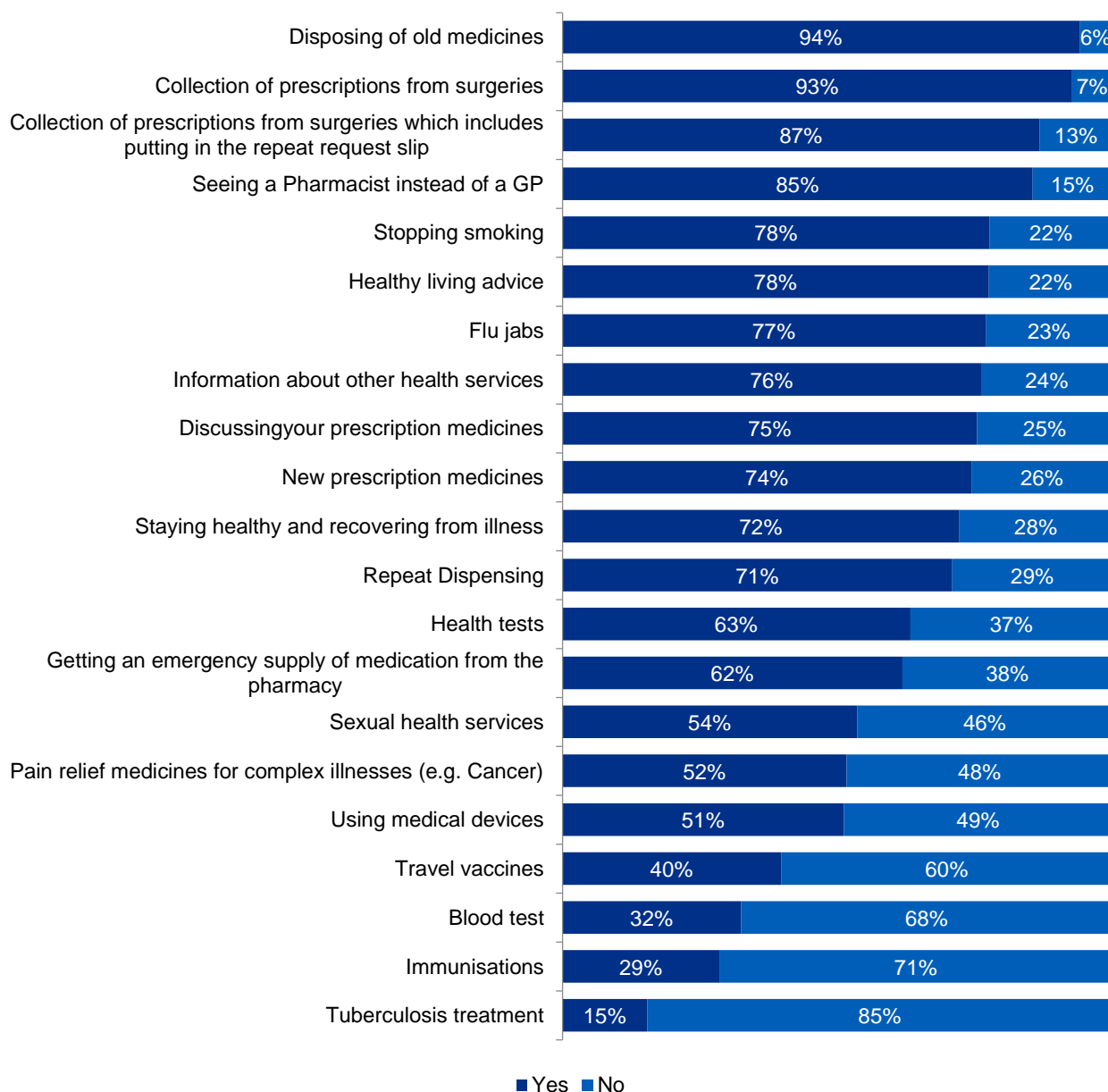


Base: 260 (single response)



When evaluating the level of awareness of the different services offered by local pharmacies, most services are known about by at least 50% of respondents. The least well known services are: travel vaccines, blood tests, immunisations and TB treatment.

20. Thinking about the services provided by the pharmacies in your area, which of the following are you aware of?

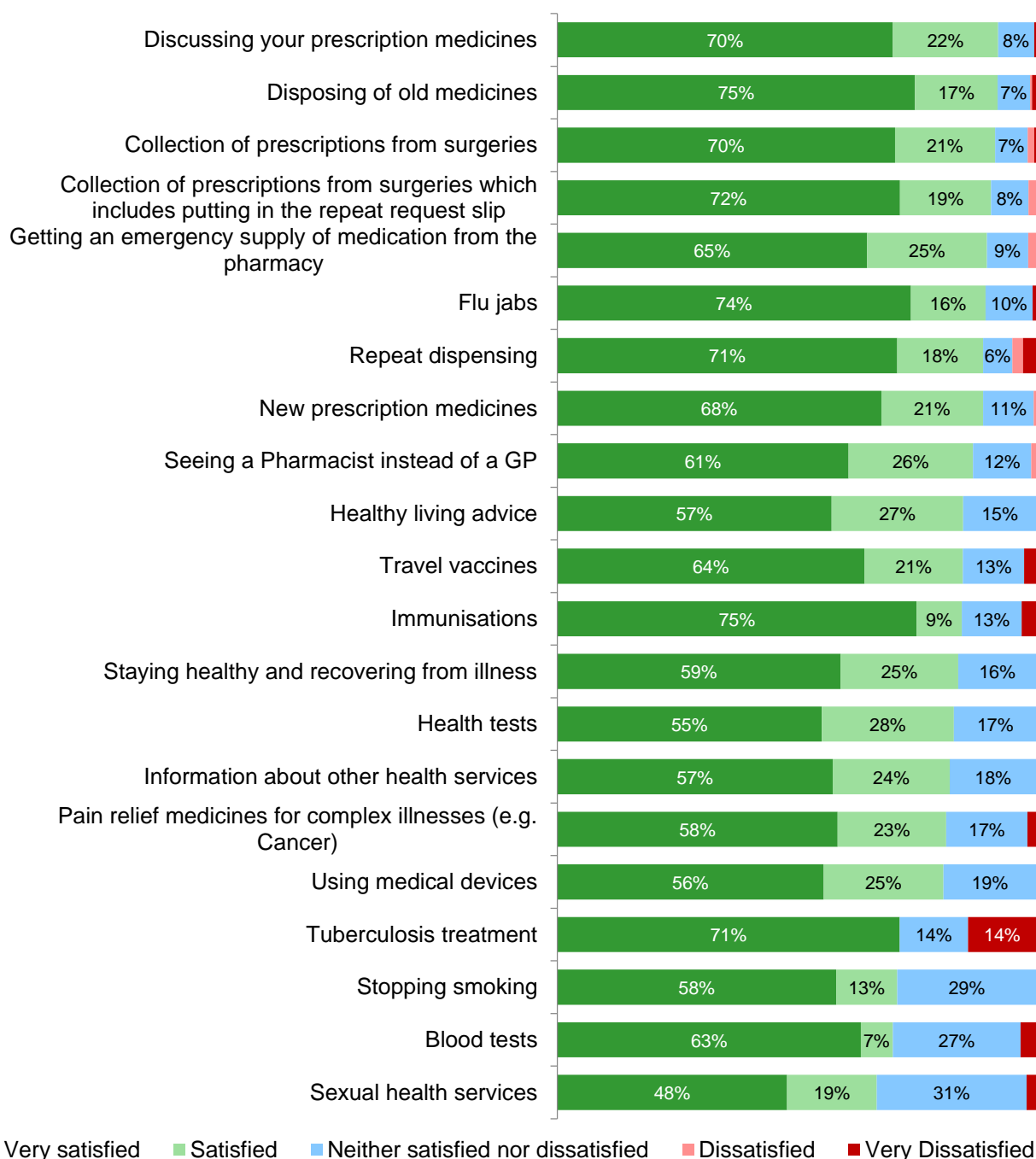


(Base: 318 multiple responses)



Overall the pharmacy services that are applicable to survey participants are rated very highly, with very few stating they were dissatisfied with any of the services they have used. Satisfaction is particularly high for repeat dispensing, discussing prescription medicines, collection of prescriptions from surgeries and disposing of old medicines. The data suggests health tests, immunisations, Tuberculosis treatment, travel vaccines, sexual health and smoking cessation services are least used.

21. Focussing on the services you have used, how satisfied are you with each of them?

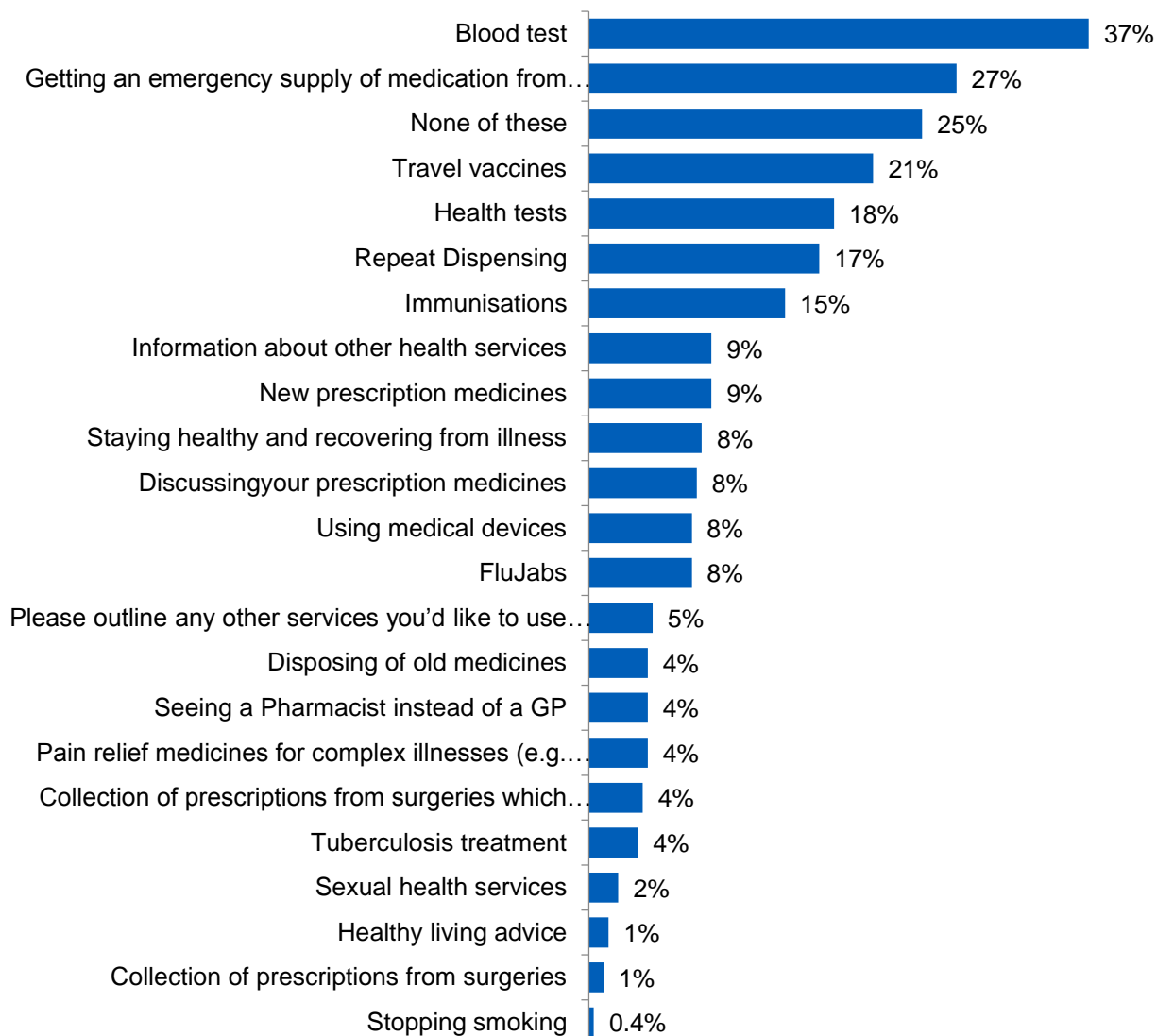


Base: 317 (single response)



Respondents were asked of the services they are not aware of, which services they would like to use if it were available in their local pharmacy.

Q22. Thinking about the services you're not aware of, which of the following services would you like to use if they were available in your local pharmacies?

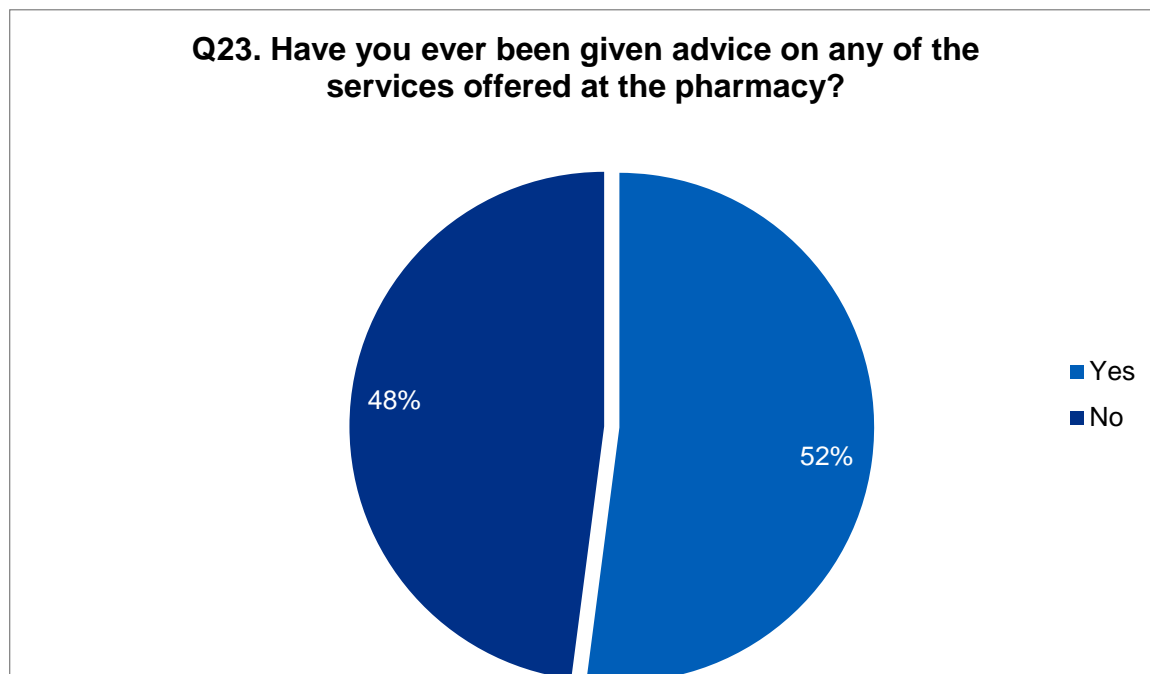


(Base: 273 multiple responses)



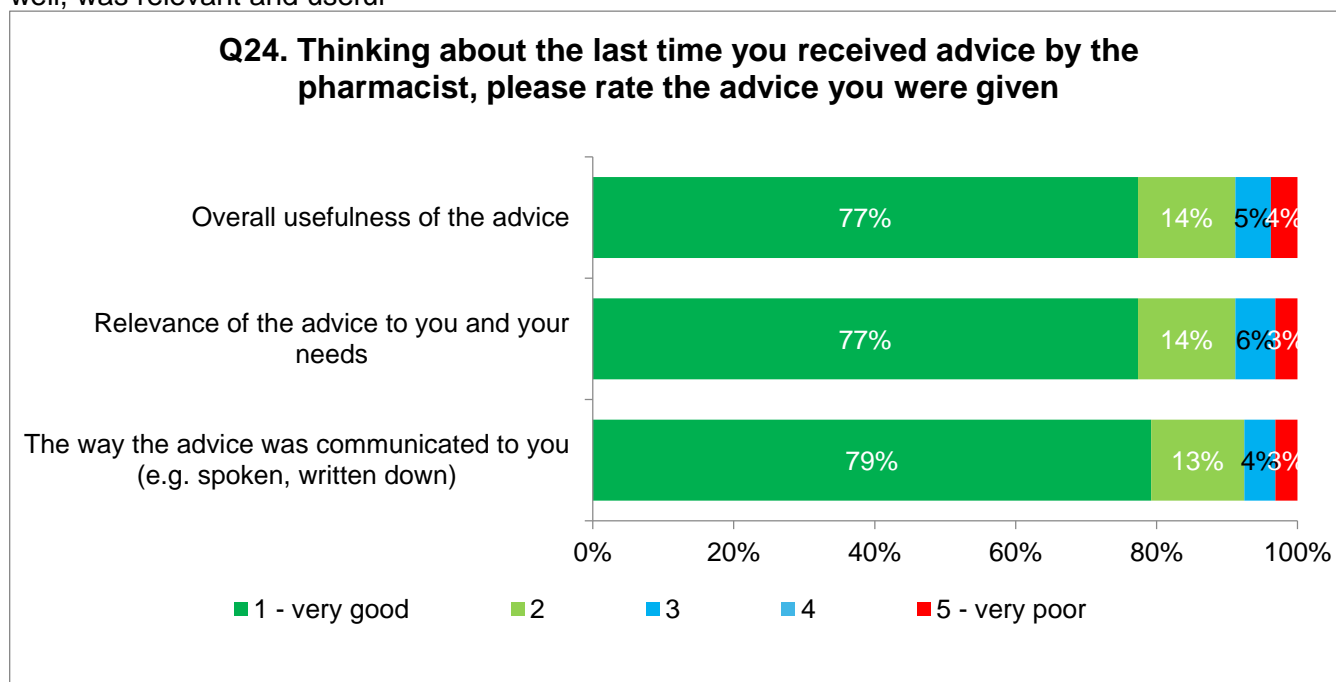
Obtaining advice at the pharmacy

When asked whether participants had ever been given advice on any of the services offered by the pharmacy the response was split, with 48% stating they had been given advice and 52% stating they hadn't.



(Base: 315 single response)

Of those who have received advice about services at the pharmacy, the vast majority feel the advice they were given was very good with around three quarters stating the advice was communicated well, was relevant and useful

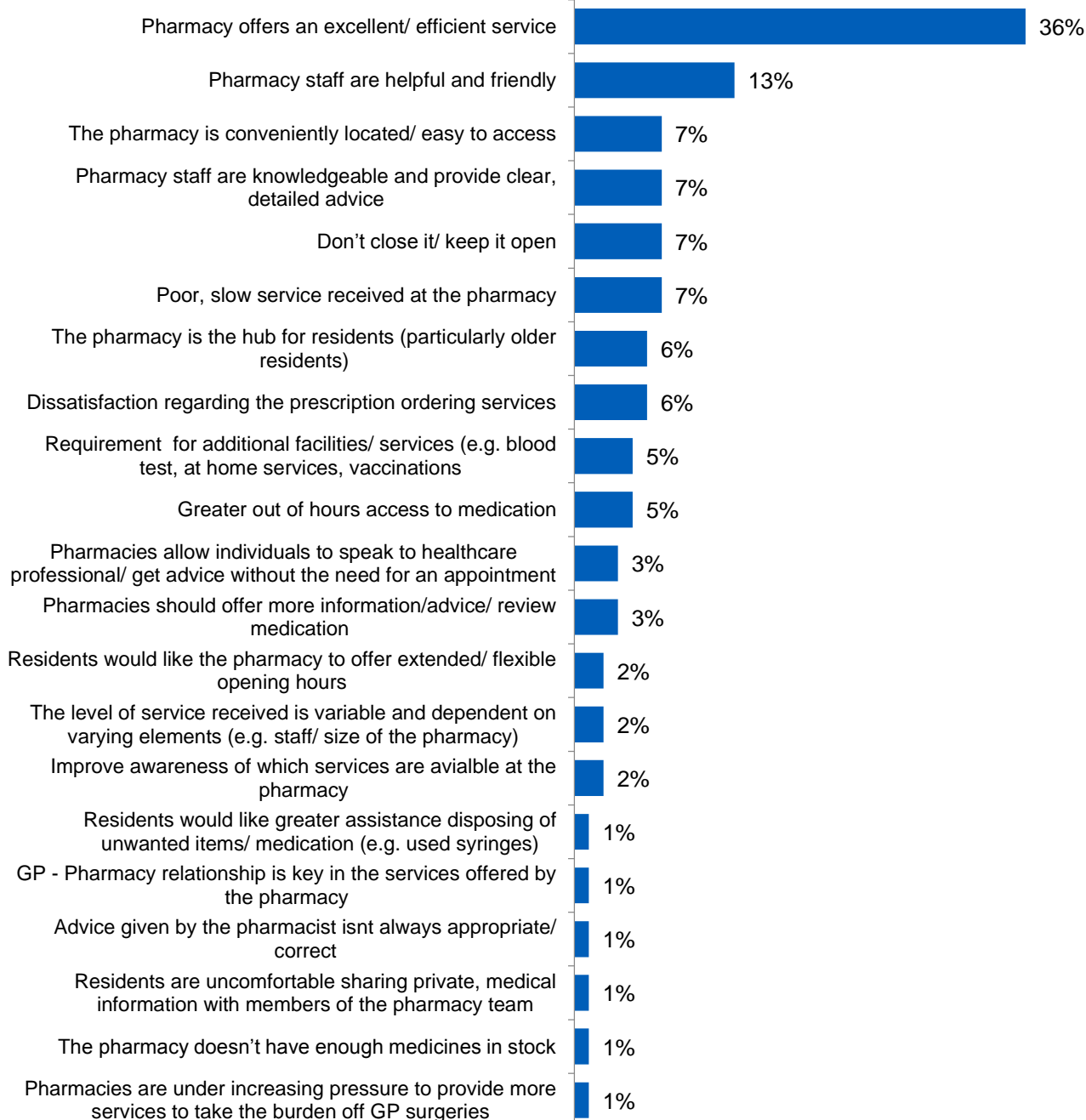




(Base: 159 single response)

During the survey, participants were given the opportunity to share any further comments regarding the pharmacy services in the area. Almost half commented on the excellent service they receive and the helpfulness of staff. Other comments surrounded the themes of the location and easy access, knowledge of the pharmacy team and the need for the service – all of which suggests the majority of local residents are happy with the current services they are receiving from their local pharmacy.

Q25. Please share any further comments about pharmacy services here.

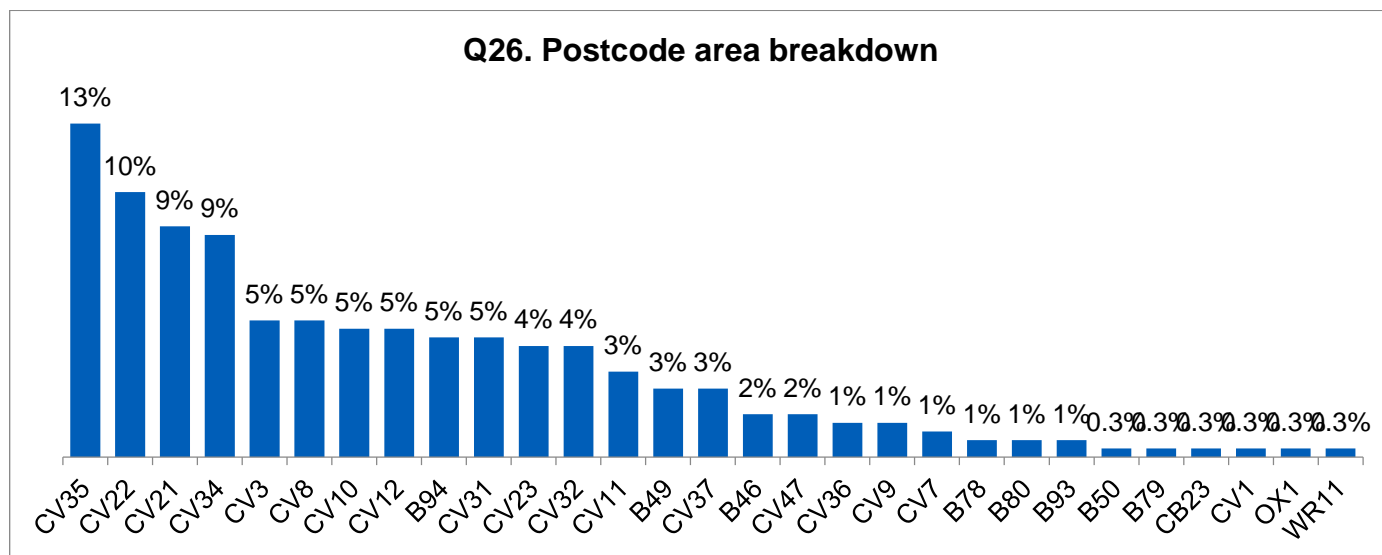




Base: 87 (open responses)

About you

The vast majority of participants live in the postcode areas of CV35, CV22, CV21 and CV34. The table below also shows the areas covered within these postcodes.

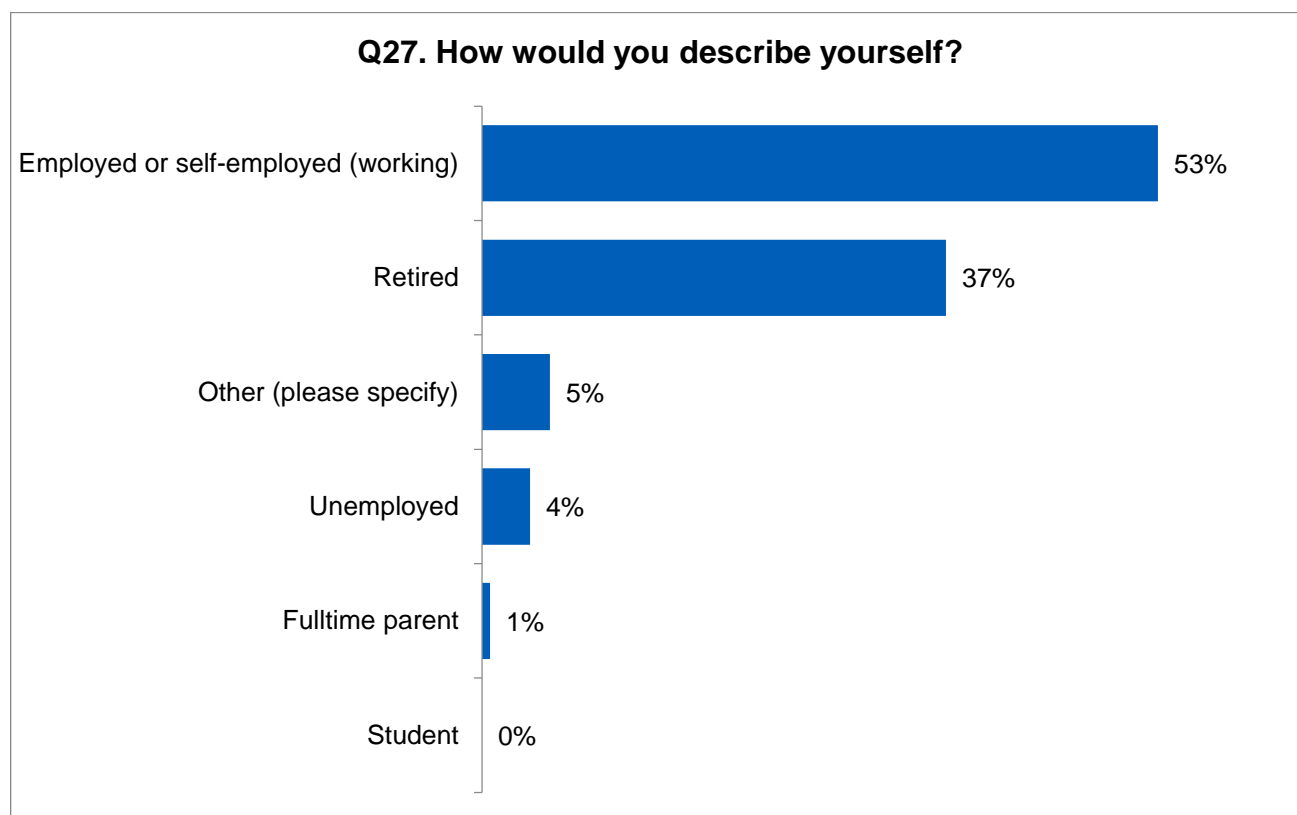


(Base: 298 single response)

Postcode	Coverage Area	Local Authority Area
CV35	Rural area between Warwick and Stratford-upon-Avon and straddling the M40.	
CV22	Area to the south of Rugby including Rugby	
CV21	Area to the north of Rugby including Rugby	
CV34	Warwick	



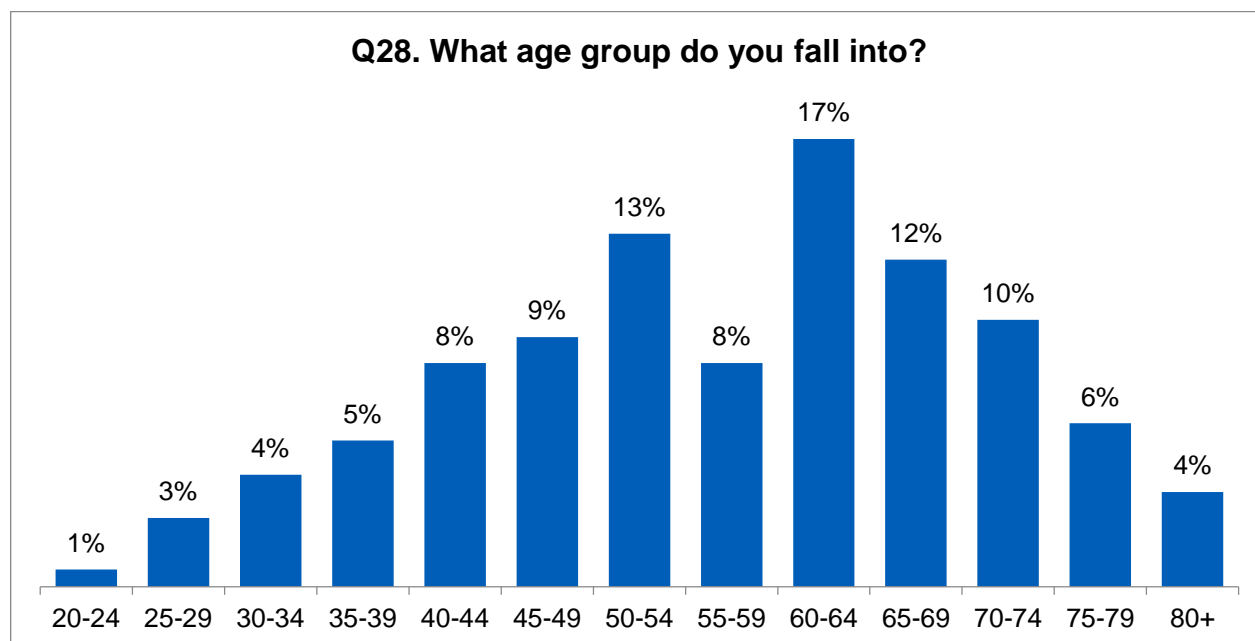
Over half of those participating in the survey are employed or self-employed whilst around one third are retired. A small proportion of the sample include those who are unemployed, students and full time parents.



Base:316 (single response)

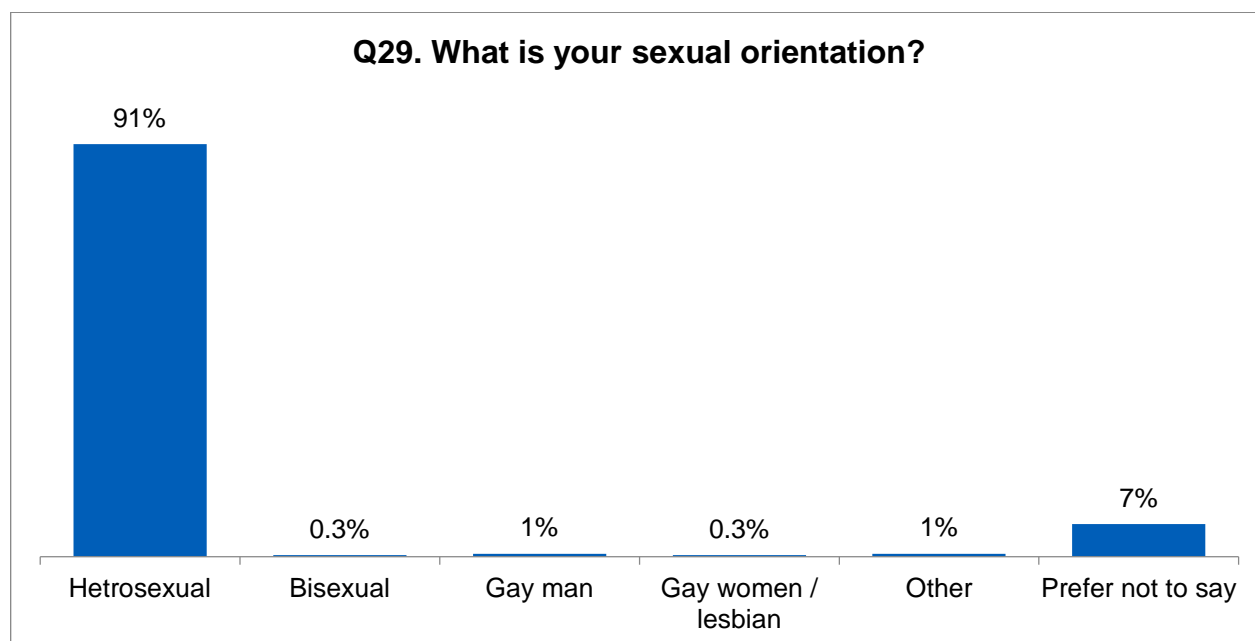


All age groups above 25 are well represented in this survey. The age groups of 50-59 and 60-74 were the most strongly represented in the survey.



Base: 313 (single response)

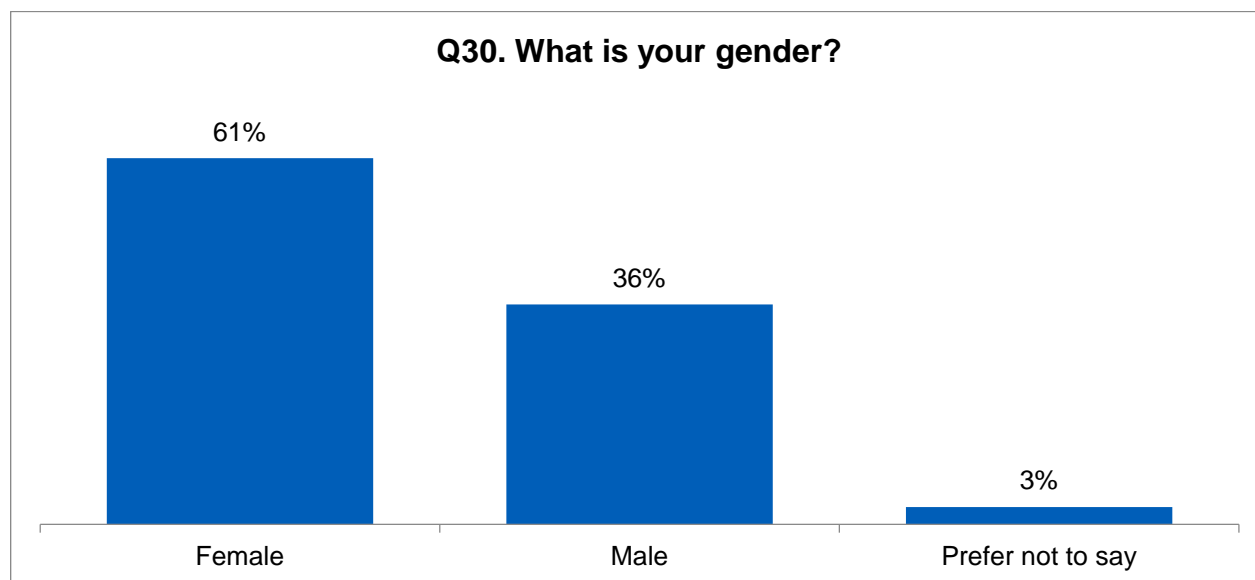
The majority of participants are heterosexual (91%). A minority state they are bisexual, gay women/ lesbian and gay man. Seven percent chose not to disclose their orientation.



Base: 310 (single response)

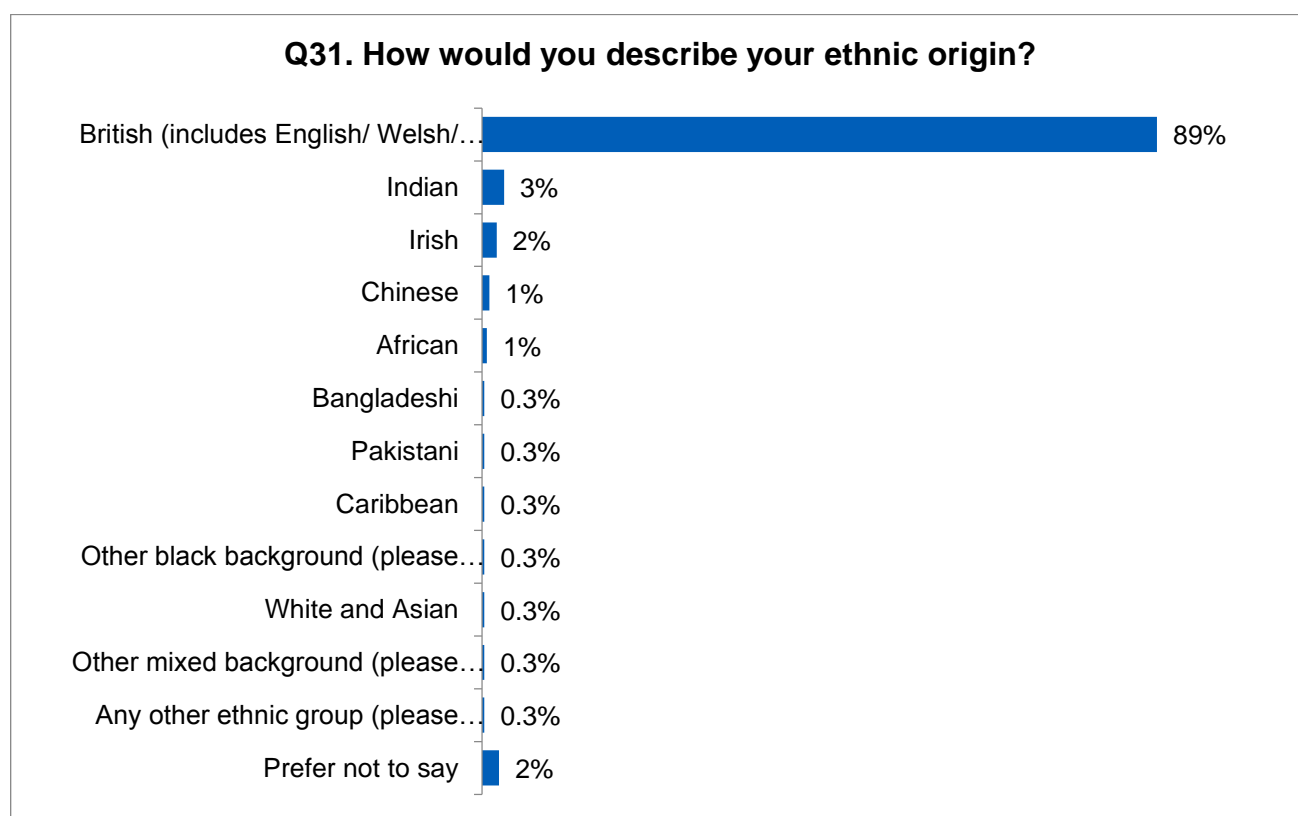


Around six in ten participants are female and one third male.



Base: 310 (single response)

The sample under represented ethnic minorities.





Base: 309 (single responses)

17% of those participating in the survey consider themselves to have a disability, whilst eight in ten do not. A small minority chose not to disclose a response.

Appendix 3 – Pharmacy Survey

Coventry and Warwickshire PNA

Community Pharmacy Survey

Premises Details

Contractor Code (ODS Code)	
Name of contractor (i.e. name of individual, partnership or company owning the pharmacy business)	
If part of a Chain, is the person completing this survey a member of staff in the pharmacy or Head Office?	Local Member of Staff <input type="checkbox"/> Head Office <input type="checkbox"/>
Trading Name	
Address of Contractor pharmacy	
Is this pharmacy one which is entitled to Pharmacy Access Scheme payments?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Possibly
Is this pharmacy a 100-hour pharmacy?	<input type="checkbox"/> Yes
Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract? (i.e. it is not the 'standard' Pharmaceutical Services contract)	<input type="checkbox"/> Yes
Is this pharmacy a Distance Selling Pharmacy? (i.e. it cannot provide Essential Services to persons present at or in the vicinity of the pharmacy)	<input type="checkbox"/> Yes
Pharmacy email address	
Pharmacy telephone	
Pharmacy fax (if applicable)	
Pharmacy website address (if applicable)	
Can the LPC store the above information and use it to contact you?	<input type="checkbox"/> Yes

Core hours of opening



Day	Open from	To	Lunchtime (From – To)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Supplementary hours of opening

Day	Open from (am)	To (am)	Open from (pm)	To (pm)
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Bank Holiday Rotas

Does the pharmacy participate in bank holiday rota arrangements	<input type="checkbox"/> Yes	<input type="checkbox"/> No
---	------------------------------	-----------------------------

Pharmacy Access

Can customers legally park within 50 metres of the Pharmacy	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Can customers park within 10 metres of your pharmacy? (e.g. with a blue badge)	<input type="checkbox"/> Yes	<input type="checkbox"/> No



Is there a bus stop within walking distance of the pharmacy? If yes, how long does it take to walk?	<input type="checkbox"/> Yes <input type="checkbox"/> No Minutes
Are there any steps to climb when entering the pharmacy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the entrance of the pharmacy suitable for customers using wheelchairs, pushchairs and walking frames unaided?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are all areas of the pharmacy floor accessible by wheelchair?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have other facilities in the pharmacy aimed at helping disabled people access your services? If yes, tick as many as appropriate Automatic door assistance Bell at front door Disabled toilet facility Hearing loop Large print labels/leaflets Wheelchair ramp access Other (Please specify)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>



Consultation facilities

There is a consultation area (meeting the criteria for the Medicines Use Review service) (tick as appropriate)

On premises	None, or	<input type="checkbox"/>
	Available (including wheelchair access), or	<input type="checkbox"/>
	Available (without wheelchair access), or	<input type="checkbox"/>
	Planned within the next 12 months, or	<input type="checkbox"/>
	Other (specify)	
Where there is a consultation area, is it a closed room?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there seating for 3 people?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there a bench or table suitable for writing or examining medicines / products?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there an examination couch that could be used for simple physical examinations?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there other facilities e.g. scales, height chart (Please specify)		<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there a computer terminal within the area to access patient records and the internet?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there any planned improvements due to be completed over the next 6 months? If yes, please provide details		<input type="checkbox"/> Yes <input type="checkbox"/> No
Has your consultation room been used to deliver services by other professionals?		<input type="checkbox"/> Yes <input type="checkbox"/> No
If not, would you consider making it available where appropriate?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the pharmacy carry out DDA assessments?		<input type="checkbox"/> Yes <input type="checkbox"/> No

During consultations are there hand-washing facilities	In the consultation area, or	<input type="checkbox"/>
	Close to the consultation area, or	<input type="checkbox"/>
	None	<input type="checkbox"/>

Patients attending for consultations have access to toilet facilities	<input type="checkbox"/> Yes <input type="checkbox"/> No
---	--



Off-site consultation area	The pharmacy has access to an off-site consultation area (i.e. one which the former PCT or NHS England local team has given consent for use)	<input type="checkbox"/> Yes <input type="checkbox"/> No
	The pharmacy is willing to undertake consultations in patient's home / other suitable site	<input type="checkbox"/> Yes <input type="checkbox"/> No

IT Facilities

Select any that apply.

Please specify how many computers have access to the PMR		
Do your computers have access to the internet? Please specify how many		<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, do you have full access or only to certain websites?		<input type="checkbox"/> Full <input type="checkbox"/> Limited
Can the internet be accessed while the PMR system is running?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the pharmacy have facility to open documents in the following formats?		
MS Word		<input type="checkbox"/>
MS Excel		<input type="checkbox"/>
MS Access		<input type="checkbox"/>
PDF		<input type="checkbox"/>
Does the pharmacy access emails on a daily basis?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you use NHS mail?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Please provide the email address that can be used for official communications and is accessible to all authorised members of staff		
Do you have a printer that will print A4 size paper		<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the pharmacy have a website?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Electronic Prescription Service Release 2 enabled		<input type="checkbox"/> Yes <input type="checkbox"/> No
NHS Summary Care Record enabled		<input type="checkbox"/> Yes <input type="checkbox"/> No
Up to date NHS Choice entry		<input type="checkbox"/> Yes <input type="checkbox"/> No

Information on Pharmacy Services



Do you promote your services online? If so, where?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you promote your services in other ways other than online?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Please give a brief description	
Do you provide easy read information on clinical topics and services	<input type="checkbox"/> Yes <input type="checkbox"/> No

Staffing

Please state the total hours worked by your staff per week

Drivers	hours
Counter staff	hours
Pharmacy Technicians	hours
Accredited Checking Technicians	hours
Pharmacists	hours
Dispensing Assistants	hours
Other (please specify)	hours
Are there any periods when there is more than one pharmacist on duty?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, for how many hours per week are the two pharmacists working?	
Is your pharmacy premises approved for pre-registration training	<input type="checkbox"/> Yes <input type="checkbox"/> No
What foreign languages are spoken by staff	
Arabic	<input type="checkbox"/>
Bengali	<input type="checkbox"/>
Cantonese	<input type="checkbox"/>
Czech	<input type="checkbox"/>
Farsi	<input type="checkbox"/>
French	<input type="checkbox"/>
Georgian	<input type="checkbox"/>
Gujurati	<input type="checkbox"/>



Hindi	<input type="checkbox"/>
Japanese	<input type="checkbox"/>
Kurdish	<input type="checkbox"/>
Malaysian	<input type="checkbox"/>
Polish	<input type="checkbox"/>
Punjabi	<input type="checkbox"/>
Somali	<input type="checkbox"/>
Spanish	<input type="checkbox"/>
Urdu	<input type="checkbox"/>
None of these	<input type="checkbox"/>
	<input type="checkbox"/>
Disclosure and Barring Service (DBS) checks?	
Has your regular Pharmacist been assessed under the DBS?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are your regular Locums assessed under the DBS?	<input type="checkbox"/> Yes <input type="checkbox"/> No



Quality Payment Scheme

Did your pharmacy meet all four gateway criteria listed below for April 2017: Provision of at least one specified Advanced Service; Have their NHS Choices entry up to date; Have the ability for staff to send and receive NHS mail Ongoing utilisation of the Electronic Prescription Service.	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you met the gateway criteria, which of the following quality criteria did you meet and how many points were you awarded: Written safety report Level 2 Safeguarding for 80% of staff in the last two years Community Pharmacy Patient Questionnaire from the last 12 months is publicly available: On NHS Choices or Pharmacy website for distance selling pharmacies The pharmacy is a healthy living pharmacy level 1 Total increase in Summary Care Record Access NHS 111 Directory of Services entry is up to date Evidence of asthma patients being referred for an asthma review 8. 80% of patient facing staff are trained 'Dementia Friends'	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Healthy Living Pharmacies (HLP)

Select the one that applies.

The pharmacy has achieved HLP status	<input type="checkbox"/> Yes <input type="checkbox"/> No
If so, have you achieved any recognition for the quality of your services other than the Quality Payments Scheme?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Would you support a 'Sign Up to Quality Charter' to promote quality standards in community pharmacy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the pharmacy working toward HLP status	<input type="checkbox"/> Yes <input type="checkbox"/> No
If not, would you be interested in becoming a Healthy Living Pharmacy?	<input type="checkbox"/> Yes <input type="checkbox"/> No



Services

Does the pharmacy dispense appliances? (please tick one)

Yes – All types, or	<input type="checkbox"/>
Yes, excluding stoma appliances, or	<input type="checkbox"/>
Yes, excluding incontinence appliances, or	<input type="checkbox"/>
Yes, excluding stoma and incontinence appliances, or	<input type="checkbox"/>
Yes, just dressings, or	<input type="checkbox"/>
Other (please specify)	
None	<input type="checkbox"/>

Advanced services

Does the pharmacy provide the following services?

	Yes	Intending to begin within next 12 months	No - not intending to provide	No – referred elsewhere
Medicines Use Review service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Medicine Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appliance Use Review service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoma Appliance Customisation service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flu Vaccination Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Urgent Medicine Supply Advanced Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Locally Commissioned Services – Warwickshire Pharmacies

Which of the locally commissioned services does the pharmacy provide?

	Yes	No - Intending to begin within next 12 months	No - not intending to provide	No – referred elsewhere
Smoking cessation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NRT Supply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Supervised consumption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needle Exchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EHC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Locally Commissioned Services – Coventry Pharmacies

Which of the locally commissioned services does the pharmacy provide?

	Yes	No - Intending to begin within next 12 months	No - not intending to provide	No – referred elsewhere
ASC Sexual Health Service				
EHC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia screening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C-Card Distribution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy Testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug Action Services				
Needle Exchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised Consumption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not dispensed service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuberculosis Medicine Supervision Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Ailment PILOT scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoking Cessation Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phlebotomy Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Enhanced⁵¹ and Other Locally Commissioned Services

Which of the following services does the pharmacy provide, or would be willing to provide?

	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
Anticoagulant Monitoring Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-viral Distribution Service ⁽⁵²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care Home Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disease Specific Medicines Management Service:					
Allergies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alzheimer's/dementia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asthma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COPD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Epilepsy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart Failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

⁵¹ 'Enhanced Services' are those commissioned by the local NHS England Team. CCGs and Local Authorities can commission Other Locally Commissioned Services that are equivalent to the Enhanced Services, but for the purpose of developing the PNA are called 'Other Locally Commissioned Services' not 'Enhanced Services'

⁵² These services are not listed in the Advanced and Enhanced Services Directions, and so are not 'Enhanced Services' if commissioned by the local NHS England Team. The local NHS England Team may commission them on behalf of the CCG or Local Authority, but when identified in the PNA they will be described as 'Other Locally Commissioned Services' or 'Other NHS Services'



	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
Parkinson's disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)					
Emergency Supply Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gluten Free Food Supply Service (i.e. not via FP10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Delivery Service (not appliances) ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent Prescribing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If currently providing an Independent Prescribing Service, what therapeutic areas are covered?					
Language Access Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication Review Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines Assessment and Compliance Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MUR Plus/Medicines Optimisation Service ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If currently providing an MUR Plus/ Medicines Optimisation Service, what therapeutic areas are covered?					
Obesity management (adults and children) ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not Dispensed Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
On Demand Availability of Specialist Drugs Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out of Hours Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient Group Direction Service (name the medicines covered by the Patient Group Direction)				<input type="checkbox"/>	<input type="checkbox"/>
Phlebotomy Service ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescriber Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Screening Service					
Alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cholesterol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gonorrhoea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. pylori	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HbA1C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)					
Other vaccinations ⁽²⁾					
Childhood vaccinations	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
Hepatitis (at risk workers or patients)	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HPV	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel vaccines	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – (please state)					
Sharps Disposal Service ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supplementary Prescribing Service (what therapeutic areas are covered?)				<input type="checkbox"/>	<input type="checkbox"/>
Vascular Risk Assessment Service (NHS Health Check) ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OTHER SERVICES					
OTHER: Please detail any other services you provide / want to provide not listed above					

Non-commissioned services

Does the pharmacy provide any of the following? (Please tick all that apply)

Delivery of dispensed medicines – Free of charge on request	<input type="checkbox"/>
Delivery of dispensed medicines – Selected patient groups (list criteria)	
Delivery of dispensed medicines – Selected areas (list areas)	
Delivery of dispensed medicines - Chargeable	<input type="checkbox"/>



Monitored Dosage Systems – Free of charge on request	<input type="checkbox"/>
Monitored Dosage Systems – chargeable	<input type="checkbox"/>
None of these	<input type="checkbox"/>

Prescription Ordering Processes – Coventry & Warwickshire Pharmacies

Do you collect prescriptions from GP practices?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you order prescriptions on behalf of patients? If so, how do you communicate the prescription ordering process?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you communicate the Electronic Prescription Service process to patients? If so, how?	

Prescription Ordering Processes – Coventry Pharmacies Only

Are any of your local surgeries part of the Prescription Ordering Direct (POD) scheme that is manned by the CCG?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you provide information about the POD scheme to patients? If so, how?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Additional services

Warwickshire only – Do you refer patients to the Fitter Futures programme?	<input type="checkbox"/> Yes <input type="checkbox"/> No
---	--

Would your pharmacy be willing to purchase and promote assistive technology products to support people they see to improve hydration and prevent injury from falls?	<input type="checkbox"/> Yes <input type="checkbox"/> No
---	--

Is there a particular need for a locally commissioned service in your area? If so, what is the service requirement and why.	<input type="checkbox"/> Yes <input type="checkbox"/> No
---	--

Details of the person completing this form:

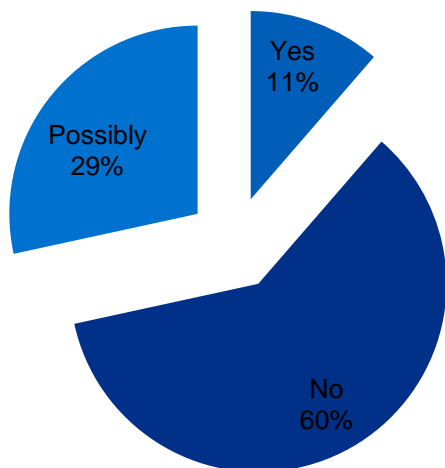
Contact name of person completing questionnaire, if questions arise	
Role/ position	
Contact telephone number	



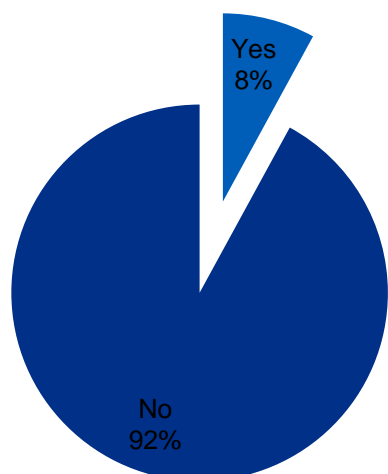
Appendix 4 – Pharmacy Survey Results

Premises Details

Q8 Is this pharmacy one which is entitled to Pharmacy Access Scheme payments?

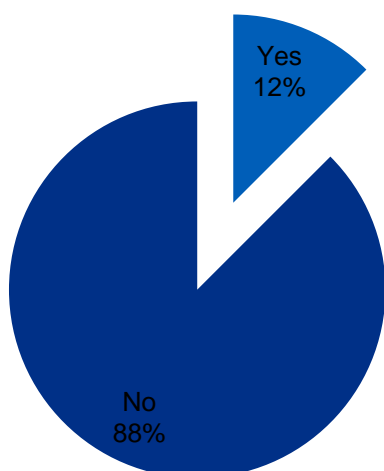


Q9 Is this pharmacy a 100-hour pharmacy?

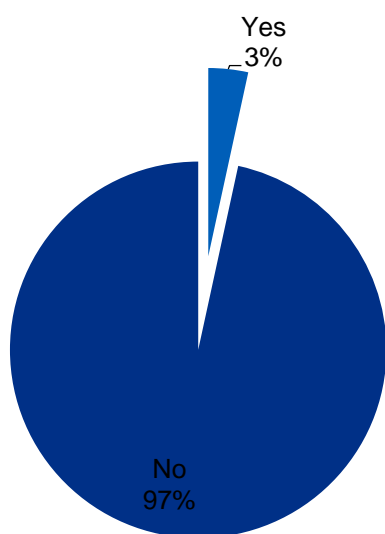




Q10 Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract?



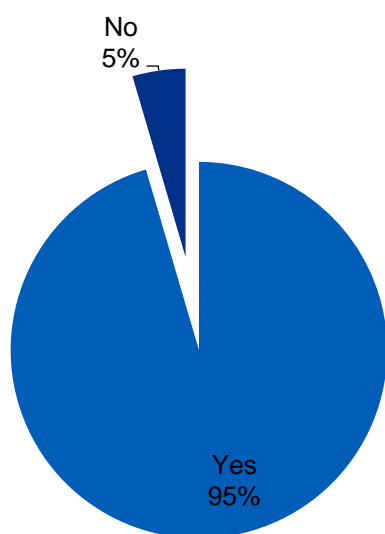
Q11 Is this pharmacy a Distance Selling Pharmacy?



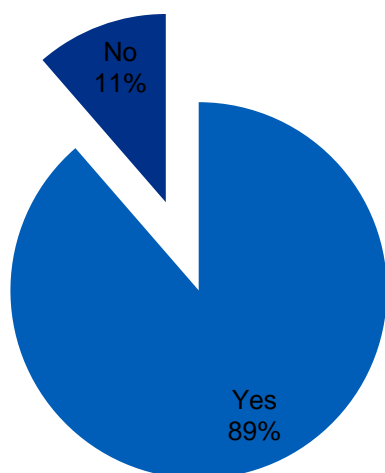


Pharmacy Access

Q18 Can customers legally park within 50 metres of the Pharmacy?

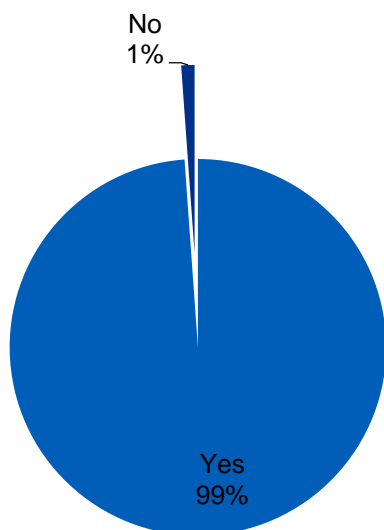


Q19 Can customers park within 10 metres of your pharmacy?

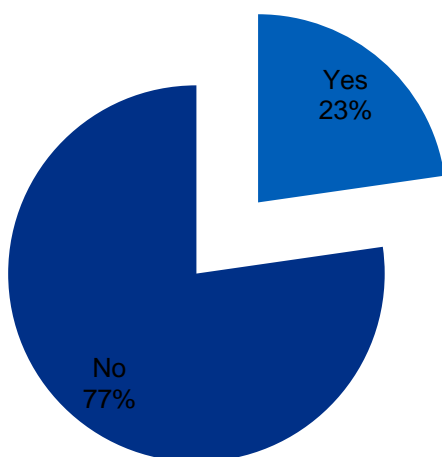




Q20 Is there a bus stop within walking distance of the pharmacy?

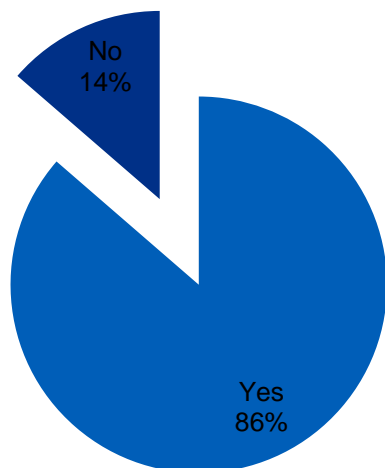


Q22 Are there any steps to climb when entering the pharmacy?

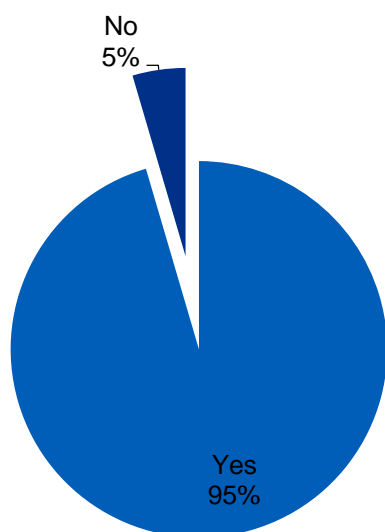




Q23 Is the entrance of the pharmacy suitable for customers using wheelchairs, pushchairs and walking frames unaided?

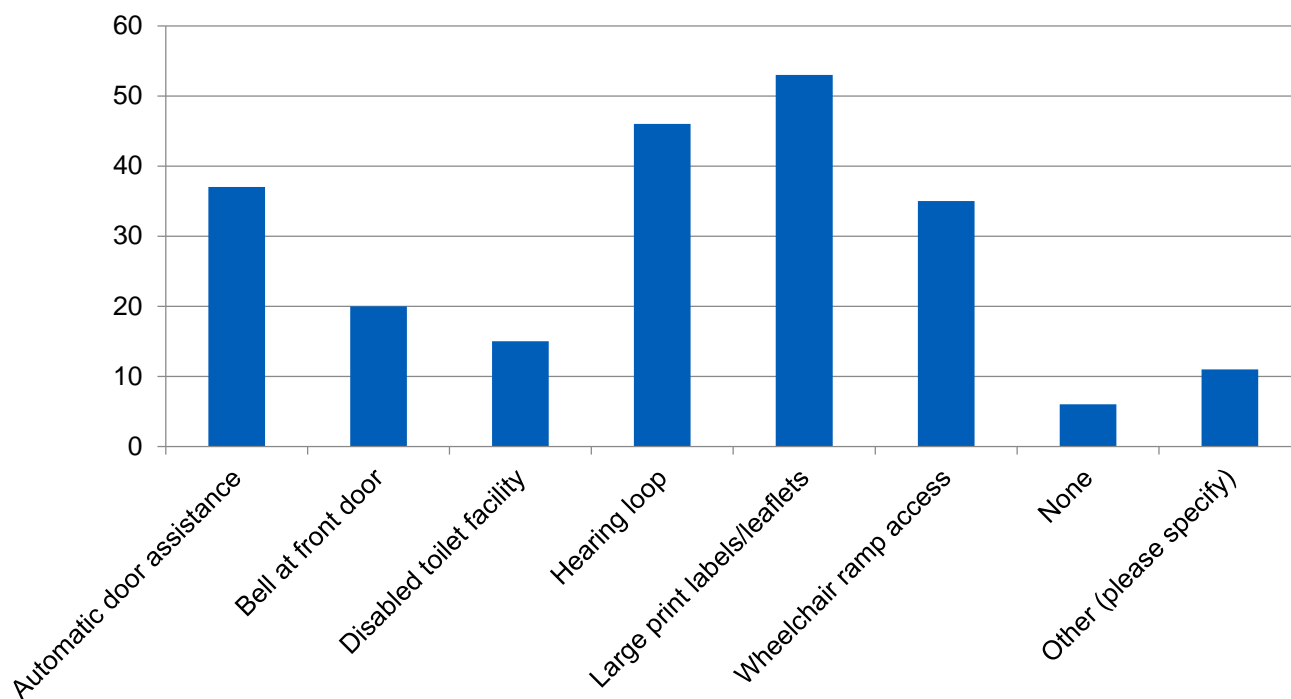


Q24 Are all areas of the pharmacy floor accessible by wheelchair?





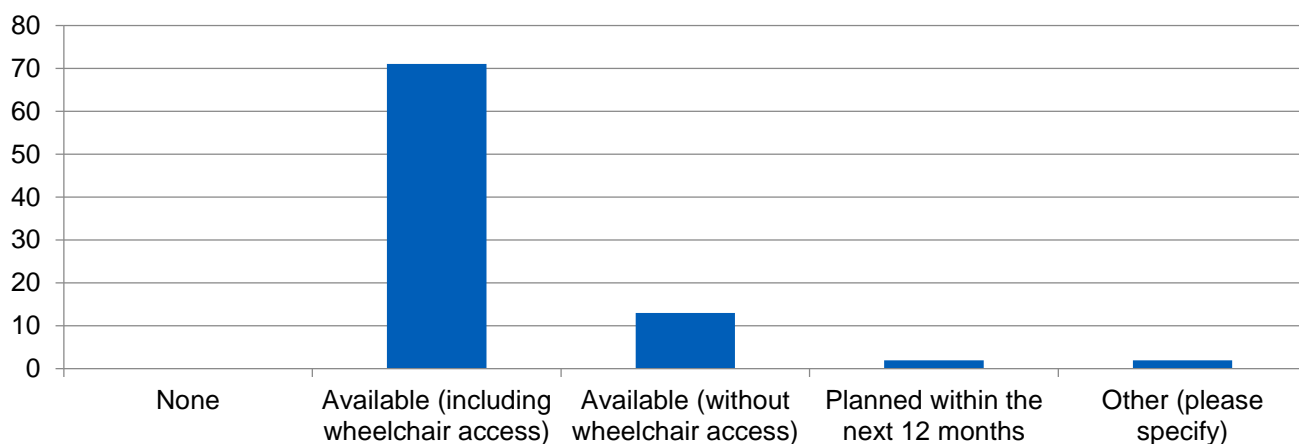
Q26 Which other facilities do you have in the pharmacy that are aimed at helping disabled people access your services?



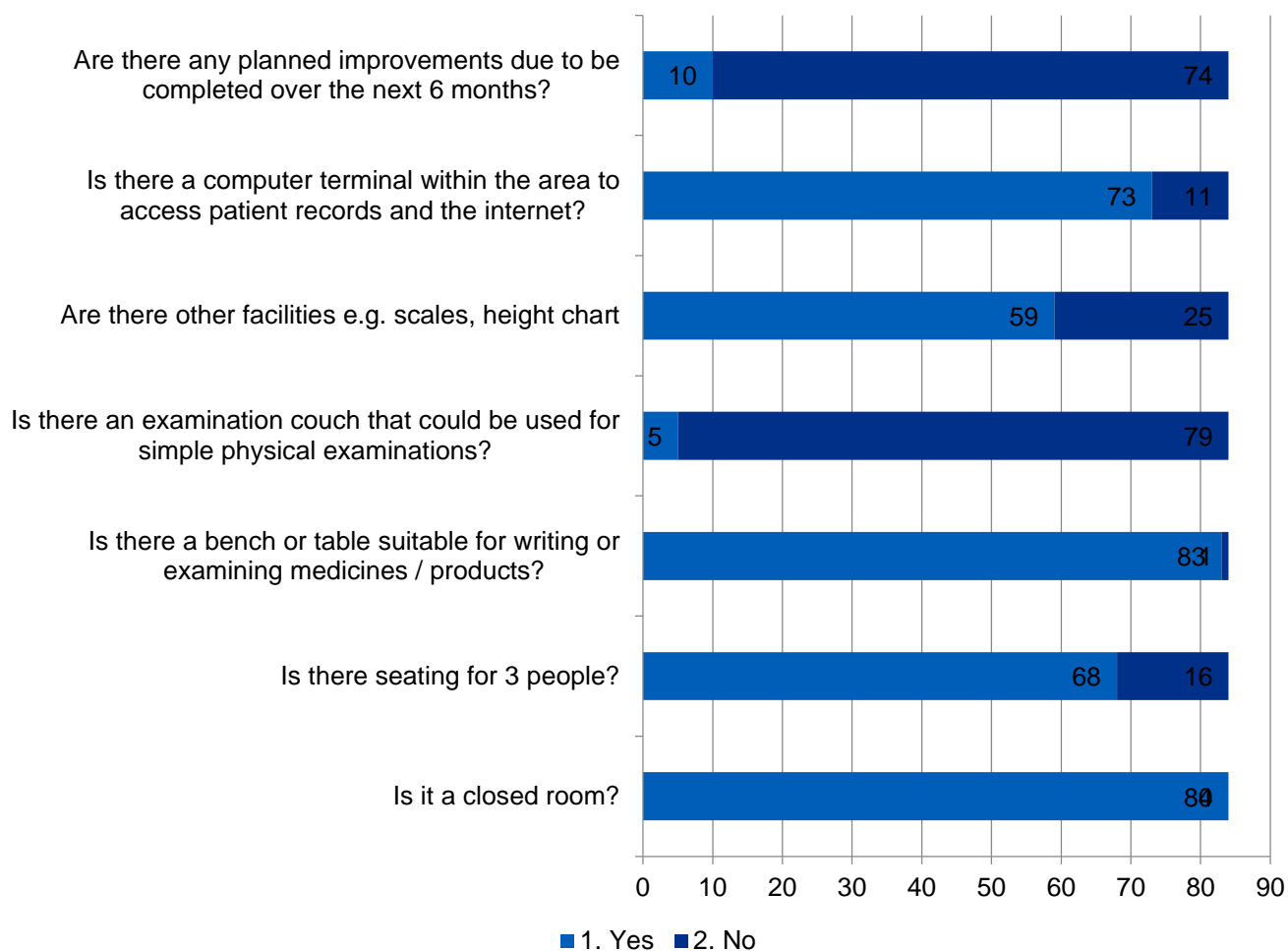


Consultation Facilities

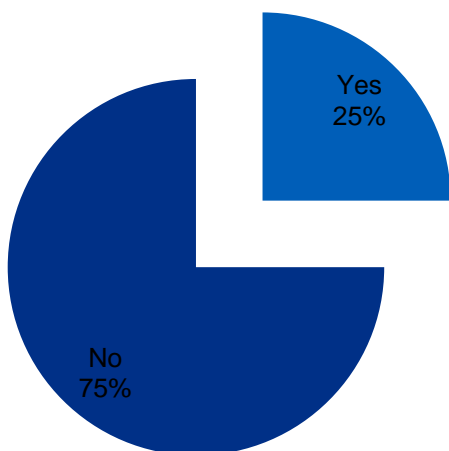
Q28 Is there a consultation area (meeting the criteria for the Medicines Use Review service) on the premises?



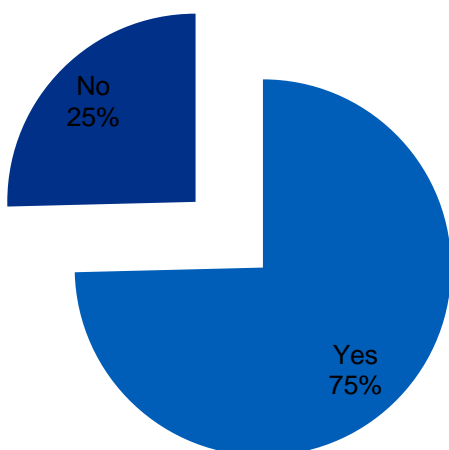
Q29 Thinking about your consultation area....



Q32 Has your consultation room been used to deliver services by other professionals?

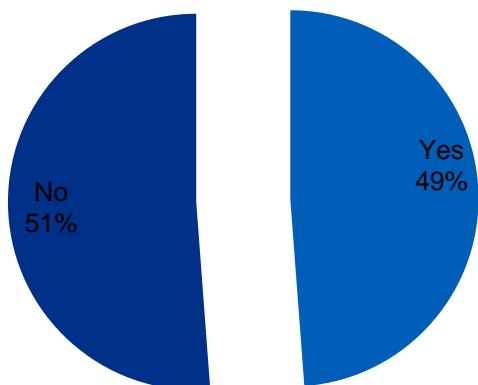


Q33 Would you consider making it available where appropriate?

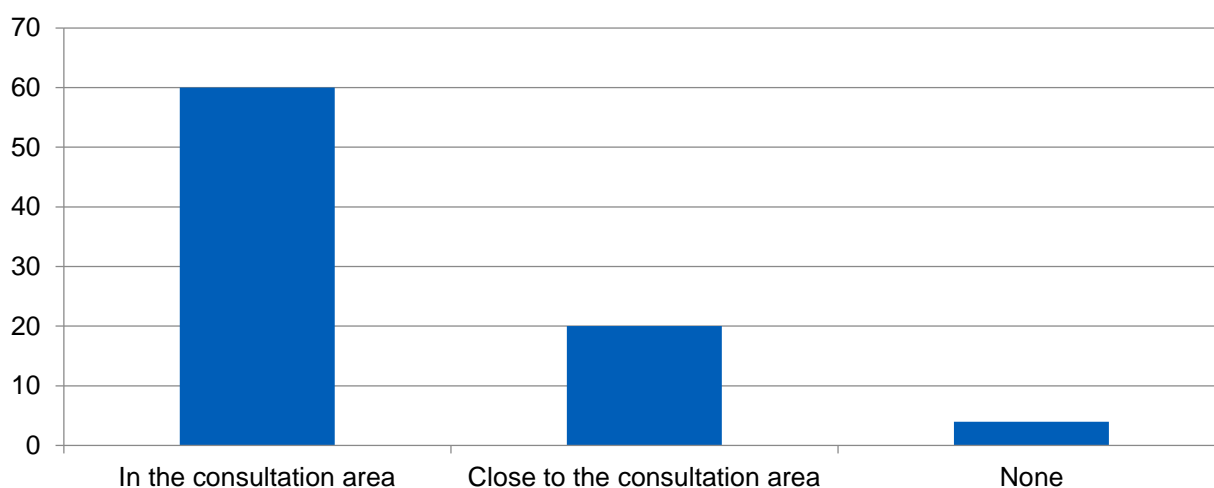




Q34 Does the pharmacy carry out DDA assessments?

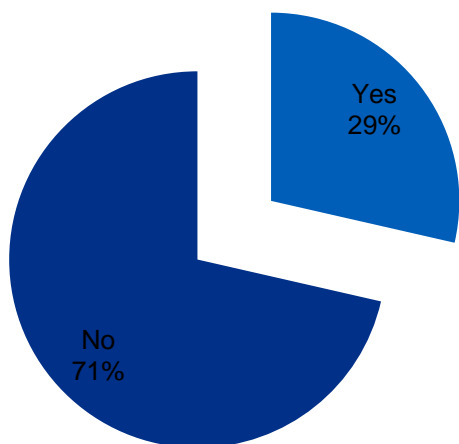


Q35 During consultations are there hand-washing facilities?





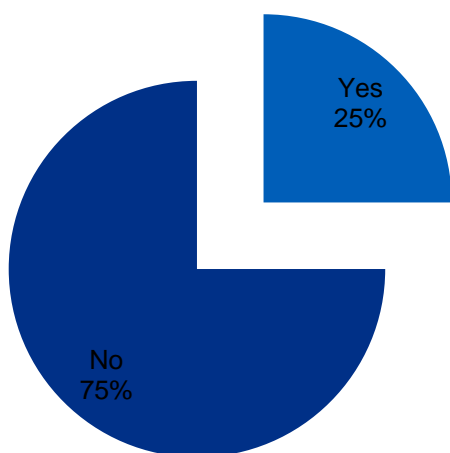
Q36 Do patients attending consultations have access to toilet facilities?



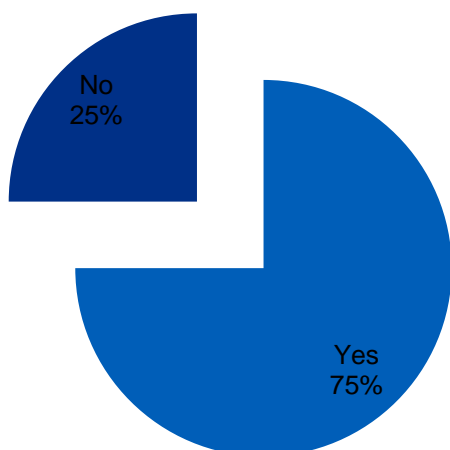


Off-site consultation area

Q37 Does the pharmacy have access to an off-site consultation area?



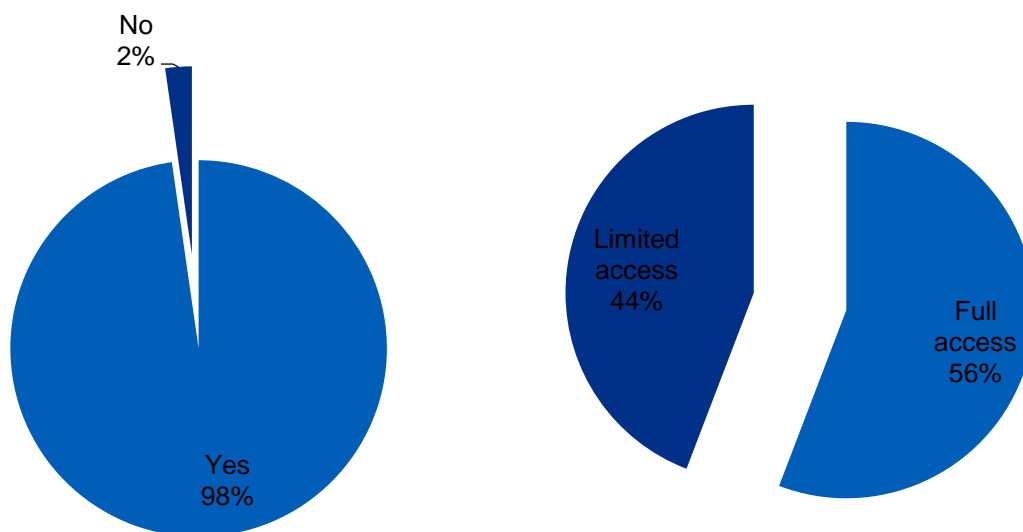
Q38 Is the pharmacy willing to undertake consultations in patient's home / other suitable sites?



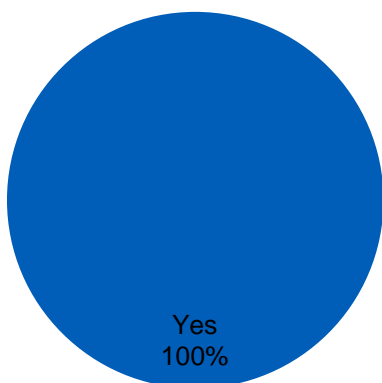


IT Facilities

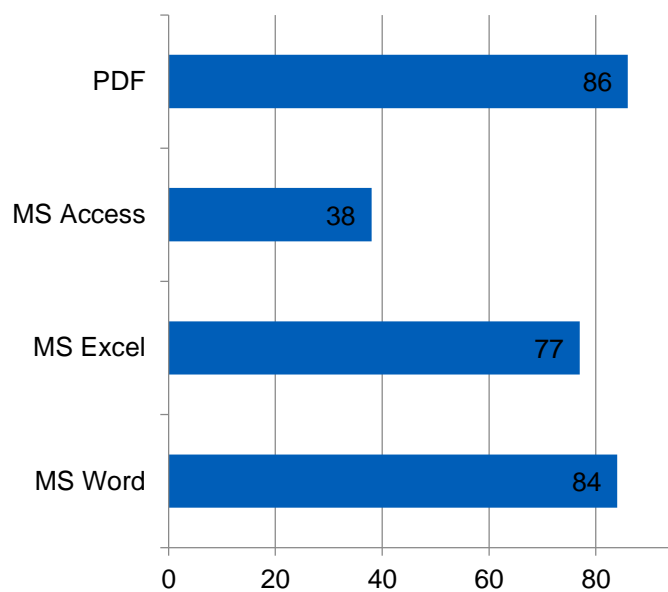
Q42-43 Do your computers have access to the internet? Type of access?



Q44 Can the internet be accessed while the PMR system is running?

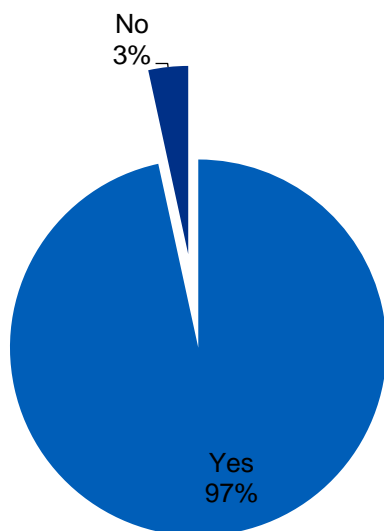


Q45 Does the pharmacy have facility to open documents in the following formats?

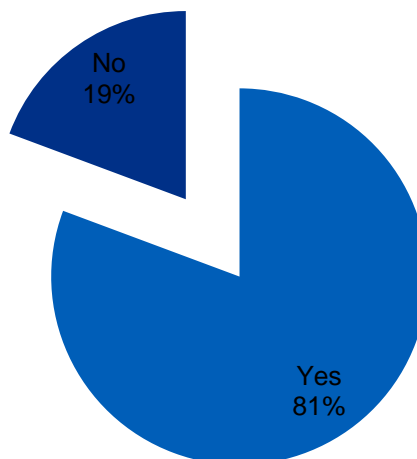




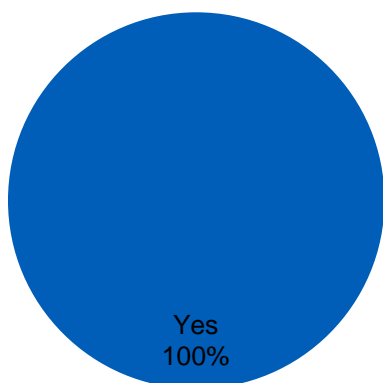
Q46 Does the pharmacy access emails on a daily basis?



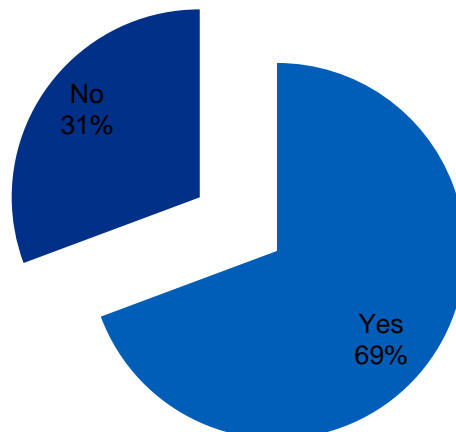
Q47 Do you use NHS mail?



Q49 Do you have a printer that will print A4 size paper?

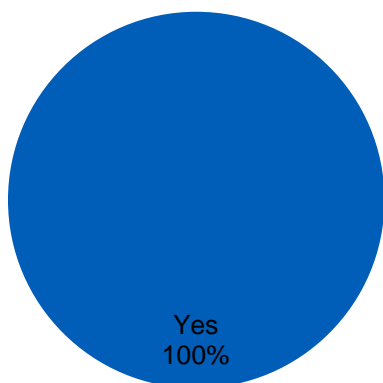


Q50 Does the pharmacy have a website?

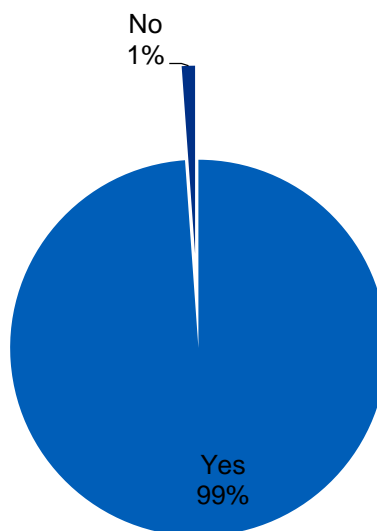




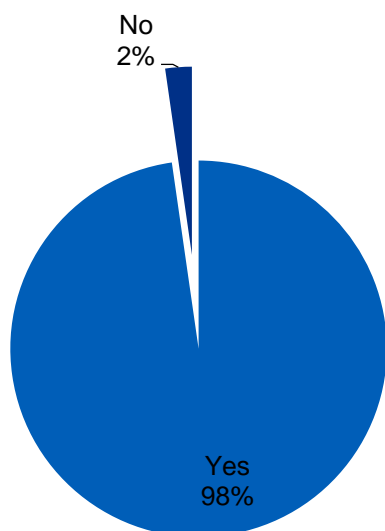
Q51 Is Electronic Prescription Service Release 2 enabled?



Q52 Is NHS Summary Care Record enabled?



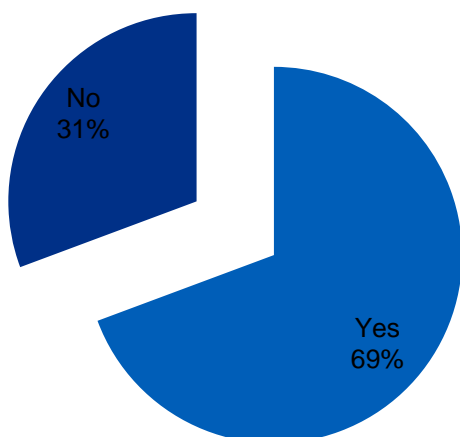
Q53 Up to date NHS Choice entry?



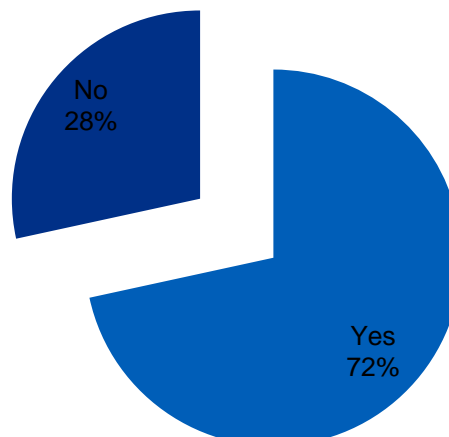


Information on Pharmacy Services

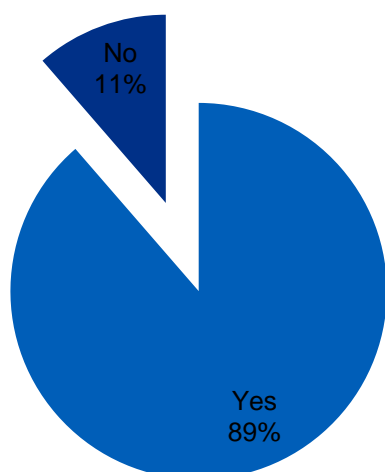
Q55 Do you promote your services online?



Q57 Do you promote your services in other ways other than online?



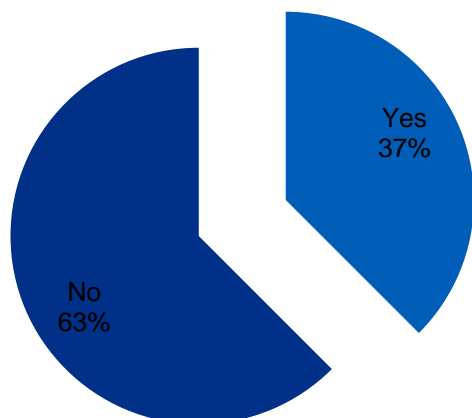
Q59 Do you provide easy read information on clinical topics and services?



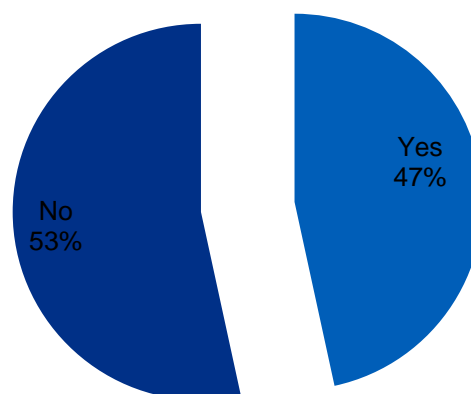


Staffing

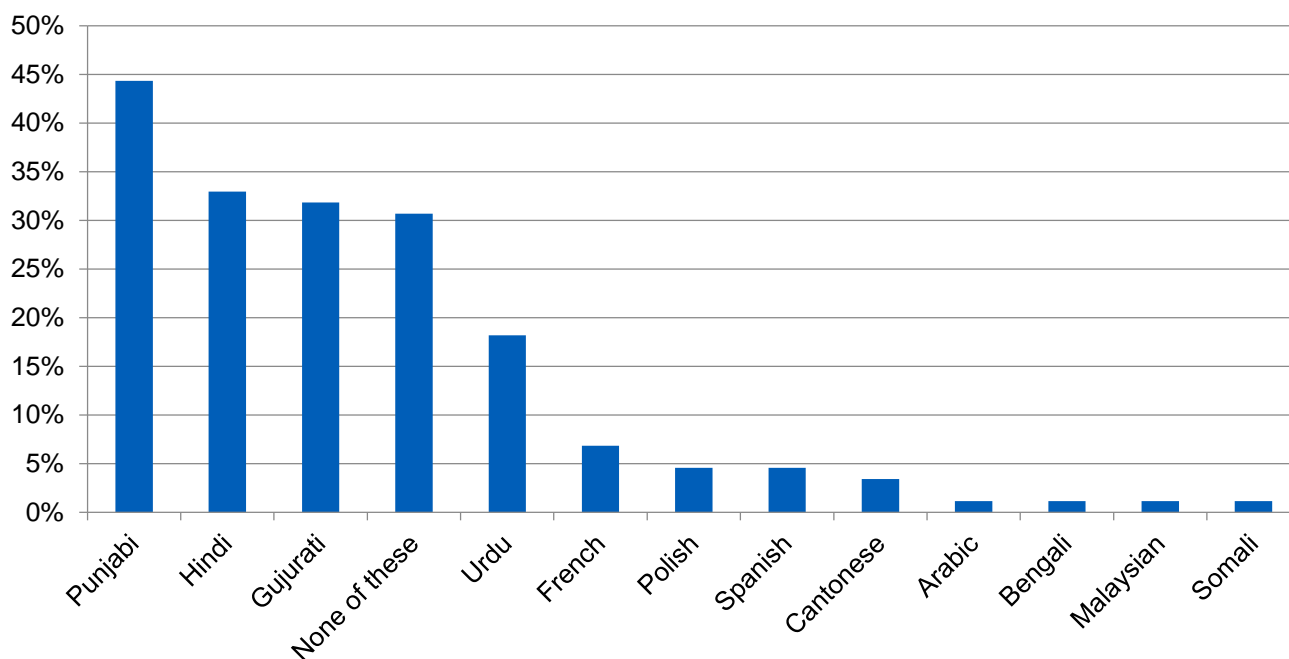
Q62 Are there any periods when there is more than one pharmacist on duty? If yes, for how many hours per week are the two pharmacists working?



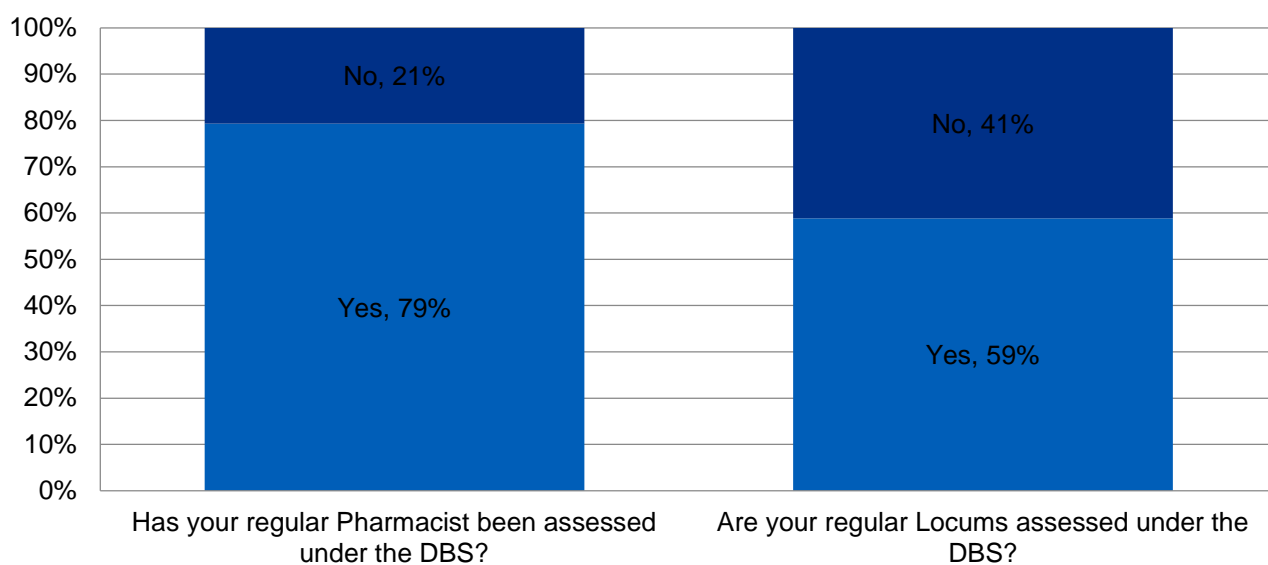
Q63 Is your pharmacy premises approved for pre-registration training?



Q64 What foreign languages are spoken by staff?



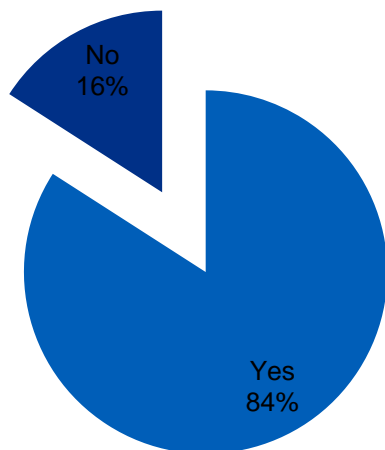
Q65 Disclosure and Barring Service (DBS) checks?



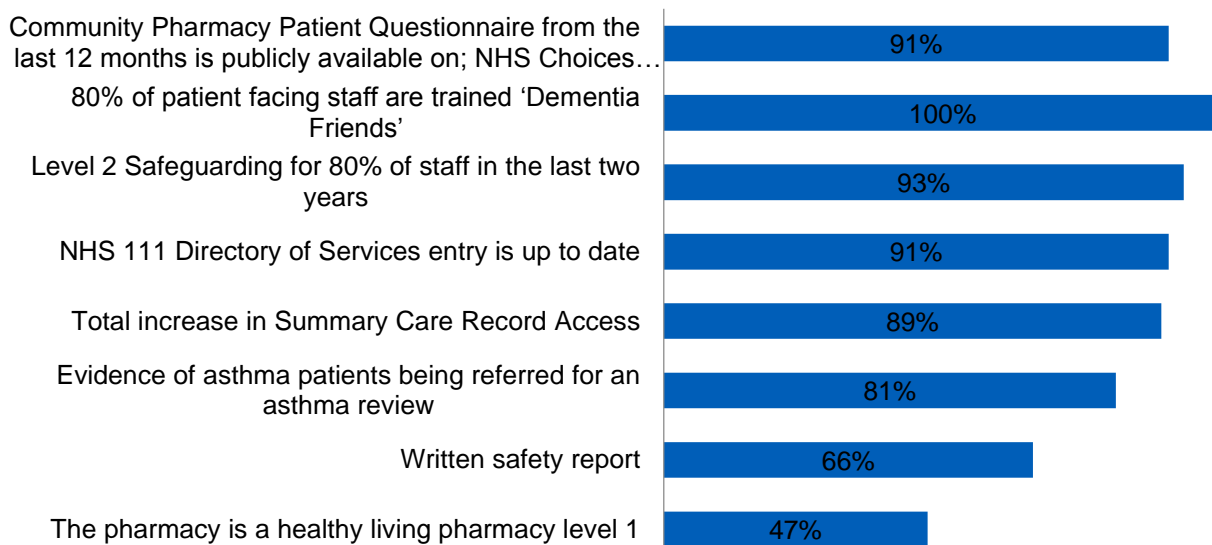


Quality Payment Scheme

Q68 Did your pharmacy meet all four gateway criteria listed for April 2017?



Q69 If you met the gateway criteria, which of the following quality criteria did you meet?

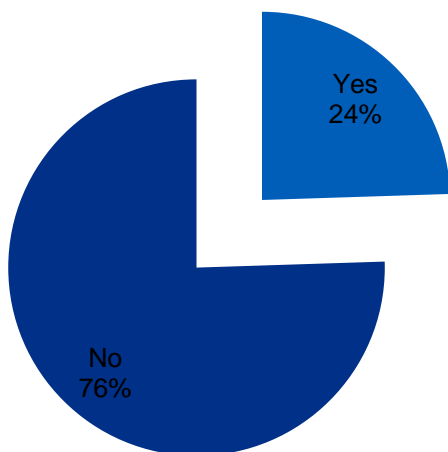




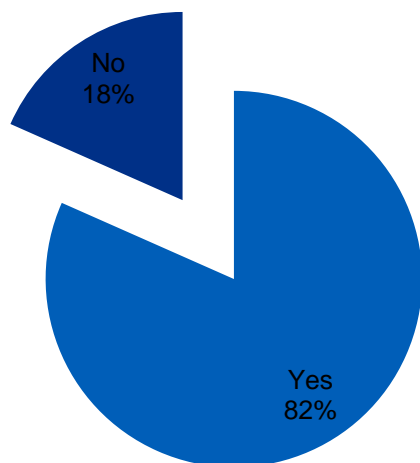
Healthy Living Pharmacies (HLP)

Q72 Has the pharmacy achieved HLP status

Q73 Have you achieved any recognition for the quality of your services other than the QPS?



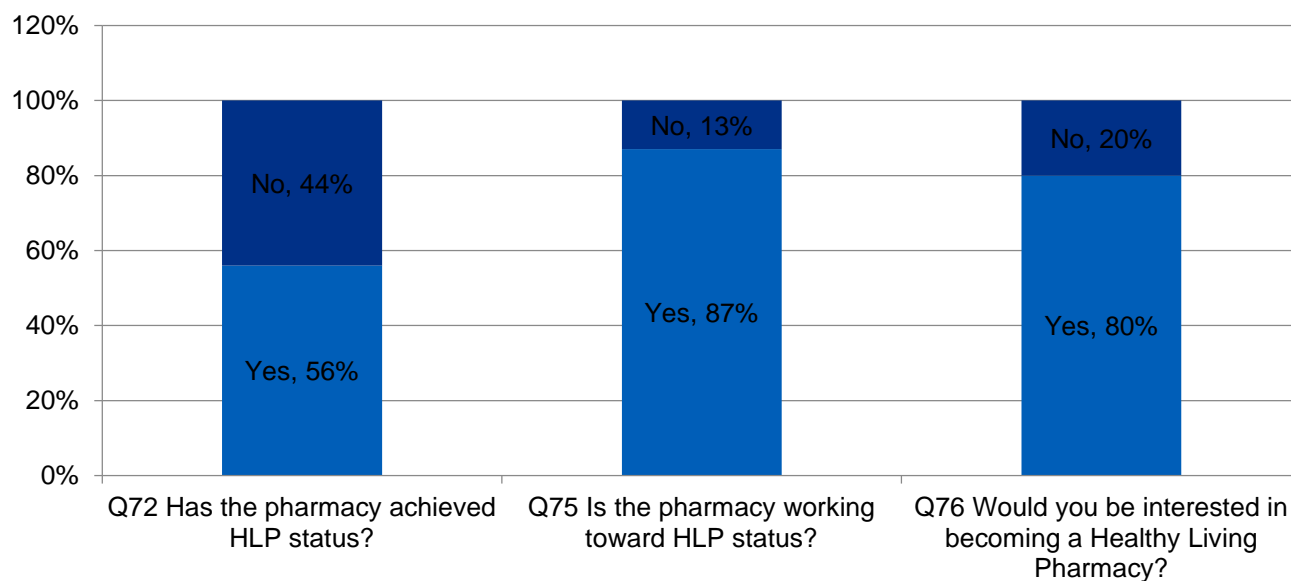
Q74 Would you support a 'Sign Up to Quality Charter' to promote quality standards in community pharmacy?



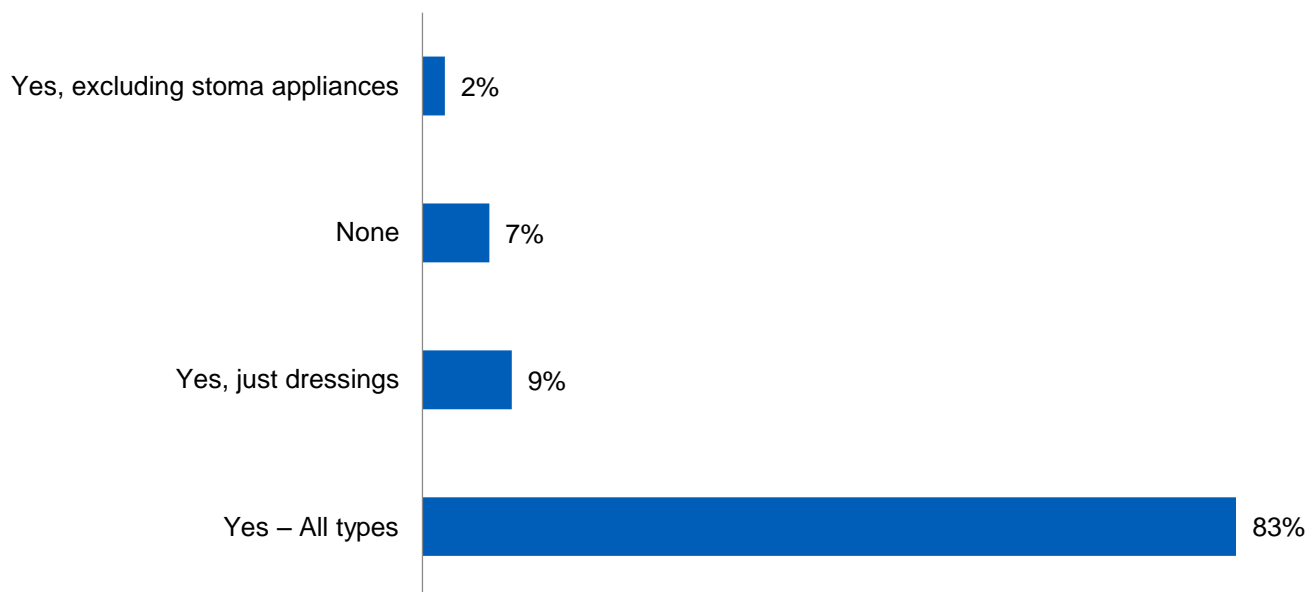


Q75 Is the pharmacy working towards HLP status?

Q76 Would you be interested in becoming a Healthy Living Pharmacy?



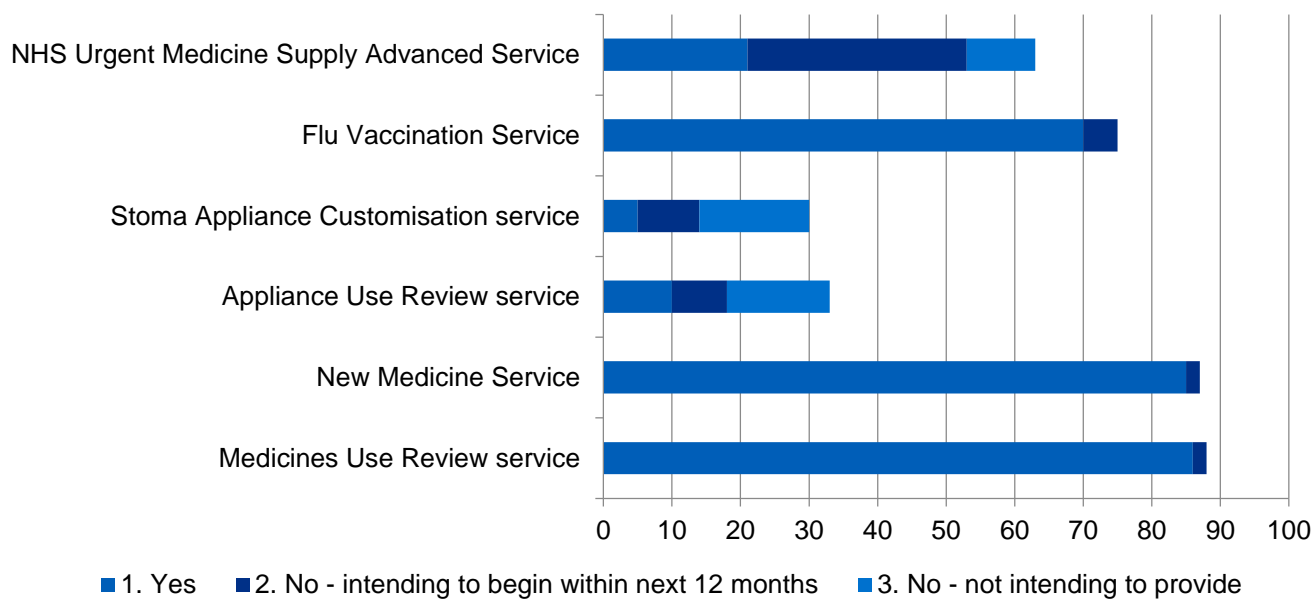
Q78 Does the pharmacy dispense appliances?





Advanced Services

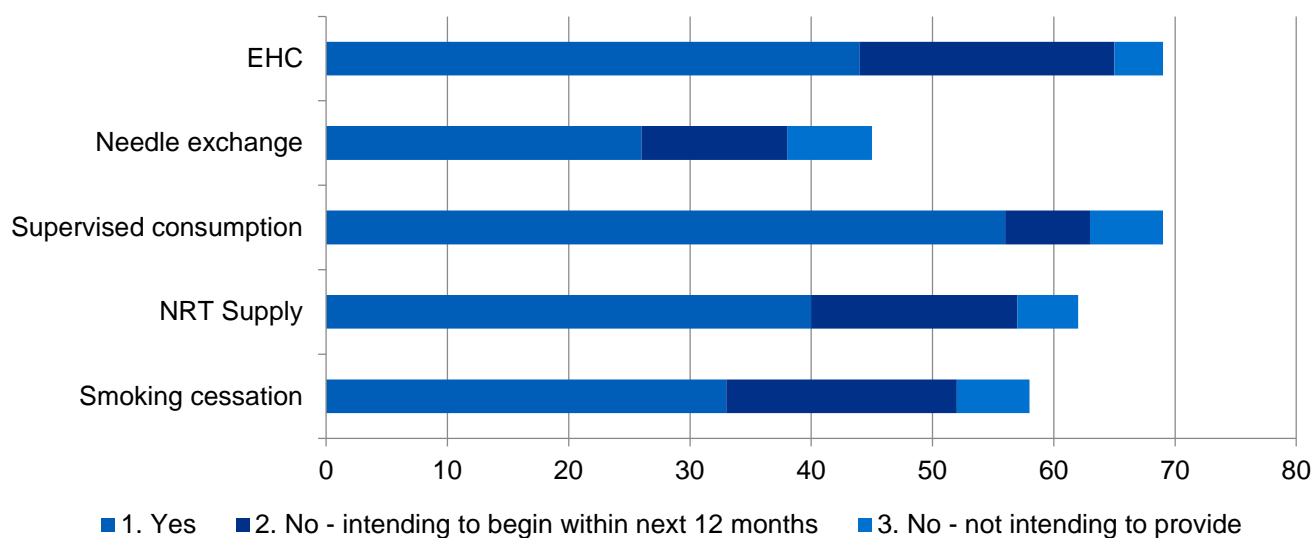
Q80 Does the pharmacy provide the following services?





Locally commissioned services

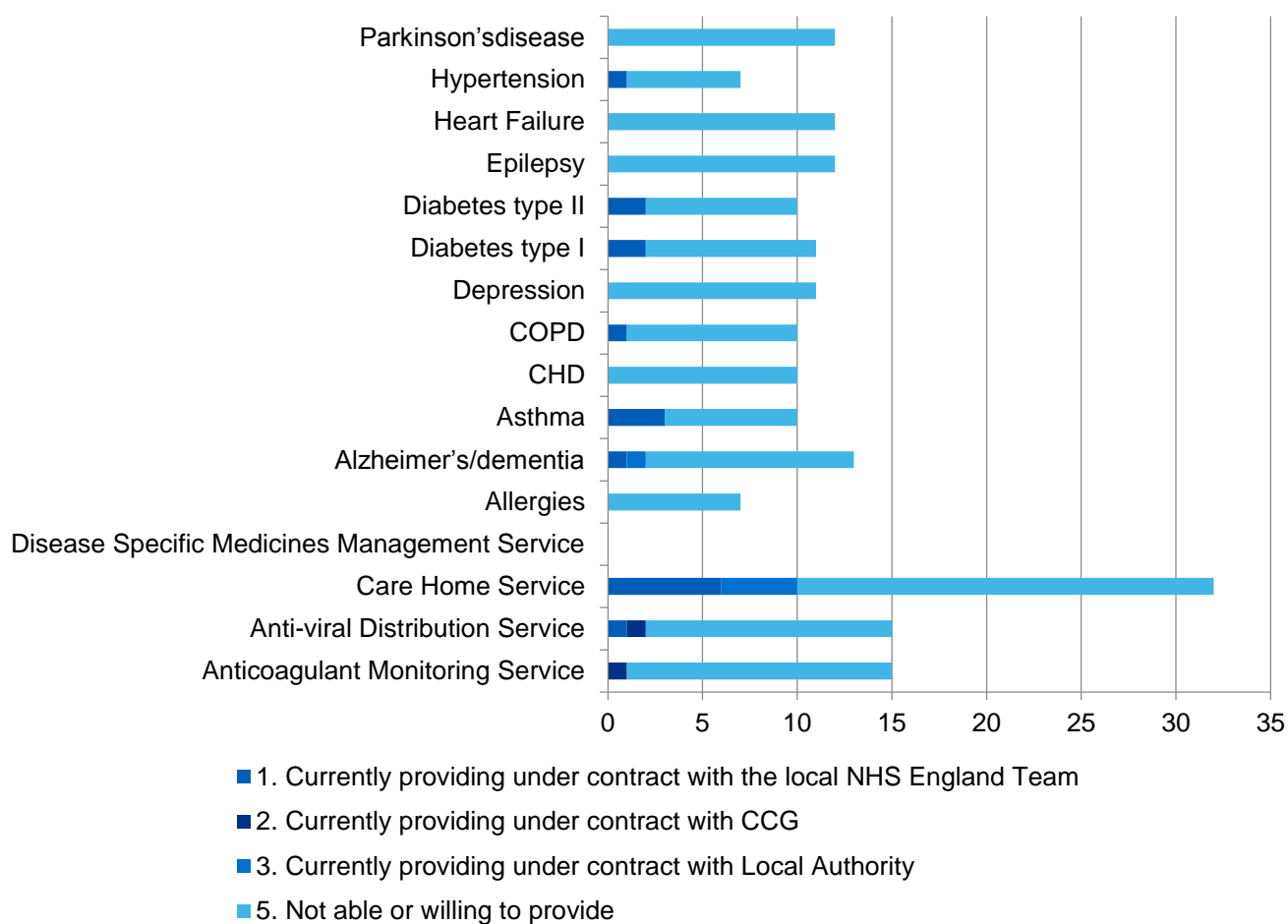
Q82 Which of the locally commissioned services does the pharmacy provide?





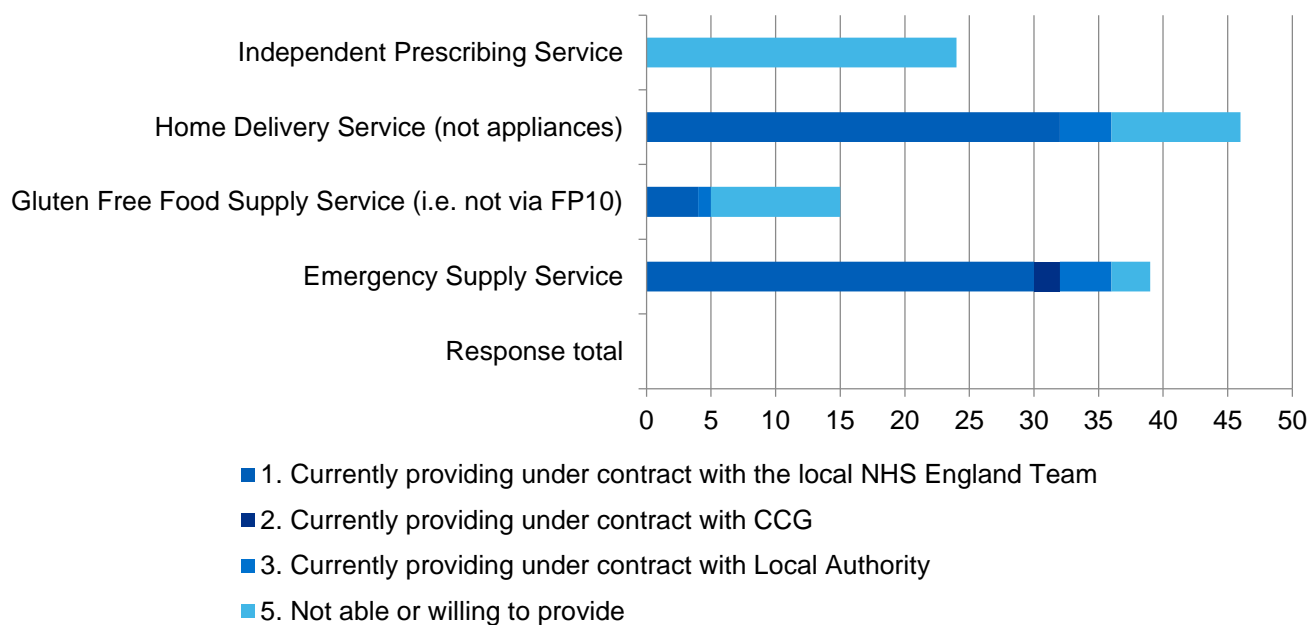
Enhanced and Other Locally commissioned services

Q85 Which of the following services does the pharmacy provide, or would be willing to provide?



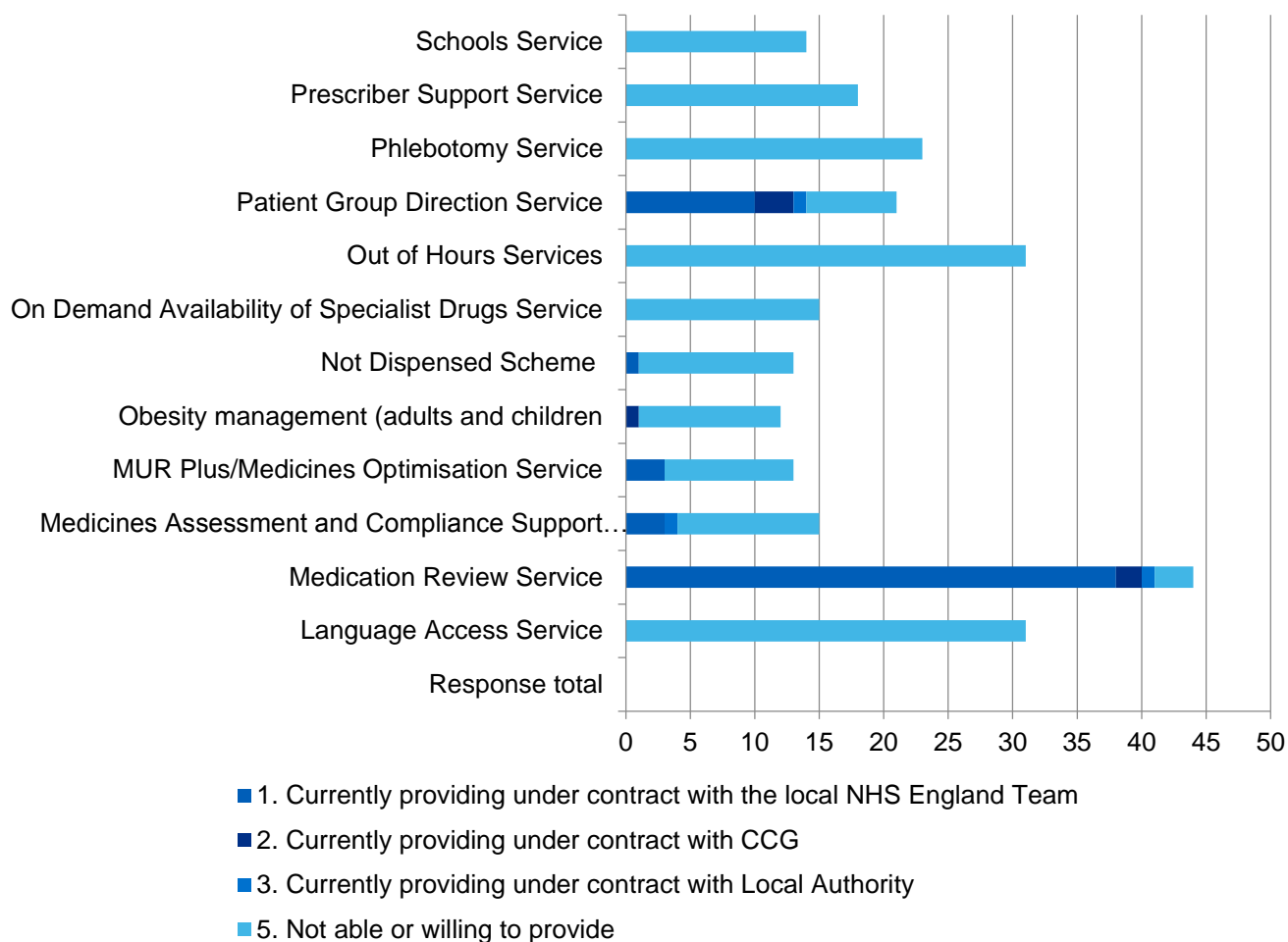


Q87 Which of the following services does the pharmacy provide, or would be willing to provide?



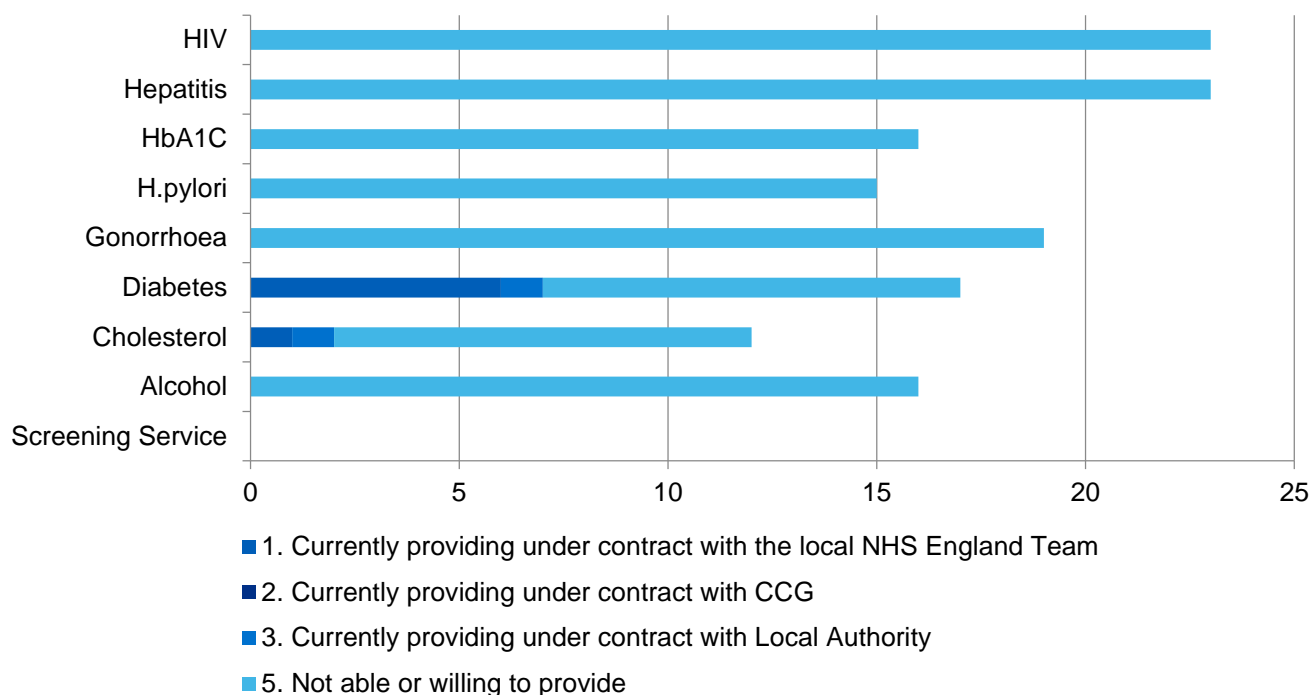


Q89 Which of the following services does the pharmacy provide, or would be willing to provide?

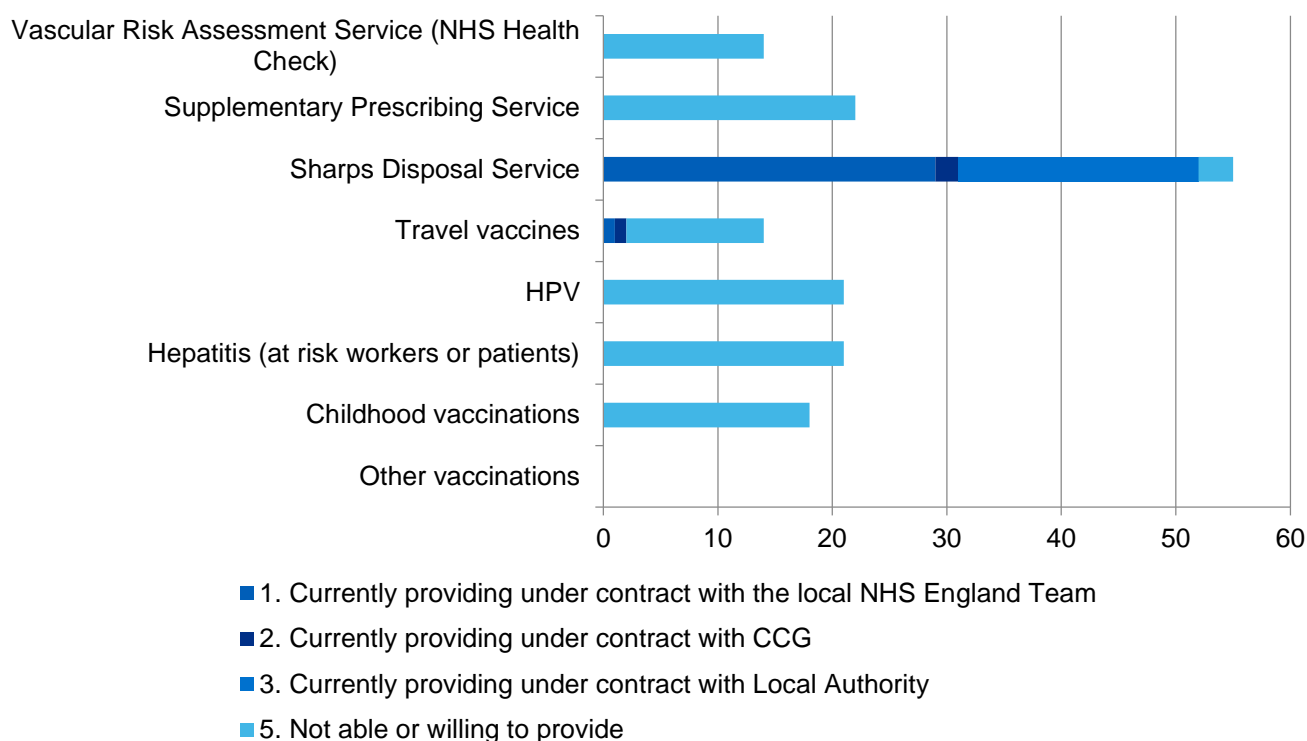




Q92 Which of the following services does the pharmacy provide, or would be willing to provide?



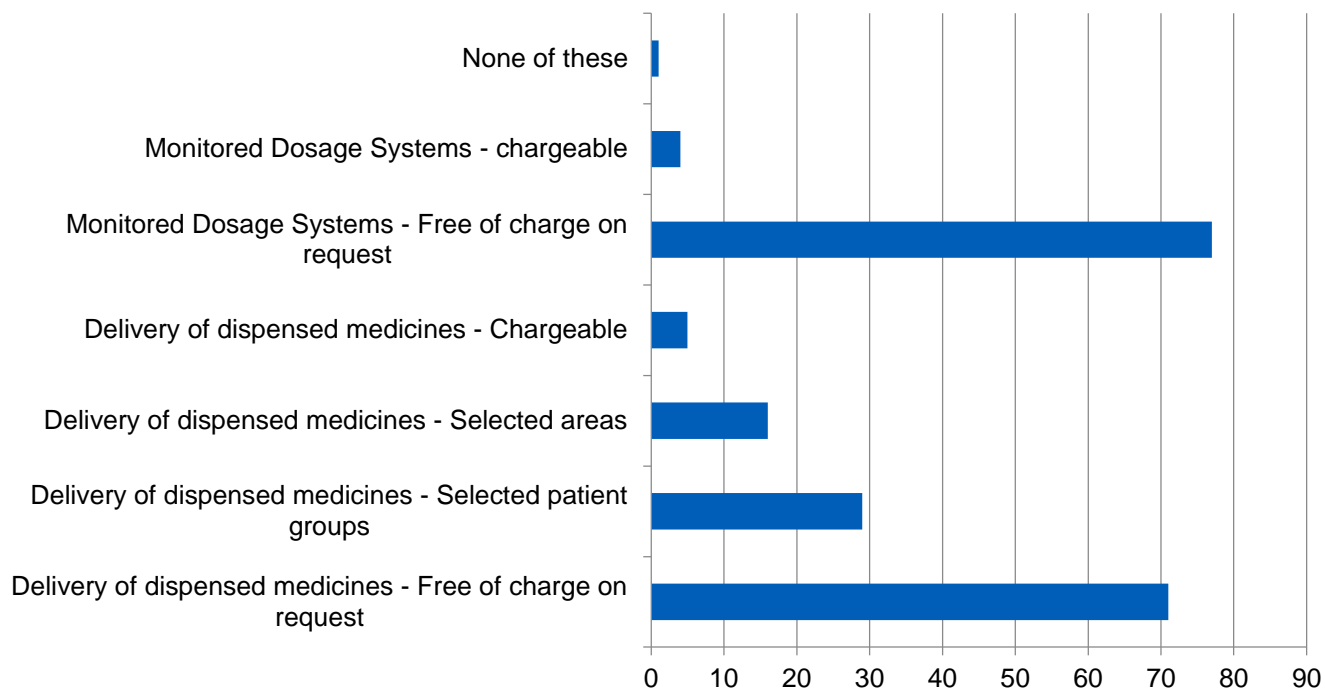
Q94 Which of the following services does the pharmacy provide, or would be willing to provide?



Non-commissioned services



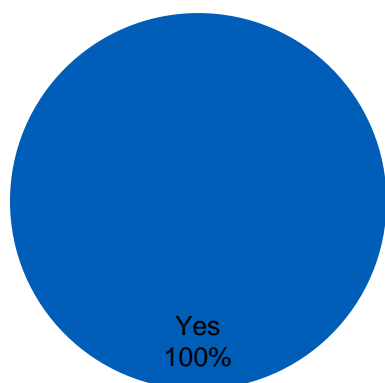
Q99 Does the pharmacy provide any of the following?



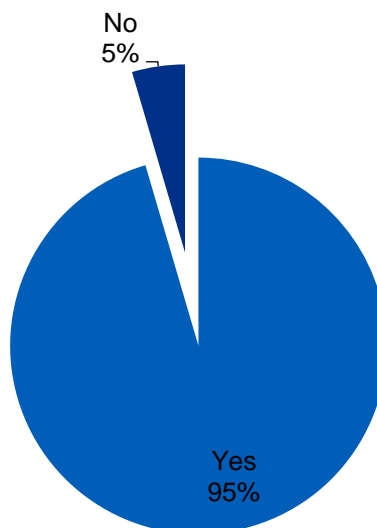


Prescription Ordering Processes

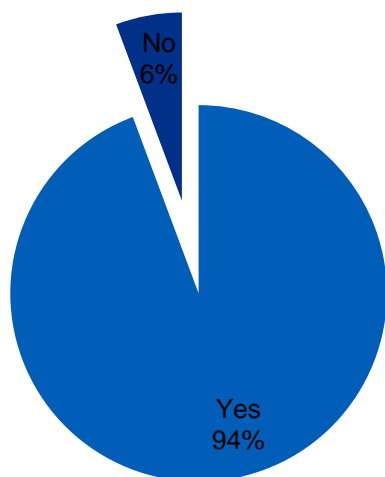
Q102 Do you collect prescriptions from GP practices?



Q103 Do you order prescriptions on behalf of patients?



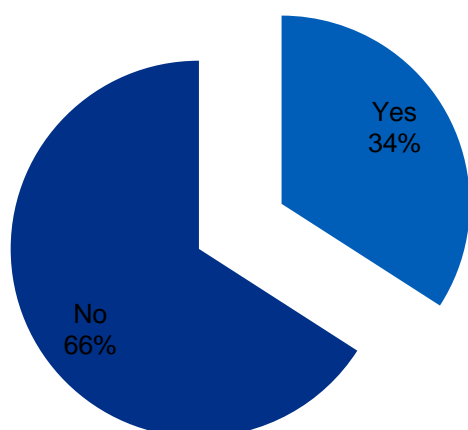
Q105 Do you communicate the Electronic Prescription Service process to patients?



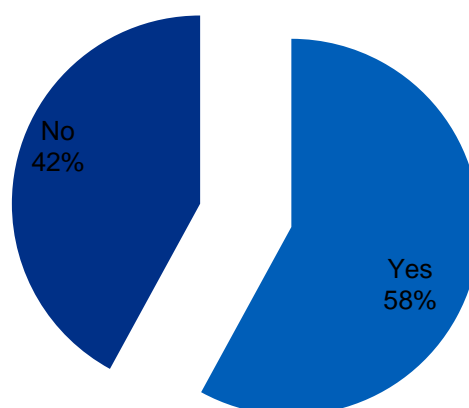


Additional Services

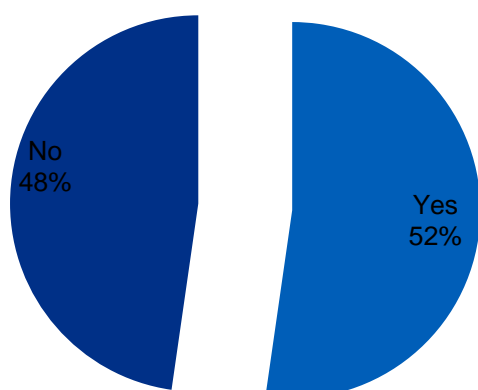
Q111 Do you refer patients to the Fitter Futures programme?



Q112 Would your pharmacy be willing to purchase and promote assistive technology products to support people they see to improve hydration and prevent injury from falls?



Q113 Is there a particular need for a locally commissioned service in your area?





Appendix 5 – Dispensing Doctor Survey

Warwickshire & Coventry PNA

Dispensing Doctors Questionnaire

GENERAL

Within which of the following areas are you located?	
Coventry	<input type="checkbox"/>
Warwickshire	<input type="checkbox"/>

Details of person completing this survey	
Full name	
Email address	
Contact number	

Surgery Details	
GP Practice Code	
Practice Name	
Address	
Email address (one that is checked regularly)	
Telephone number	
Fax number	
Practice public facing website address	

ACCESS

Please select the transport facilities that are available within 100 metres of the surgery	
Bus Stop	<input type="checkbox"/>



Train Station	<input type="checkbox"/>
Cycle Track	<input type="checkbox"/>
Free Parking	<input type="checkbox"/>
Disabled Parking	<input type="checkbox"/>
Paid Parking	<input type="checkbox"/>
Motorcycle parking	<input type="checkbox"/>
Onsite parking	<input type="checkbox"/>
Other – please specify:	

Premises details		
	Yes	No
Is the door to the premises accessible for prams, buggies, wheelchairs and walking frames?	<input type="checkbox"/>	<input type="checkbox"/>
Are there any steps to climb when entering the premises?	<input type="checkbox"/>	<input type="checkbox"/>
Do the premises comply with the 2010 Equalities Act?	<input type="checkbox"/>	<input type="checkbox"/>
Have any adjustments or alterations been made to the premises to enable physical access e.g. automatic doors or ramps? If so, please give details here (please specify)		

Opening Hours

Dispensing Hours

Day	Open from	To	Lunchtime (From – To)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			



Sunday			
--------	--	--	--

Surgery Opening Hours

Day	Open from	To	Lunchtime (From – To)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

WORKFORCE

How many people dispense medicines	<input type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Regular Locum
Please advise the total number of hours worked by the following	<input type="checkbox"/> Dispensing Assistant(s) (NVQ Level2 or equivalent) <input type="checkbox"/> Dispensing Technician(s) <input type="checkbox"/> Accredited Checking Technician(s) <input type="checkbox"/> Pharmacist(s) <input type="checkbox"/> Other please state title and hours
What languages are spoken by dispensary staff in addition to English?	

Facilities

Is there are hearing loop or equivalent in the dispensary area	
Are there any planned improvements due to be	



completed over the next 6 months?	
Is the site subject to any of the following development constraints?	<input type="checkbox"/> Listed Building <input type="checkbox"/> Conversation Area <input type="checkbox"/> Limited room for expansion Other: please specify below

IT

Is the Dispensary:	<input type="checkbox"/> Release 2 Enabled <input type="checkbox"/> Intending to become enabled in the next 12 months <input type="checkbox"/> Not intending to become enabled
Does the dispensary have the facility to open documents in the following formats:	<input type="checkbox"/> Microsoft Word <input type="checkbox"/> Microsoft Excel <input type="checkbox"/> Microsoft Access <input type="checkbox"/> PDF
Does the dispensary access emails on a daily basis when the premises are open?	

Services

Does the dispensary dispense appliances? (please tick appropriate box)	<input type="checkbox"/> Yes – all types <input type="checkbox"/> Yes – excluding stoma appliances <input type="checkbox"/> Yes – excluding incontinence appliances <input type="checkbox"/> Yes - excluding stoma and incontinence appliances <input type="checkbox"/> Yes – just dressings <input type="checkbox"/> Yes – just hosiery <input type="checkbox"/> None
Non-NHS Funded Services – Does the dispensary provide any of the following:	<input type="checkbox"/> Free delivery of dispensed medicines <input type="checkbox"/> Chargeable delivery of dispensed medicines <input type="checkbox"/> Delivery of dispensed medicines – only for selected patient groups
Are there any other pharmaceutical services provided by the dispensary that you would like consider	

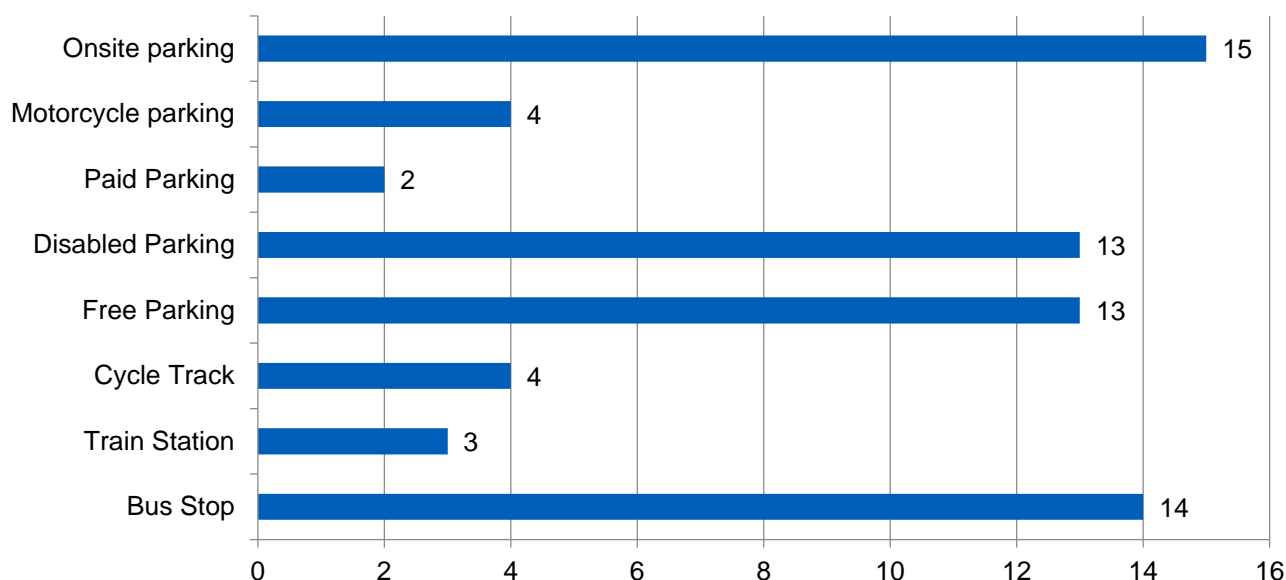


red in PNA?	
Does the dispensary provide a monitored dosage system service?	<input type="checkbox"/> Yes – free of charge <input type="checkbox"/> Yes - chargeable
Does the dispensary provide any other medication compliance aids?	Please provide details if yes

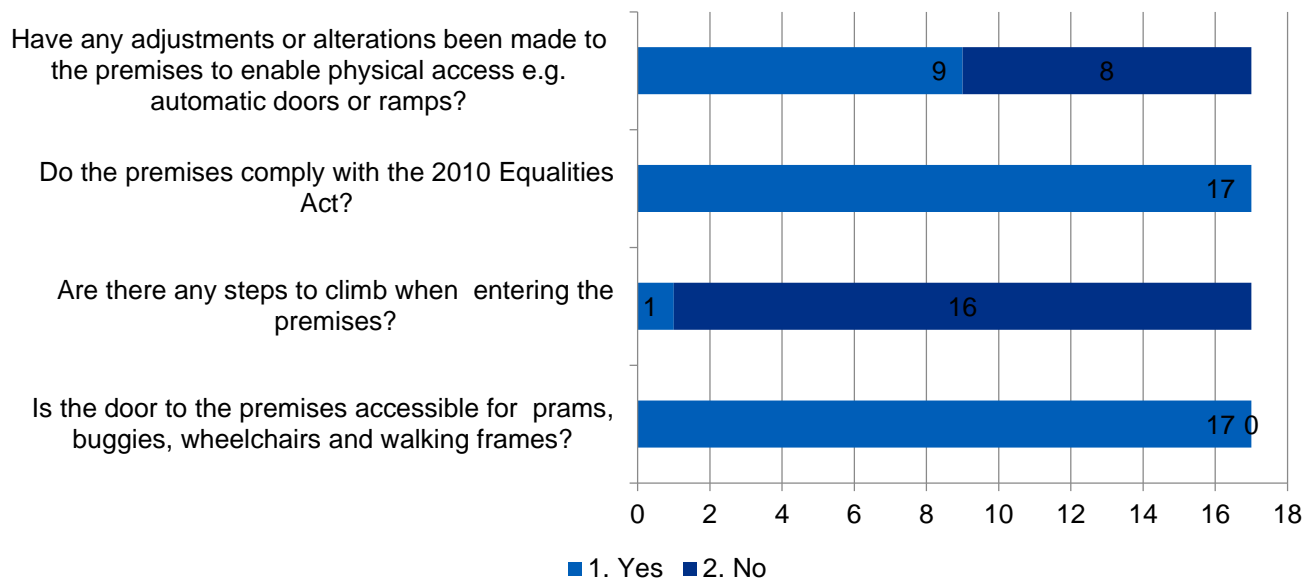
Appendix 6 – Dispensing Doctor Survey Results

Access

Q4 Please select the transport facilities that are available within 100 metres of the surgery?

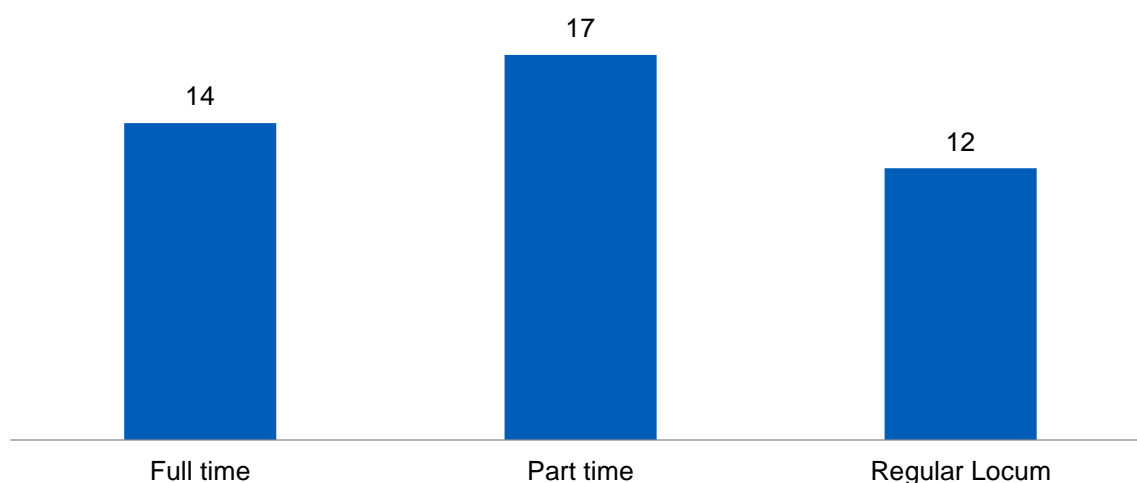


Q5 Premises details



Workforce

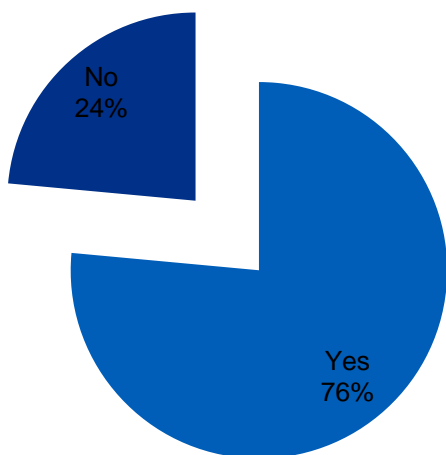
Q8 How many people dispense medicines



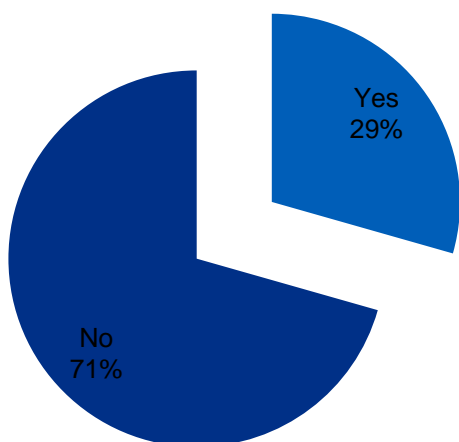


Facilities

Q11 Is there a hearing loop or equivalent in the dispensary area?

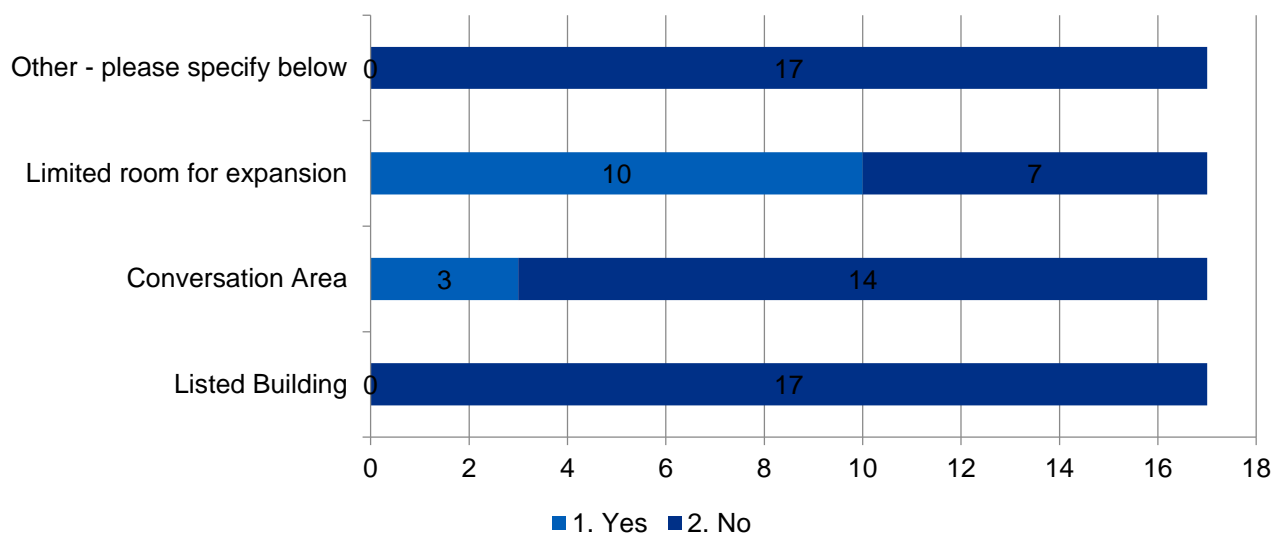


Q12 Are there any planned improvements due to be completed over the next 6 months?



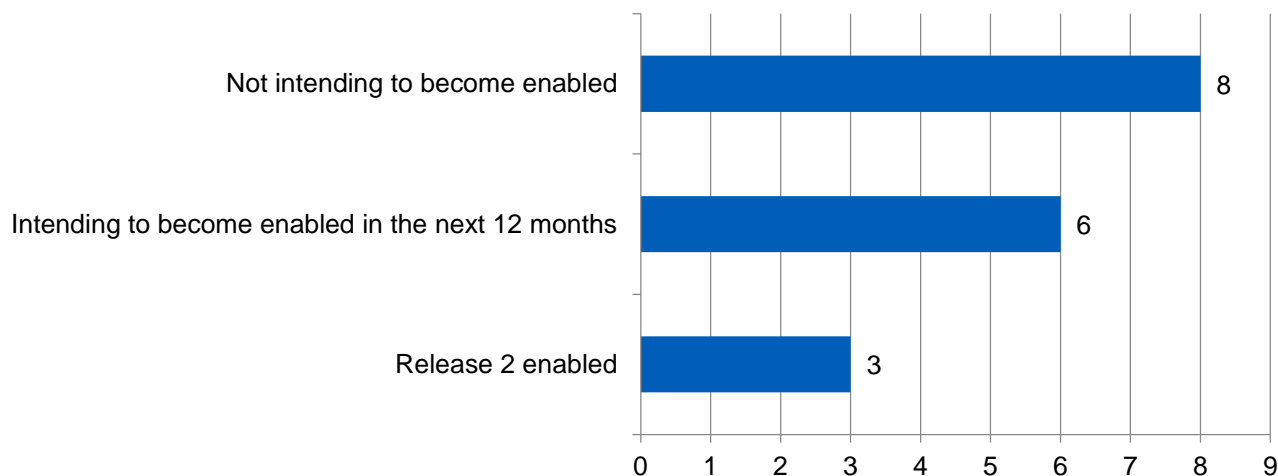


Q13 Is the site subject to any of the following development constraints?

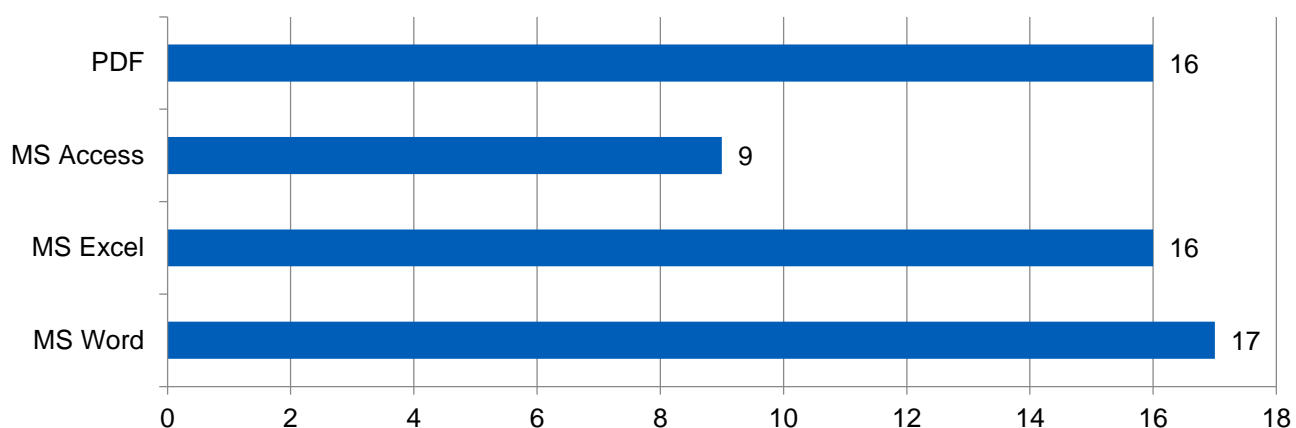


IT Facilities

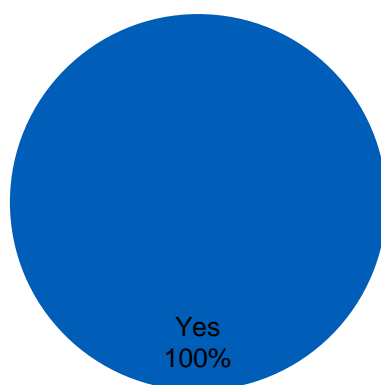
Q14 Is the dispensary Release 2 enabled or intending to become enabled?



Q15 Does the dispensary have the facility to open documents in the following formats?

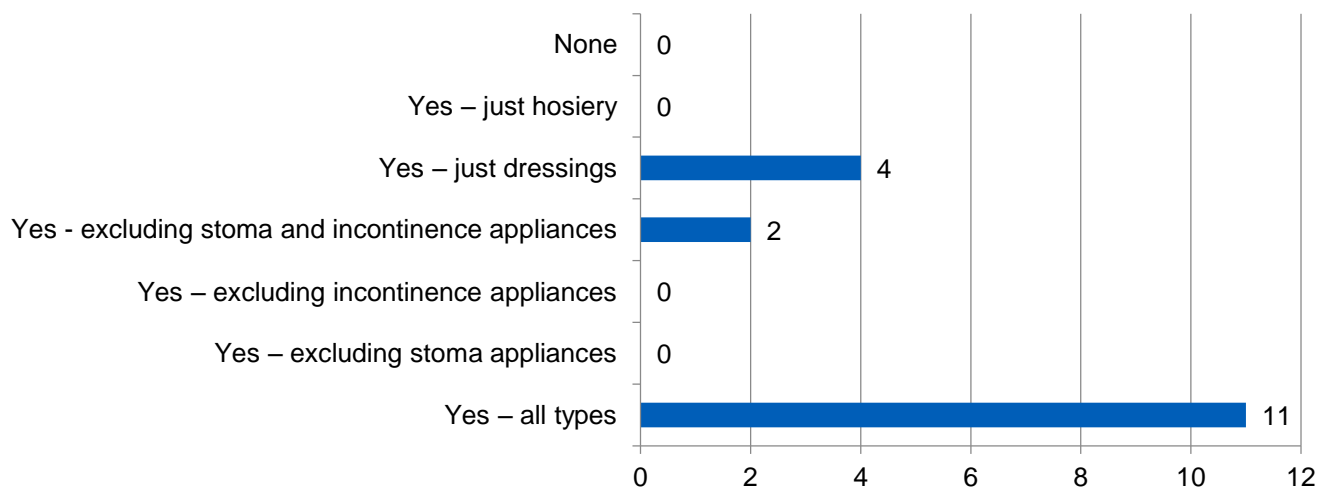


Q16 Does the dispensary access emails on a daily basis when the premises are open?



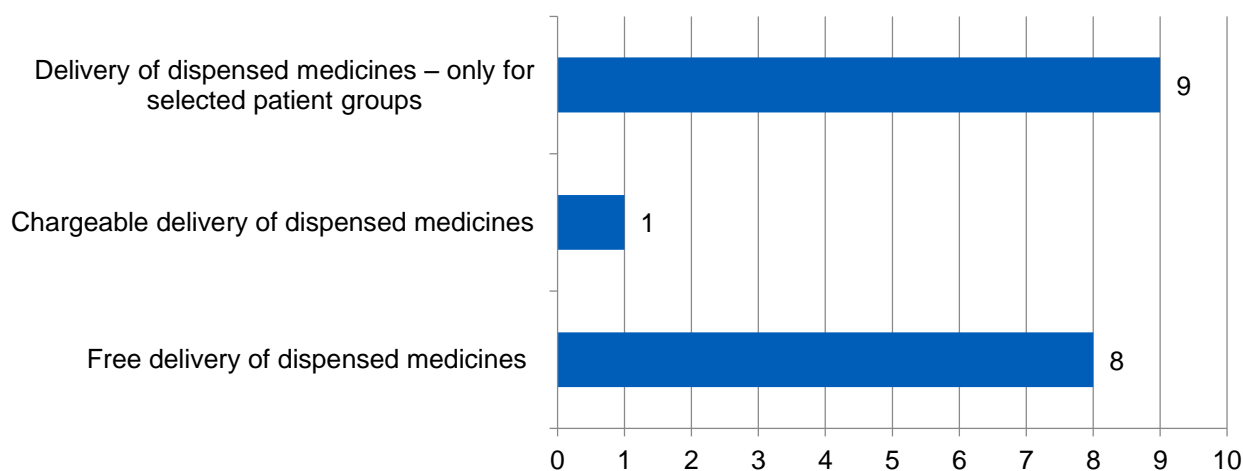
Services

Q17 Does the dispensary dispense appliances?

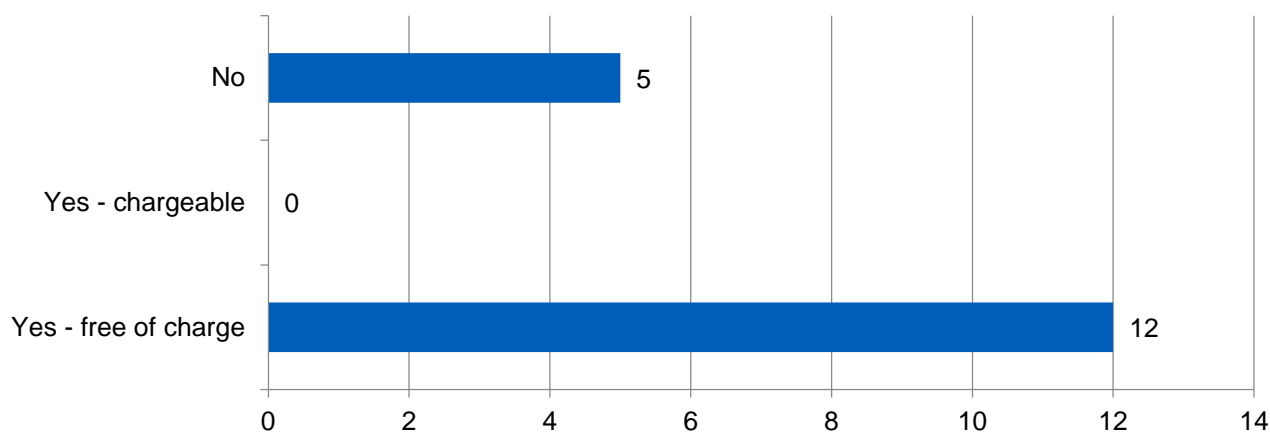




Q18 Non-NHS Funded Services – Does the dispensary provide any of the following



Q20 Does the dispensary provide a monitored dosage system service?





Appendix 7 - Pharmacy opening hours and services, Dispensing Doctor opening hours

Pharmacy opening hours and services

*Information relating to hours of service that are provided from contractors in Warwickshire was provided by NHSE. Information is accurate as of the 6th October 2017.

**Information relating to locally commissioned services provided by contractors in Warwickshire was provided by service commissioners and is accurate as of 5th February 2018.

LOCALITY	CODE	CATEGORY	TRADING NAME	ADDRESS	TELEPHONE	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	SEXUAL HEALTH SERVICES	SUPERVISED CONSUMPTION	NEEDLE EXCHANGE	SMOKING CESSATION
North Warwickshire	FC230	100 Hour Pharmacy	Atherstone In Practice Pharmacy	Atherstone Surgery, 1 Ratcliffe Road, Atherstone, Warwickshire, CV9 1EU	01827 721313	0700-2200	0700-2200	0700-2200	0700-2200	0700-2200	0700-2200	1000-2000		YES	YES	
	FV156	100 Hour Pharmacy	Atherstone Pharmacy	87 Long Street, Atherstone, Warwickshire, CV9 1BB	01827 712968	0600-2100	0600-2100	0600-2100	0600-2100	0600-2100	0600-2100	0700-1700	YES	YES	YES	YES
	FXQ73	Community Pharmacy	Arley Pharmacy	Rowland Court Community Centre, Arley, Coventry, West	01676 549195	0845-1300, 1400-	0845-1300, 1400-	0845-1300, 1400-	0845-1300, 1400-	0845-1300, 1400-	Closed	Closed				



			Midlands, CV7 8PF		1830	1830	1830	1830	1830						
FA026	Community Pharmacy	Grendon Pharmacy	150 Boot Hill, Baddesley Ensor, Warwickshire, CV9 2EW	01827 715350	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1200	Closed				
FA426	Community Pharmacy	Lloyds Pharmacy	Dordon Medical Practice, 162 Long Street, Dordon, Staffordshire, B78 1QA	01827 892496	0830 - 1830	0830 - 1830	0830 - 1830	0830 - 1830	0830 - 1830	0900-1300	Closed		YES		
FCV97	Community Pharmacy	Lloyds Pharmacy	5-6 Raven Way, Crowhill, Attleborough, Warwickshire, CV11 6SG	02476 329806	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1300	Closed				
FK115	Community Pharmacy	Lloyds Pharmacy	114 - 116 High Street, Coleshill, Birmingham, West Midlands, B46 3BJ	01675 466014	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1730	Closed	YES	YES	YES	
FKH57	Community Pharmacy	Lloyds Pharmacy	9 Birmingham Road, Water Orton, Birmingham, B46 1SP	0121 7472155	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1300	Closed			YES	YES
FMF74	Community Pharmacy	Lloyds Pharmacy	97 Long Street, Atherstone, Warwickshire, CV9 1BB	01827 712245	0830-1800	0830-1800	0830-1800	0830-1800	0830-1800	0830-1700	Closed	YES	YES	YES	YES
FND87	Community Pharmacy	Lloyds Pharmacy	14 - 16 Bridge Street, Polesworth, Nr Tamworth, Staffordshire, B78 1DT	01827 892313	0900-1730	0900-1730	0900-1730	0900-1730	0900-1730	0900-1730	Closed	YES			YES
FPP40	Community Pharmacy	Lloyds Pharmacy	96-98 High Street, Coleshill, Birmingham,	01675 463397	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1300	Closed	YES			



				West Midlands, B46 3BL												
	FY691	Community Pharmacy	Lloyds Pharmacy	1 Jubilee Court, Kingsbury, Tamworth, Staffordshire, B78 2LL	01827 874927	0900-1830	0900-1830	0900-1830	0900-1830	0900-1830	0900-1300	Closed	YES	YES	YES	YES
	FTQ80	Community Pharmacy	Pear Tree Pharmacy	103 Knowle Hill, Hurley, Warwickshire, CV9 2JA	01827 870470	0900-1730	0900-1730	0900-1730	0900-1730	0900-1730	Closed	Closed				
Nuneaton and Bedworth	FWK19	100 Hour Pharmacy	No 8 Pharmacy	8 High Street, Bedworth, Warwickshire, CV12 8NF	02476 318511	0600-2100	0600-2100	0600-2100	0600-2100	0600-2100	0600-2100	0700-1700		YES		
	FRW17	100 Hour Pharmacy	Pharmacy Republic	104 Edward Street, Nuneaton, Warwickshire, CV11 5RE	02476 371119	0900-2300	0900-2300	0900-2300	0900-2300	0900-2300	0900-2400	9am-Midnight	YES	YES		
	FDA30	Community Pharmacy	Asda Pharmacy	Asda Superstore, Newtown Road, Nuneaton, Warwickshire, CV11 4FL	02476 580510	0800-2100	0800-2100	0800-2100	0800-2100	Fri 0800-2200	0800-2000	1000-1600	YES			YES
	FCP28	Community Pharmacy	Boots Local	105 Arbury Road, Stockingford, Nuneaton, Warwickshire, CV10 7NJ	02476 384364	0900-1300, 1400-1830	0900-1300, 1400-1830	0900-1300, 1400-1830	0900-1300, 1400-1830	0900-1300, 1400-1830	0900-1300, 1400-1730	0900-1300, 1400-1830		YES	YES	YES
	FWR95	Community Pharmacy	Boots Local	4a Coniston Way, St. Nicholas Park, Nuneaton, Warwickshire, CV11 6DG	02476 329991	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300	Closed	YES			YES



FG227	Community Pharmacy	Boots Local	Unit 4 Copper Beech Road , Camp Hill, Nuneaton, Warwickshire, CV10 9FB	02476 392394	0900-1730	0900-1730	0900-1730	0900-1730	0900-1730	0900-1700	Closed		YES		YES
FGM88	Community Pharmacy	Boots The Chemist	11 - 15 All Saints Square, Bedworth, Warwickshire, CV12 8LP	02476 312287	0900-1300, 1400-1730	0900-1300, 1400-1730	0900-1300, 1400-1730	0900-1300, 1400-1730	0900-1300, 1400-1730	0900-1300, 1400-1730	Closed	YES	YES	YES	
FK804	Community Pharmacy	Boots the Chemist	3 Market Place, Nuneaton, Warwickshire, CV11 4EA	02476 382127	0900-1730	0900-1730	0900-1730	0900-1730	0900-1730	0900-1730	Closed	YES	YES		YES
FMW08	Community Pharmacy	Boots the Chemist	Unit D, Shires Retail Park, Leamington Spa, Warwickshire, CV34 6RH	01926 431018	0900-1930	0900-1930	0900-1930	0900-1930	0900-1930	0900-1800	1030-1630				
FYJ50	Community Pharmacy	Botterills Pharmacy	94 Queens Road, Nuneaton, Warwickshire, CV11 5LE	02476 384837	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300	Closed	YES			
FWK10	Community Pharmacy	Deakins Chemist	10 - 12 Manor Court Road, Nuneaton, Warwickshire, CV11 5HY	02476 382479	0900-1830	0900-1830	0900-1830	0900-1830	0900-1830	0900-1300	Closed		YES		
FYG24	Community Pharmacy	Garchays Chemist Ltd	183 Edward Street, Nuneaton, Warwickshire, CV11 5QU	02476 372104	0930-1300, 1430-2000	0930-1300, 1430-2000	0930-1300, 1430-1900	0930-1300, 1430-2000	0930-1300, 1430-2000	0930-1300	1800-1930				



FAW81	Community Pharmacy	Kasli Pharmacy	216-218 Tomkinson Road, Stockingford, Nuneaton, Warwickshire, CV10 8BW	02476 328144	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1300	Closed	YES	YES		YES
FYD99	Community Pharmacy	Lister Chemists	36-38 Attleborough Road, Nuneaton, Warwickshire, CV11 4JG	02476 345606	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300	Closed	YES			
FE043	Community Pharmacy	Lloyds Pharmacy	176 Lutterworth Road, Nuneaton, Warwickshire, CV11 6PF	02476 346408	0900-1830	0900-1830	0900-1830	0900-1830	0900-1830	0900-1730	Closed	YES			
FXT34	Community Pharmacy	Lloyds Pharmacy	114 Queens Road, Nuneaton, Warwickshire, CV11 5LF	02476 348639	0900-1830	0900-1830	0900-1830	0900-1830	0900-1830	0900-1730	Closed	YES	YES	YES	YES
FYP29	Community Pharmacy	Lloyds Pharmacy	4 Camphill Road, Nuneaton, Warwickshire, CV10 0JH	02476 392215	0830-1830	0830-1830	0830-1830	0830-1830	0830-1830	0900-1300	Closed	YES	YES		YES
FCT50	Community Pharmacy	Lloyds Pharmacy Inside Sainsbury's	Shires Retail Park, Tachbrook Park Drive, Leamington Spa, Warwickshire, CV34 6RH	01926 311418	0800-2200	0800-2200	0800-2200	0800-2200	0800-2200	0800-2200	1000-1600				
FVW34	Community Pharmacy	Magson Pharmacy	29 Leicester Street, Bulkington, Bedworth, Warwickshire, CV12 9NQ	02476 314779	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1700	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300	Closed				



FMK22	Community Pharmacy	Primary Care Pharmacy	25 Coton Road, Nuneaton, Warwickshire, CV11 5TW	02476 347816	0830-1830	0830-1830	0830-1830	0830-1830	0830-1830	0830-1200	Closed		YES		YES
FWP02	Community Pharmacy	Skeltons Chemists Ltd	2 Congreve Walk, Bedworth, Warwickshire, CV12 8LY	02476 313259	0830-1730	0830-1730	0830-1730	0830-1730	0830-1730	0830-1500	Closed	YES	YES		YES
FQE89	Community Pharmacy	Superdrug Pharmacy	9-10 Market Place, Nuneaton, Warwickshire, CV11 4EE	02476 382183	0830-1400, 1430-1730	0830-1400, 1430-1730	0830-1400, 1430-1730	0830-1400, 1430-1730	0830-1400, 1430-1730	0900-1400, 1430-1730	Closed	YES			YES
FDA75	Community Pharmacy	Tesco Pharmacy	Leicester Street, Bedworth, Warwickshire, CV12 8SX	0345 677 9701	0900-1300, 1400-1900	0900-1300, 1400-1900	0900-1300, 1400-1900	0900-1300, 1400-1900	0900-1300, 1400-1900	0900-1300, 1400-1700	Closed				
FDL05	Community Pharmacy	Village Pharmacy	39 Bennetts Road North, Keresley End, Coventry, Warwickshire, CV7 8JX	02476 336992	09.00:1800	09.00:1800	09.00:1800	09.00:1800	09.00:1800	09:00-13:00	Closed				YES
FG287	Community Pharmacy	Vithlani Limited	13 Pine Tree Road, Bedworth, Warwickshire, CV12 9BG	02476 643181	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1700	0900-1300, 1400-1800				
FFX81	Community Pharmacy	Vithlani Ltd	101 Heath Road, Bedworth, Warwickshire, CV12 0BJ	02476 364955	0900-1830	0900-1830	0900-1830	0900-1830	0900-1830	0900-1730	Closed	YES			YES



	FER37	Community Pharmacy	Well Pharmacy	14 High Street, Bedworth, Warwickshire, CV12 8NF	02476 313185	0830-1900	0830-1800	0830-1800	0830-1800	0830-1800	0900-1130	Closed		YES		
	FH834	Community Pharmacy	WM Brown Chemist	Unit 2 Valley Road, Galley Common, Nuneaton, Warwickshire, CV10 9NQ	02476 397271	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300	Closed		YES		
Rugby	FTC73	100 Hour Pharmacy	Asda Pharmacy	12 Chapel Street, Rugby, Warwickshire, CV21 3EB	01788 513310	0800-2300	0700-2300	0700-2300	0700-2300	0700-2300	0700-2200	1000-1600		YES		YES
	FRH97	100 Hour Pharmacy	Lloyds Pharmacy	Sainsbury's Supermarket, Dunchurch Road, Rugby, Warwickshire, CV22 6HU	01788 203119	0700-2300	0700-2300	0700-2300	0700-2300	0700-2300	0700-2200	Closed				
	FTD88	100 Hour Pharmacy	Tesco Pharmacy	1 Leicester Road, Rugby, Warwickshire, CV21 1RG	01788 211447	0800-2230	0630-2230	0630-2230	0630-2230	0630-2230	0630-2000	1000-1600		YES		YES
	FX947	Community Pharmacy	Boots The Chemist	Unit 15, Market Mall, Clock Tower Shopping Centre, Warwickshire, CV21 2JR	01788 572867	0900-1430, 1500-1730	0900-1430, 1500-1730	0900-1430, 1500-1730	0900-1430, 1500-1730	0900-1430, 1500-1730	0900-1430, 1500-1730	Closed		YES		
	FGC11	Community Pharmacy	Boots the Chemist	Unit 5 Junction 1, Retail & Leisure Park, Leicester Road, Warwickshire, CV21 1RW	01788 567385	0900-1430, 1530-2000	0900-1430, 1530-2000	0900-1430, 1530-2000	0900-1430, 1530-2000	0900-1430, 1530-2000	0900-1800	1030-1630				



FVC76	Community Pharmacy	Dudley Taylor	37 The Green , Bilton, Rugby, Warwickshire, CV22 7LZ	01788 814224	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1300	Closed				YES
FF601	Community Pharmacy	Knights Pharmacy	30 Sheep Street, Rugby, Warwickshire, CV21 3BU	01788 542808	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1700	Closed				
FP275	Community Pharmacy	Listers Chemist	Bow Fell Shopping Centre , Hollowell Way, Rugby, Warwickshire, CV21 1LT	01788 569046	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300	Closed	YES		YES	YES
FJH78	Community Pharmacy	Lloyds Pharmacy	39 Clifton Road , Rugby, Warwickshire, CV21 3PY	01788 543269	0900-1830	0900-1830	0900-1830	0900-1830	0900-1830	0900-1730	Closed	YES		YES	
FXV96	Community Pharmacy	Lloyds Pharmacy	The Surgery , Lower Hillmorton Road , Rugby, Warwickshire, CV21 3AQ	01788 572362	0830 - 1830	0830 - 1830	0830 - 1830	0830 - 1830	0830 - 1830	Closed	Closed	YES			
FT431	Community Pharmacy	Paddox Pharmacy	316 Hillmorton Road , Rugby, Warwickshire, CV22 5BP	01788 542632	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1300	Closed	YES	YES	YES	YES
FPH05	Community Pharmacy	Revel Pharmacy	Revel Surgery, Barr Lane, Brinklow, Warwickshire, CV23 0LN	01788 834 848	0800-1300, 1400-1830	0800-1300, 1400-1830	0800-1300, 1400-1830	0800-1300, 1400-1830	0800-1300, 1400-1830	0900-1200	Closed				
FEH73	Community Pharmacy	Rowlands Pharmacy	Central Surgery , Corporation Street , Rugby, Warwickshire, CV21 3SP	01788 574236	0830-1300, 1330-1830	0830-1300, 1330-1830	0830-1300, 1330-1830	0830-1300, 1330-1830	0830-1300, 1330-1830	0830-1300, 1330-1730	Closed				



	FKW20	Community Pharmacy	Rowlands Pharmacy	The Square, Dunchurch, Rugby, Warwickshire, CV22 6NU	01788 810745	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300	Closed				
	FVX43	Community Pharmacy	Rowlands Pharmacy	9 Bennfield Road , Rugby, Warwickshire, CV21 2AS	01788 543918	0830-1330, 1400-1800	0830-1330, 1400-1800	0830-1330, 1400-1800	0830-1330, 1400-1800	0830-1330, 1400-1800	0900-1300	Closed				
	FXK07	Community Pharmacy	Rowlands Pharmacy	156 Oxford Street, Rugby, Warwickshire, CV21 3LY	01788 576123	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	Closed	Closed				
	FG012	Community Pharmacy	Well Pharmacy	Rugby Health & Wellbeing Centre, Drovers Close, Rugby, Warwickshire, CV21 3HX	01788 577889	0830-1830	0830-1830	0830-1830	0830-1830	0830-1830	0900-1300	Closed				
	FXX19	Community Pharmacy	Wolston Pharmacy	12A School Street, Wolston, Coventry, West Midlands, CV8 3HF	02476 540959	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	Closed	Closed		YES		
	FDP16	LPS	Dhaliwal Pharmacy	47 Woodlands Road , Binley Woods, Coventry, West Midlands, CV3 2JL	02476 544073	0900-1300, 1330-1730	0900-1300, 1330-1730	0900-1300, 1330-1730	0900-1300	0900-1300, 1330-1730	0900-1300	Closed				
Stratford-on-Avon	FHD06	100 Hour Pharmacy	Avon Pharmacy	Stratford HealthCare, Arden Street, Stratford-upon-Avon, Warwickshire, CV37 6HJ	01789 200920	0700-2300	0700-2300	0700-2300	0700-2300	0700-2300	0900-1900	0800-1800	YES	YES	YES	YES



FND20	Community Pharmacy	Bidford Pharmacy	17 High Street, Bidford-on-Avon, Warwickshire, B50 4BQ	01789 772433	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1300	Closed	YES	YES	YES	YES
FPH56	Community Pharmacy	Boots Local	12 Sheep Street, Shipston-on-Stour, Warwickshire, CV36 4AF	01608 661251	0830-1900	0830-1900	0830-1900	0830-1900	0830-1900	0900-1730	Closed		YES	YES	
FDQ84	Community Pharmacy	Boots the Chemist	Maybird Centre, Birmingham Road, Stratford-upon-Avon, Warwickshire, CV37 0BT	01789 297223	0900-1900	0900-1900	0900-1900	0900-1900	0900-1900	0900-1800	1030-1630	YES			YES
FLV79	Community Pharmacy	Boots the Chemist	11 Bridge Street, Stratford-upon-Avon, Warwickshire, CV37 6AB	01789 292173	0845-1730	0845-1730	0845-1730	0845-1730	0845-1730	0845-1730	1030-1630		YES		
FND83	Community Pharmacy	Harbury Pharmacy	High Street, Harbury, Warwickshire, CV33 9HW	01926 612858	0900-1300, 1400-1830	0900-1300, 1400-1830	0900-1300, 1400-1800	0900-1300, 1400-1830	0900-1300, 1400-1830	0900-1300	Closed				
FDK34	Community Pharmacy	Henley Pharmacy	135 High Street, Henley-in-Arden, Warwickshire, B95 5AZ	01564 792645	0845-1800	0845-1800	0845-1800	0845-1800	0845-1800	0900-1300	Closed	YES	YES		
FN561	Community Pharmacy	Hopkins Pharmacy	Alcester Medical Centre, Field Park Drive, Alcester, Warwickshire, B49 6QR	01789 764874	0800-1830	0800-1830	0800-1830	0800-1830	0800-1830	0900-1300	Closed		YES	YES	YES
FRJ31	Community Pharmacy	Knights Studley	Pool Road, Studley, Warwickshire, B80 7QU	01527 852891	0830 - 1830	0830-1830	0830-1830	0830-1830	0830-1830	0900-1200	Closed	YES	YES	YES	



		Pharmacy													
FKJ63	Community Pharmacy	Lloyds Pharmacy	51 High Street, Alcester, Warwickshire, B49 5AF	01789 400122	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1730	Closed				YES
FR411	Community Pharmacy	Lloyds Pharmacy	18 Rother Street, Stratford-upon-Avon, Warwickshire, CV37 6LU	01789 292835	0830-1830	0830-1830	0830-1830	0830-1830	0830-1830	0830-1730	Closed	YES	YES		
FR968	Community Pharmacy	Lloyds Pharmacy	Unit 1, Warwick House, Ratcliffe Street, Warwickshire, CV9 1JP	01827 713125	0900-1730	0900-1730	0900-1730	0900-1730	0900-1730	0900-1300	Closed	YES			YES
FH618	Community Pharmacy	Morrison Store	Alcester Road, Stratford-upon-Avon, Warwickshire, CV37 9DA	01789 267106	0800-1330 1430-2000	0800-1330 1430-2000	0800-1330 1430-2000	0800-1330 1430-2000	0800-1330 1430-2000	0800-1330 1430-1900	1000-1600	YES	YES	YES	YES
FC044	Community Pharmacy	Rosebird Centre Pharmacy	Unit 4 The Rosebird Centre, Shipston Road, Stratford-upon-Avon, Warwickshire, CV37 8LU	01789 206530	0800-2000	0800-2000	0800-2000	0800-2000	0800-2000	0900-1700	Closed				
FRM02	Community Pharmacy	Rowlands Pharmacy	Rother House Medical Centre, Alcester Road, Stratford-upon-Avon, Warwickshire, CV37 6PP	01789 297596	0830-1300, 1320-1800	0830-1300, 1320-1800	0830-1300, 1320-1800	0830-1300, 1320-1800	0830-1300, 1320-1800	Closed	Closed	YES			
FFJ16	Community Pharmacy	Southam Pharmacy	1 Market Hill, Southam, Warwickshire, CV47 0HE	01926 812287	0830-1815	0830-1815	0830-1815	0830-1815	0830-1815	0900-1700	Closed	YES			YES



Warwick	FVK58	Community Pharmacy	Stratford Pharmacy	21 High Street , Stratford-upon-Avon, Warwickshire, , CV37 6AU	01789 268746	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1300	Closed				
	FJK65	Community Pharmacy	Tesco Pharmacy	Maybird Shopping Centre, Birmingham Road, Stratford-upon-Avon, Warwickshire, CV37 0UA	01789 273847	0800-1900	0800-1900	0800-1900	0800-1900	0800-1900	0800-1900	1000-1600		YES		YES
	FEL94	Community Pharmacy	Wellesbourne Pharmacy	5 Kineton Road, Wellesbourne, Warwickshire, CV35 9NE	01789 840484	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1300, 1400-1700	Closed	YES	YES		YES
	FC542	100 Hour Pharmacy	Asda Pharmacy	Chesterton Drive, Leamington Spa, Warwickshire, CV31 1YD	01926 459010	0700-2300	0700-2300	0700-2300	0700-2300	0700-2300	0700-2100	1000-1600	YES			YES
	FHK62	Community Pharmacy	Birk & Nagra	90 Heathcote Road, Whitnash, Leamington Spa, Warwickshire, CV31 2LY	01926 426064	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1300	Closed				
	FM883	Community Pharmacy	Birk & Nagra	170 Rugby Rd, Milverton, Leamington Spa, Warwickshire, CV32 6DS	01926 426863	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300	Closed				
	FP487	Community Pharmacy	Birk & Nagra	Court Street, Leamington Spa, Warwickshire, CV31 2BB	01926 452841	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	Closed	Closed				



FRJ40	Community Pharmacy	Birk & Nagra	8 Stanley Court, Sydenham Drive, Leamington Spa, Warwickshire, CV31 1NL	01926 312411	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300	Closed	YES			
FW565	Community Pharmacy	Birk & Nagra	5 Cressida Close, Warwick Gates, Heathcote, Warwickshire, CV34 6DZ	01926 427777	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300	Closed				
FYQ55	Community Pharmacy	Birk & Nagra	7 Southborough Terrace, Brunswick Street, Leamington Spa, Warwickshire, CV31 2DT	01926 425951	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	Closed	Closed				
FH819	Community Pharmacy	Birk & Nagra Chemist	35 Bath Street, Leamington Spa, Warwickshire, CV31 3AG	01926 424505	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1730	Closed	YES		YES	YES
FH807	Community Pharmacy	Boots Local	37-39 Oxford Street, Leamington Spa, Warwickshire, CV32 4RA	01926 887268	0830-1300, 1400-1800	0830-1300, 1400-1800	0830-1300, 1400-1800	0830-1300, 1400-1800	0830-1300, 1400-1800	0900-1500	Closed			YES	
FNF23	Community Pharmacy	Boots Local	22a Bertie Road, Kenilworth, Warwickshire, CV8 1JP	01926 859809	0830-1300, 1400-1815	0830-1300, 1400-1815	0830-1300, 1400-1815	0830-1300, 1400-1815	0830-1330	0830-1230	Closed				
FAP01	Community Pharmacy	Boots Local Pharmacy	2 Warwick House, Station Rd, Kenilworth, Warwickshire, CV8 1JF	01926 857995	0830-1830	0830-1830	0830-1830	0830-1830	0830-1830	0830-1230	Closed				



	FC083	Community Pharmacy	Boots the Chemist	1 Westgate House, Market St, Warwick, Warwickshire, CV34 4DH	01926 491927	0845-1730	0845--1730	0845--1730	0845--1730	0845--1730	0845--1730	Closed	YES			YES
Warwick	FF498	Community Pharmacy	Boots the Chemist	31 The Parade, Leamington Spa, Warwickshire, CV32 4DE	01926 424945	0830 -1730	0830-1730	0830-1730	0830-1730	0830-1730	0830-1800	1030-1630	YES			
	FYF31	Community Pharmacy	Boots the Chemist	2 Talisman Square, Kenilworth, Warwickshire, CV8 1JB	01926 854606	0900-1300, 1400-1730	0900-1300, 1400-1730	0900-1300, 1400-1730	0900-1300, 1400-1730	0900-1300, 1400-1730	0900-1300, 1400-1730	Closed	YES			
	FTV44	Community Pharmacy	Day Lewis Pharmacy	6 Chase Meadow Square, Narrow Hall Meadow , Warwick, Warwickshire, CV34 6BT	01926 401044	0900-1230, 1330-1800	0900-1230, 1330-1800	0900-1230, 1330-1800	0900-1230, 1330-1800	0900-1230, 1330-1800	0900-1300	Closed	YES			YES
	FK095	Community Pharmacy	Dudley Taylor Pharmacy	Abbey Medical Centre, 42 Station Road , Kenilworth, Warwickshire, CV8 1JD	01926 854286	0830-1800	0830-1800	0830-1800	0830-1800	0830-1800	0900-1400	Closed				
	FEJ77	Community Pharmacy	HB Dunn Chemist	31-33 Oxford Street, Leamington Spa, Warwickshire, CV32 4RA	01926 424796	0830-1800	0830-1800	0830-1800	0830-1800	0830-1800	0900-1300	Closed			YES	
	FHA12	Community Pharmacy	Ivens Dispensing Chemist	6 Market Corner, Tachbrook Street, Leamington Spa, Warwickshire, CV31 3BH	01926 427401	0900-1300, 1330-1800	0900-1300, 1330-1800	0900-1300, 1330-1800	0900-1300, 1330-1800	0900-1300, 1330-1800	Closed	Closed				



FV816	Community Pharmacy	Leyes Lane Pharmacy	35 Leyes Lane, Kenilworth, Warwickshire, CV8 2DE	01926 859232	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300	Closed	YES			YES
FNQ06	Community Pharmacy	Lillington Pharmacy	100 Cubbington Road, Lillington, Leamington Spa, Warwickshire, CV32 7AG	01926 426124	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	Closed	Closed				
FA507	Community Pharmacy	Lloyds Pharmacy	51 Crown Way, Lillington, Leamington Spa, Warwickshire, CV32 7SH	01926 423582	0900-1830	0900-1830	0900-1830	0900-1830	0900-1830	0900-1730	0900-1830	YES		YES	
FN959	Community Pharmacy	Lloyds Pharmacy	51 Clarendon Street, Leamington Spa, Warwickshire, CV32 4PN	01926 336568	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1300	Closed				
FC340	Community Pharmacy	Mellors Pharmacy	27 Market Place, Warwick, Warwickshire, CV34 4SA	01926 492002	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1730	Closed	YES			
FTJ40	Community Pharmacy	Pharmacy to my Door	16 Watery Lane, Shipston-on-Stour, Warwickshire, CV36 4BE	01608 666017	0900-1700	0900-1700	0900-1700	0900-1700	0900-1700	Closed	Closed				
FP422	Community Pharmacy	Stratwicks Ltd Pharmacy	1 Reardon Crt, Woodloes Park, Warwick, Warwickshire, CV34 5RN	01926 494041	0830 - 1830	0830-1830	0830-1830	0830-1830	0830-1830	0900-1730	Closed	YES		YES	YES
FQ366	Community Pharmacy	Superdrug Pharmacy	88-90 The Parade, Leamington Spa, Warwickshire, CV32	01926 450953	0830-1400, 1430-	0830-1400, 1430-	0830-1400, 1430-	0830-1400, 1430-	0830-1400, 1430-	0830-1400, 1430-	Closed	YES			



			4DE		1730	1730	1730	1730	1730	1730				
FF831	Community Pharmacy	Tesco Pharmacy	Emscote Road, Warwick, CV34 5QJ	0345 677 9701	0800-2000	0800-2000	0800-2000	0800-2000	0800-2000	0800-2000	1000-1600			
FNF42	Distance Selling Pharmacy	Delivery Pharmacy	2nd Floor, 25 Coton Road, Nuneaton, Warwickshire, CV11 5TW	02476 329540	0900-1700	0900-1700	0900-1700	0900-1700	0900-1700	Closed	Closed		YES	YES
FQ669	Distance Selling Pharmacy	Medicines1 23	216C Tomkinson Road, Nuneaton, Warwickshire, CV10 8BW	02476 372733	0900-1700	0900-1700	0900-1700	0900-1700	0900-1700	Closed	Closed	YES	YES	YES
FLM07	Distance Selling Pharmacy	DELmyME DS Pharmacy	Right Hand Grafton House, Bulls Head Yard, Alcester, Warwickshire, B49 5BX	01789 507330	0900-1700	0900-1700	0900-1700	0900-1700	0900-1700	Closed	Closed			
FKW70	Distance Selling Pharmacy	Wolston Alliance Chemist	1 A School Street, Wolston, Coventry, Warwickshire, CV8 3HG	02476 541668	0900-1800	0900-1830	0900-1300	0900-1830	0900-1700	Closed	Closed			
FG080	Distance Selling Pharmacy	W.M. Brown (Kinghurst) Ltd	Unit 5/6 Amphion Building Park, Silverstone Drive, Coventry, West Midlands, CV6 6PA	02476 364 586	0830-1230, 1330-1730	0830-1230, 1330-1730	0830-1230, 1330-1730	0830-1230, 1330-1730	0830-1230, 1330-1730	Closed	Closed			



Dispensing doctor opening hours

*Information relating to hours of service that are provided by contractors was obtained directly from the individual via the dispensing doctor survey. Where such information was not provided by contractors it was sourced from the surgery website and by telephoning the surgery directly.
 Dispensing hours: hours when the practice is open for dispensing (i.e. not surgery opening hours)

LOCALITY	CODE	CATEGORY	PRACTICE NAME	ADDRESS	TELEPHONE	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
North Warwickshire	M84006	Dispensing Doctor	Pear Tree Surgery	28 Meadow Close Kingsbury B78 2NR	01827 871869	0800-1830	0800-1830	0800-1830	0800-1830	0800-1830	Closed	Closed
	M84612	Dispensing Doctor	Station Street Surgery	45 Station Street, Atherstone, CV9 1DB	01827 718631	1100-1300	1100-1300	1100-1300	1100-1300	1100-1300	Closed	Closed
	M84007	Dispensing Doctor	Dordon Surgery	162 Long Street, Dordon, Tamworth, Staffordshire, B78 1QA	01827 892893	0800-1300, 1300-1800	0800-1300, 1300-1700	0800-1300, 1300-1800	0800-1300, 1300-1800	0800-1300, 1300-1800	Closed	Closed
	M84007	Dispensing Doctor	Polesworth Surgery	High Street, Polesworth, Tamworth, Staffordshire, B78 1DU	01827 330321	0800-1300	1300-1800	0800-1300	0800-1800	0800-1300	Closed	Closed
	M84019	Dispensing Doctor	Atherstone Surgery	1 Ratcliffe Road, Atherstone, Warwickshire, CV9 1EU	01827 713664	0800-1300	1300-1800	0800-1300	0800-1800	0800-1300	Closed	Closed
	M84042	Dispensing Doctor	Hazelwood Group Practice	27 Parkfield Road, Coleshill, Birmingham, B46 3LD	01675 461780	0830-1230, 1345-1730	0830-1230, 1345-1730	0830-1230, 1345-1730	0830-1230, 1345-1730	0830-1230, 1345-1730	Closed	Closed
Rugby	M84616	Dispensing Doctor	Brookside Surgery	Brookside, Stretton-On-Dunsmore, Rugby, CV23 9NH	02476 542525	0830-1830	0830-1830	0830-1830	0830-1300	0830-1830	Closed	Closed
	M84031	Dispensing Doctor	Revel Surgery	Barr Lane, Brinklow, CV23 0LU	01788 832994	0830-1300, 1400-1830	0830-1300, 1400-1830	0830-1300, 1400-1830	0830-1300, 1400-1830	0830-1300, 1400-1830	Closed	Closed
	M84016	Dispensing Doctor	Wolston Surgery	School Street, Wolston, Coventry CV8 3HG	02476 542192	0830-1600	0830-1800	0830-1230	0830-1800	0830-1230	Closed	Closed



LOCALITY	CODE	CATEGORY	PRACTICE NAME	ADDRESS	TELEPHONE	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Stratford-on-avon	M84021	Dispensing Doctor	Rother House Medical Centre	Alcester Road, Stratford On Avon, CV37 6PP	01789 269386	0830-1745	0830 -1745	0830-1645	0830-1745	0830-1645	Closed	Closed
	M84620	Dispensing Doctor	Lapworth Surgery	Old Warwick Road, Lapworth, Solihull B94 6LH	01564 783983	0830-1300, 1400-1830	0830 -1300, 1400-1630	0830-1300, 1400-1830	0830 -1300, 1400-1630	0830-1300, 1400-1830	Closed	Closed
	M84030	Dispensing Doctor	Hastings House Medical Centre	Kineton Road, Wellesbourne, CV35 9LQ	01789 840245	0800-1830	0800-1830	0800-1830	0800-1830	0800-1830	Closed	Closed
	M84047	Dispensing Doctor	Birches Medical Centre	Broad Lane, Tanworth in Arden, Solihull, B94 5DY	01564 742274	0830-1830	0830-1945	0830-1830	0830-1830	0800-1830	Closed	Closed
	M84044	Dispensing Doctor	Harbury Surgery	Mill Street, Harbury, Leamington Spa, CV33 9HR	01962 612232	0830-1230, 1330-1830	0830-1230, 1330-1830	0830-1230, 1330-1830	0830-1230, 1330-1830	0830-1230, 1330-1830	Closed	Closed
	M84025	Dispensing Doctor	Shipston Medical Centre	Badgers Crescent, Shipston On Stour, Warwickshire, CV36 4BQ	01608 661845	0800-1830	0800 -1830	0800-1830	0830-2000	0800-1830	Closed	Closed
	M84066	Dispensing Doctor	Meon Medical Centre	Goose Lane, Lower Quinton, Stratford Upon Avon, Warwickshire, CV37 8TA	01789 720820	0830-1830	0830 -1830	0830-1830	0830-1830	0830-1730	Closed	Closed
	M84014	Dispensing Doctor	Bridge House Medical Centre	Scholars Lane, Stratford Upon Avon, Warks. CV37 6HE	01789 292201	0900-1230, 1330-1800	0900-1230, 1330-1800	0900-1230, 1330-1800	0900-1230, 1330-1800	0900-1230, 1330-1800	Closed	Closed
	M84062	Dispensing Doctor	Vale Of The Red Horse Health Care Centres	Old School Market Square Kineton CV35 0LP	01926 640471	0845-1300, 1400-1800	0845-1300, 1400-2030	0845-1300, 1400-1800	0845-1300, 1400-1800	0845-1300, 1400-1800	Closed	Closed
	M84009	Dispensing Doctor	Fenny Compton	The Surgery, High Street, Fenny Compton, Southam, CV47 2YG	01295 770855	0900-1200, 1500-1800	0900-1200, 1500-1800	0900-1200, 1500-1800	0900-1200, 1500-1800	0900-1200, 1500-1800	Closed	Closed
	M84018	Dispensing Doctor	Bidford Health Centre	Stratford Road, Bidford-on-Avon, Warwickshire, B50 4LX	01789 773 372	0830-1830	0830 -1830	0830-1830	0830-1830	0830-1730	Closed	Closed
	Y02240	Dispensing Doctor	Claverdon Surgery	Stratford Healthcare, Arden Street, Stratford, CV37 6NQ	01789 292 895	0830-1200, 1430-1745	0830-1200, 1430-1745	0830-1200, 1430-1745	0830-1200, 1430-1745	0830-1200, 1430-1730	Closed	Closed
Wanwick	M84069	Dispensing Doctor	Budbrooke Medical Centre	Slade Hill, Hampton Magna, Warwick, CV35 8SA	01926 403800	0800-1800	0800-1700	0800-1800	0800-1700	0800-1800	Closed	Closed
	M84015	Dispensing Doctor	Croft Medical Centre	Calder Walk Leamington Spa, CV31 1SA	01926 421153	0900-1300	1300 -1800	0900-1300	1400-1800	0900-1300	Closed	Closed



Appendix 8 - Consultation report

1.0 Introduction

Warwickshire's Pharmaceutical Needs Assessment (PNA) has been prepared by Midlands & Lancashire Commissioning Support Unit. The PNA has been prepared to support how decisions are made about pharmacy services in Warwickshire, we hope that it will generate discussion and debate as to how we can make the most of the pharmacy services and identify areas for improvement going forward.

The PNA is also a tool used to inform commissioners of the current provision of pharmaceutical services and identify any gaps in relation to local health needs. These gaps can therefore be addressed by improving services or even access to those services in local areas.

PNA's as a statutory requirement must be updated at least every 3 years. As part of the PNA process there is a statutory provision that requires consultation of at least 60 days to take place to establish if the pharmaceutical providers and services supporting the population are accurately reflected in the final PNA document, which is to be published by 1st April 2018. This report outlines the considerations and responses to the consultation.

In order to complete the Pharmaceutical Needs Assessment process Midlands and Lancashire Commissioning Support Unit consulted with those identified under Regulation 8 of the NHS Pharmaceutical and Local Pharmaceutical Services Regulations 2013, on behalf of Warwickshire County Council, to establish if the draft PNA document addresses issues they consider relevant to the provision of pharmaceutical services.

Example of statutory consulted parties include;

Local pharmacies

Dispensing practices

Healthwatch, Warwickshire

Warwickshire LMC

In addition, other local stakeholders were invited to consult on the draft. These included local GP practices and members of the public.

The consultation ran from 1st December 2017 until 5th February 2018 and it was disseminated using the following methods:

Via email to local organisations and key stakeholders

The online survey was also promoted and made available on Warwickshire County Council's website

Via PharmaOutcomes to all local pharmacies



A series of email reminders were sent and key stakeholders contacted by telephone to promote the consultation and encourage response.

Overall 34 responses were received to this consultation.

Please note figures are shown to 0 decimal places, therefore, if values do not add to 100%, this is due to rounding. Also data labels are not included on charts for values 3% or below.

2.0 Survey Findings

2.1 Key themes emerging from the consultation

Additionally, participants provided 73 responses to the free text questions in the consultation survey. Around one fifth (14) of the responses express general agreement with the conclusions and recommendations outlined in the draft PNA document, some example verbatims illustrating this have been included below;

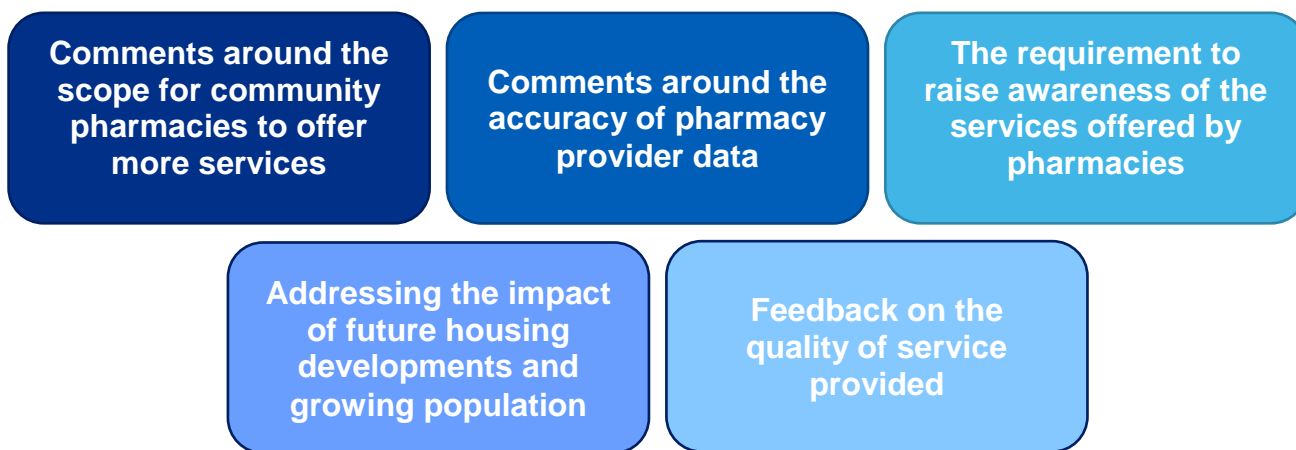
“It directly highlights what the needs of the general public are where I live.”

“Very clear report drawing on evidence to support recommendations and conclusions.”

“It highlights what services are available currently.”

“Based on comprehensive information in the document.”

The remaining responses refer to the information presented in the draft PNA document and the consultation process as a whole. Upon review of these responses, 5 key themes have been identified;



Each comment was reviewed and where applicable the PNA document was updated accordingly, the following sections provide an overview of the comments that were received and the resulting response.

Comments around the scope for community pharmacies to offer more services

‘You said’ Examples of what participants said are;

“Need for more services”

“Feel there still needs to be more services open to more pharmacies. Regularly get patients asking



for stop smoking services, Minor ailments, substance misuse services and needle exchange service. Unfortunately, when I have queried whether I can offer these services have been told that only certain pharmacies are allowed to provide No Smoking Services and the Full Minor Ailment Scheme and that they were waiting on a change of service operator for the needle exchange and substance misuse.”

“There are enough pharmacies, but more out-of-hours access would be advantageous.”

“The only pharmacy services near me are my prescribing GP which is fine if I have been to the Dr and been given a prescription.”

‘We did’ In response to the comments provided, the following clarifications and actions have been outlined;

Locally commissioned service provision has been reviewed within the PNA document; see section 6 for more information. Also potential future pharmacy service provision, including health checks and a minor ailments service has been discussed in the conclusions and recommendations.

During the consultation period, a minor ailments scheme for under-16s has been implemented in North Warwickshire and Rugby. The recommendation in the PNA has been amended to state that the scheme should be extended across the county and for all ages.

Out of hours access to pharmacy services has been highlighted as an area that could be developed further. There are currently 9 ‘100 hour’ pharmacies in Warwickshire as described in section 6.4. The opening hours of individual pharmacies are also provided in this document.

Comments around the accuracy of pharmacy provider data

‘You said’ Examples of what participants said are;

“It looks at Warwickshire as a whole whereas the needs in North Warwickshire are very different from those in Warwick/Leamington.”

“There is now a new pharmacy within the vicinity of the Bidford health centre which is not included in the draft PNA document.”

“Covers all pharmaceutical services, however did not reference any pharmaceutical services provided by hospitals.”

“I have concerns that future planning will not fully consider the benefits of dispensing practices and may only consider increased pharmacy provision”

‘We did’ In response to the comments provided, the following clarifications and actions have been outlined;

Maps showing differences in levels of deprivation and age profile across the county have been used to assess pharmacy service provision. Differences between the boroughs/districts of Warwickshire have been accounted for in this way.

As part of the Rurality and Related Determinations Policy Standard Operating Policies and Procedures for Primary Care, NHSE are due to redetermine the controlled localities (areas designated as Rural) in Warwickshire. The LPC have requested NHSE to do this and the WHWB PNA steering group supports this.



The PNA focusses primarily on Pharmacy service provision and the role of dispensing doctors in providing the essential service of dispensing NHS prescriptions. The role of non-pharmacy providers (such as GP practices) has also been considered when assessing sexual health services and smoking cessation services. However the PNA does not consider within its scope, pharmacy provision in secondary care settings.

The PNA has acknowledged that Stratford-on-Avon has a larger older adult population (section 4) and the WHWB will produce supplementary statements to the PNA if deemed necessary, to ensure that appropriate information is available.

In relation to the number of pharmacies in the area, information within section 6.4 has been updated to reflect any new additions.

The requirement to raise awareness of the services offered by pharmacies

‘You said’ Examples of what participants said are;

“The document should provide list and name of the pharmacies providing additional services as pharmacies are not very good at advertising these services and it would help GP practices. You have told us who has 100 hour contracts but I would like some appendices with the names of those doing sexual health services, smoking cessation, MUR, NMS - I do not see a lot of these activities happening in Nuneaton.”

“Not sure how up to date the information is without more detail of which pharmacies are offering which services.”

“Offering current services to other age groups like EHC is limited to below 25, there are many patients above 25 who need to access this service and would free up doctors time.”

“More on levels of antibiotic use and disposal of unused/out-of-date medication.”

‘We did’ In response to the comments provided, the following clarifications and actions have been outlined;

Throughout this PNA document there is a repeated recommendation that pharmacies and organisational bodies need to do more to raise awareness of services available from pharmacies. Whilst this PNA acknowledges the existence of NHS Choices and the Directory of Services (DoS), the issue of raising awareness of pharmacy services needs to be addressed. The Steering group established for this PNA going forward will work with commissioners to consider the opportunities and recommendations from this assessment.

An Appendix has been included in the document detailing opening hours, name, address of pharmacy and a directory of services offered. Additionally, potential future pharmacy service provision has been discussed in the recommendations and opportunities section of the PNA.

As outlined in section 6.11, the EHC pharmacy service in Warwickshire is available to patients of all ages, rather than limited to those under 25.

The disposal of unwanted medication is covered in the ‘Essential Services’ section (6.6). As part of their essential services, pharmacies are required to participate in public health campaigns at the request of NHS England. An example of such a campaign pharmacies have been involved in is ‘Keep Antibiotics Working’ which was launched in October 2017. However, the monitoring of antibiotic use is not within the remit of the PNA.

Addressing the impact of future housing developments and growing population



‘You said’ Examples of what participants said are;

“Currently the services provided are enough to cover the needs of this population; however there are lots of new housing developments in the Warwick and Kenilworth area and therefore regular reviews will need to be conducted to make sure this remains the case.”

“I think it is important that we consider the pharmaceutical provision in the developing areas of the county and also where it is difficult for people to access services. This needs to a significant part of the wider access to health provision. Especially where out of hours is being offered.”

“Need to address growing population.”

‘We did’ In response to the comments provided, the following clarifications and actions have been outlined;

The WHWB PNA steering group 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.

Feedback on the quality of service provided

‘You said’ Examples of what participants said are;

“Proper assessment by pharmacists before making recommendations.”

‘We did’ In response to the comments provided, the following clarifications and actions have been outlined;

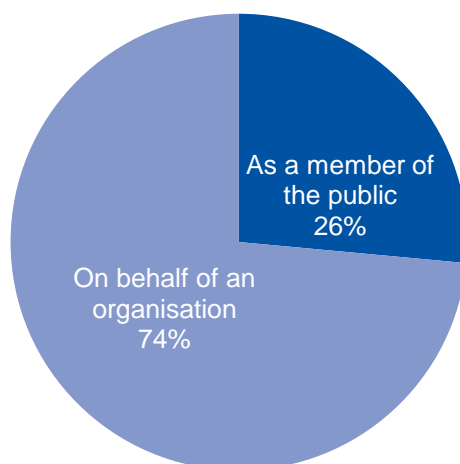
Assessment of quality of service provision is not within the remit of the PNA. Concerns about pharmacists and pharmacy technicians can be raised with the General Pharmaceutical Council (GPhC).

2.2 Survey participants

In total there were 34 responses to the consultation survey, with around three quarters (74%) responding on behalf of an organisation. The remaining responses were from members of the public.



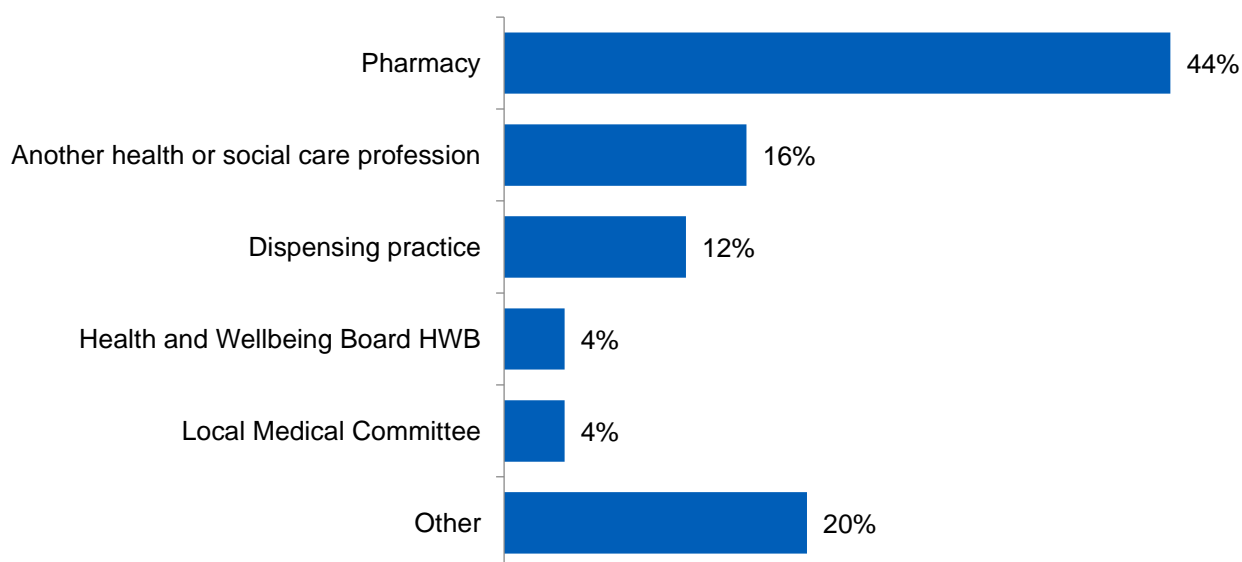
Please tell us whether you are responding as a member of the public or on behalf of an organisation?



Base: 34 (closed responses)

Focusing on those responding on behalf of an organisation, nearly half (44%) of responses were received from pharmacies, whilst 16% of responses were received from other health or social care professions, and 12% from dispensing practices.

Which of the following best describes your organisation?



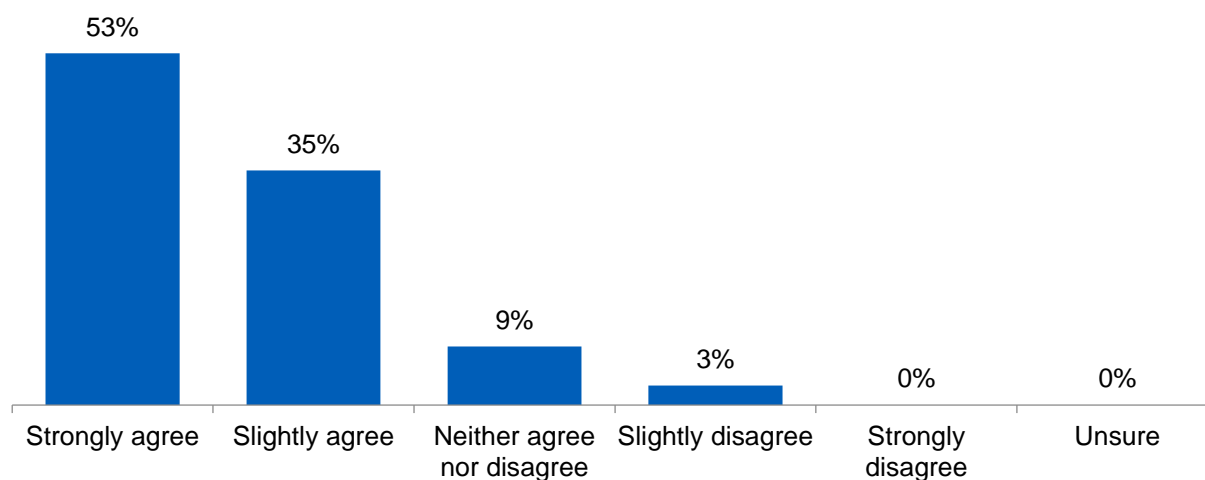
Base: 25 (closed responses)

2.3 Feedback on the draft PNA document

The vast majority (88%) agree the draft document clearly explains the purpose of the PNA, with over half (53%) strongly agreeing with this statement.



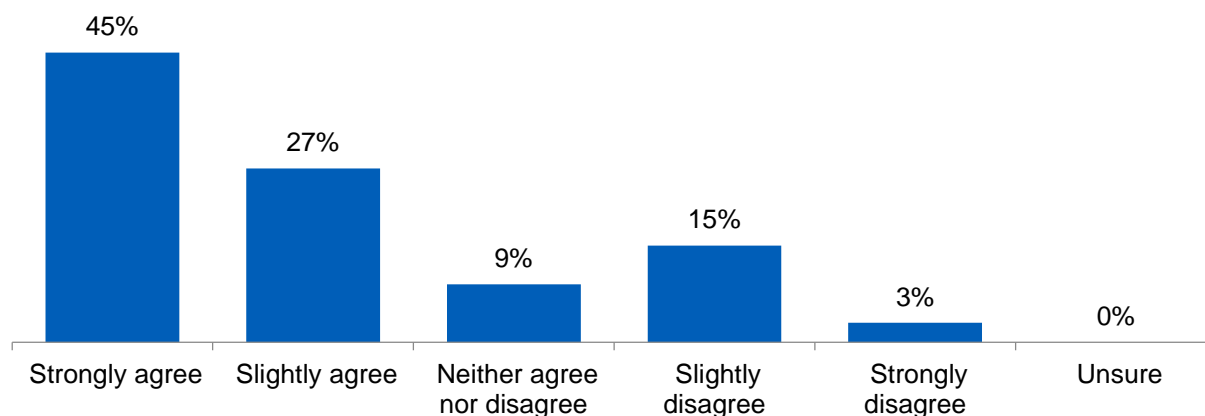
To what extent do you agree/ disagree that the draft document clearly explains the purpose of the PNA?



Base: 34 (closed responses)

Around three quarters (72%) agree with the statement *"the information in the draft PNA document is an accurate reflection of the needs of the Warwickshire population"*.

To what extent do you agree/disagree with the following statement; "The information in the draft PNA document is an accurate reflection of the needs of the Warwickshire population"



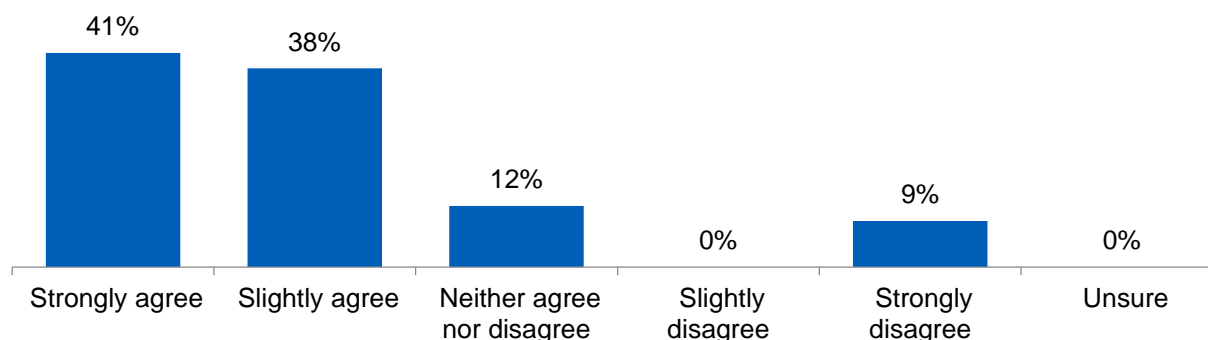
Base: 33 (closed responses)

2.4 Feedback on local pharmaceutical service provision

From the 34 responses received 79% agree the information in the draft PNA document is an accurate reflection of current pharmaceutical service provision within Warwickshire.



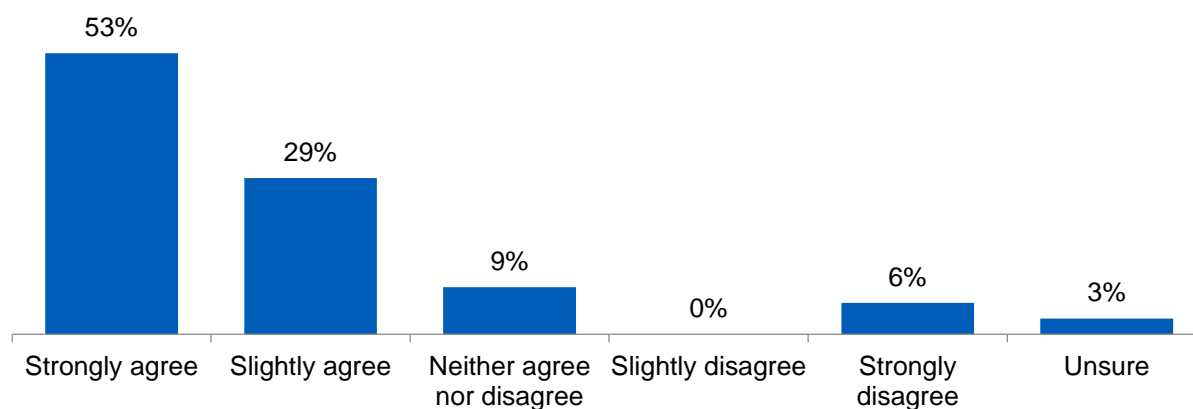
To what extent do you agree/ disagree with the following statement; "The information in the draft PNA document is an accurate reflection of the current pharmaceutical service provision within Warwickshire"



Base: 34 (closed responses)

Over half of participants (53%) strongly agree the current level of services and provision is adequate in Warwickshire.

Thinking about local pharmaceutical service provision in your area, to what extent do you agree/ disagree that current services and provision is adequate?

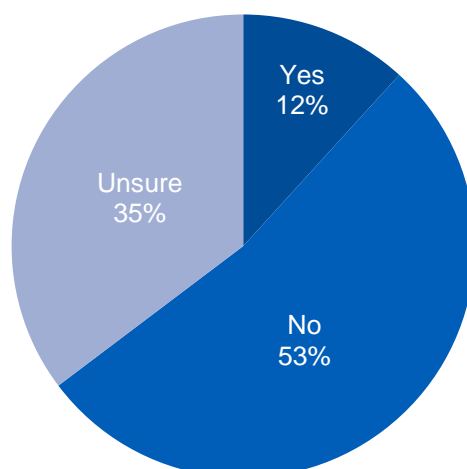


Base: 34 (closed responses)

When asked whether there are any services available that are not covered in the draft PNA document, only a small minority said yes (12%).



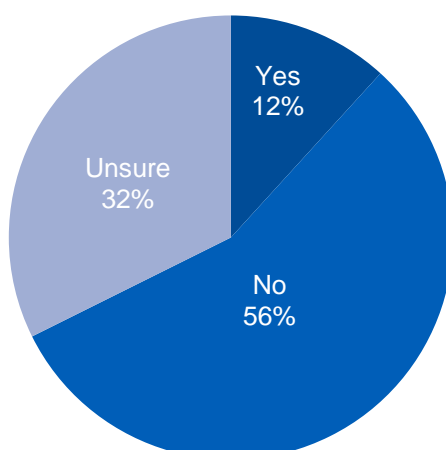
Are there any pharmaceutical services currently provided that are not currently highlighted within the draft PNA document?



Base: 34 (closed responses)

When asked if any additional information should be included in the draft PNA document, just over half stated 'No' (56%), whilst a small minority (12%) feel additional information should be included in the PNA document.

Is there any additional information that you believe should be included in the draft PNA document?



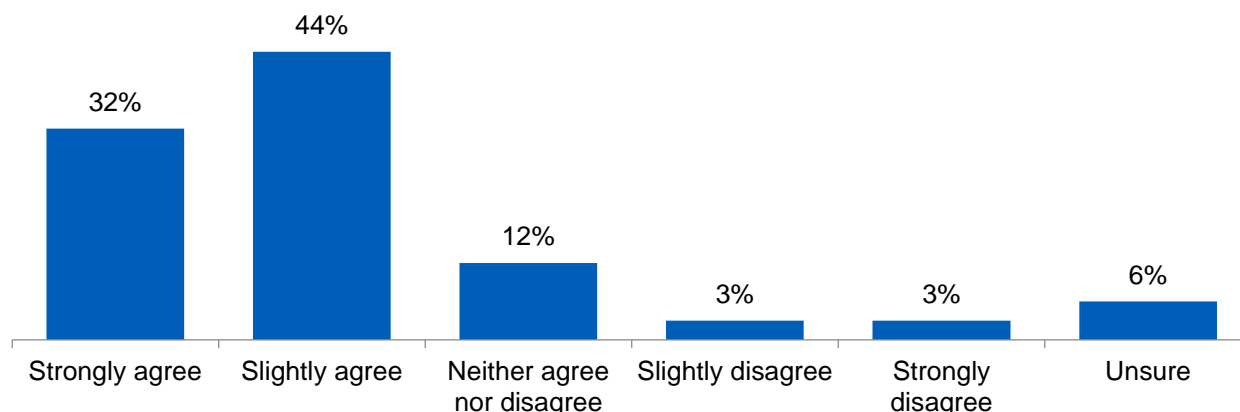
Base: 34 (closed responses)

2.5 Assessments and Recommendations in the draft PNA

Approximately three quarters of respondents strongly/slightly disagree with the assessments and recommendations made in the draft PNA document.



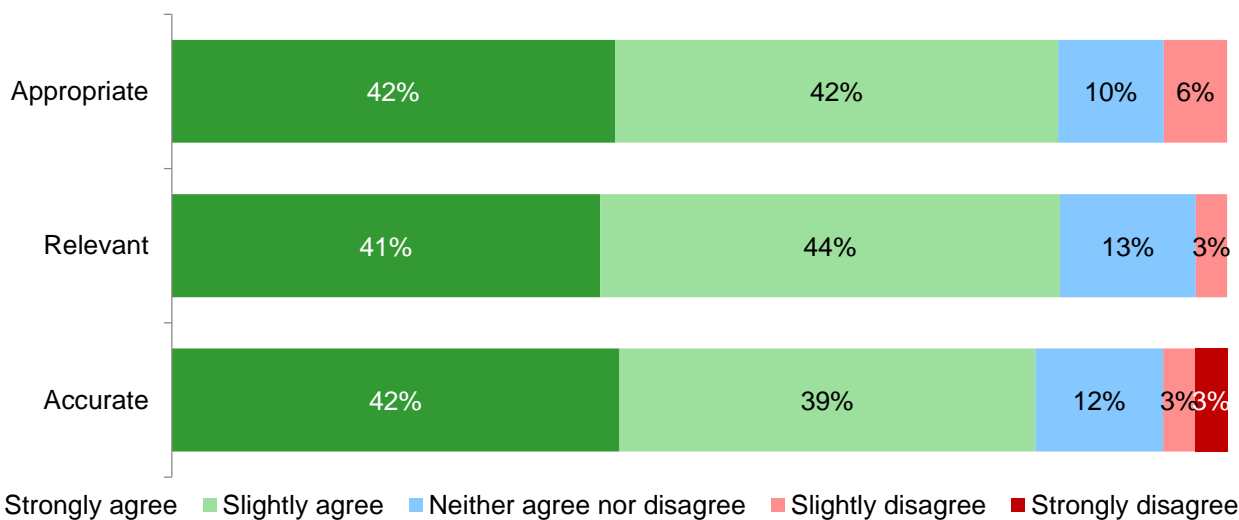
Thinking overall, to what extent do you agree/ disagree with the assessments and recommendations made in the draft PNA document?



Base: 34 (closed responses)

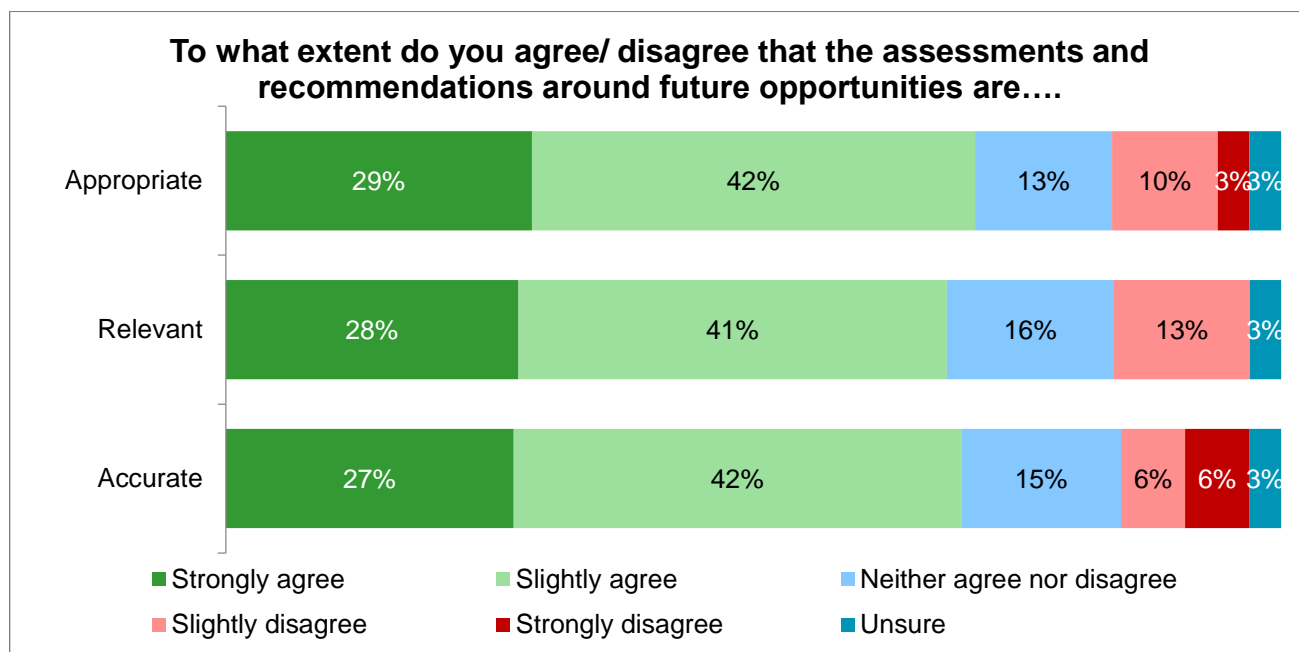
Focusing on the assessments and recommendations made in the document around current provision of services, over eight in ten agree they are appropriate, relevant and accurate. Positively, only a small minority disagree.

To what extent do you agree/ disagree that the assessments and recommendations around current service provision are....



Base: 34 (closed responses)

Thinking about the assessments and recommendations made in the document around future opportunities, over seven in ten agree they are appropriate, relevant and accurate. Positively, only a small minority disagree.

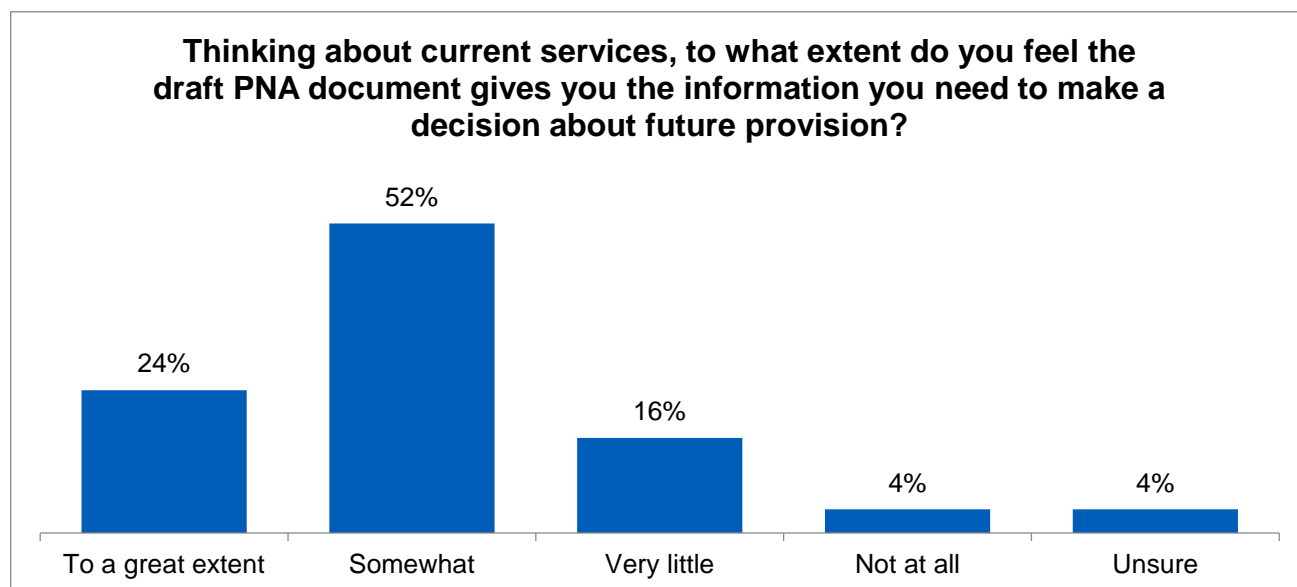


Base: 34 (closed responses)



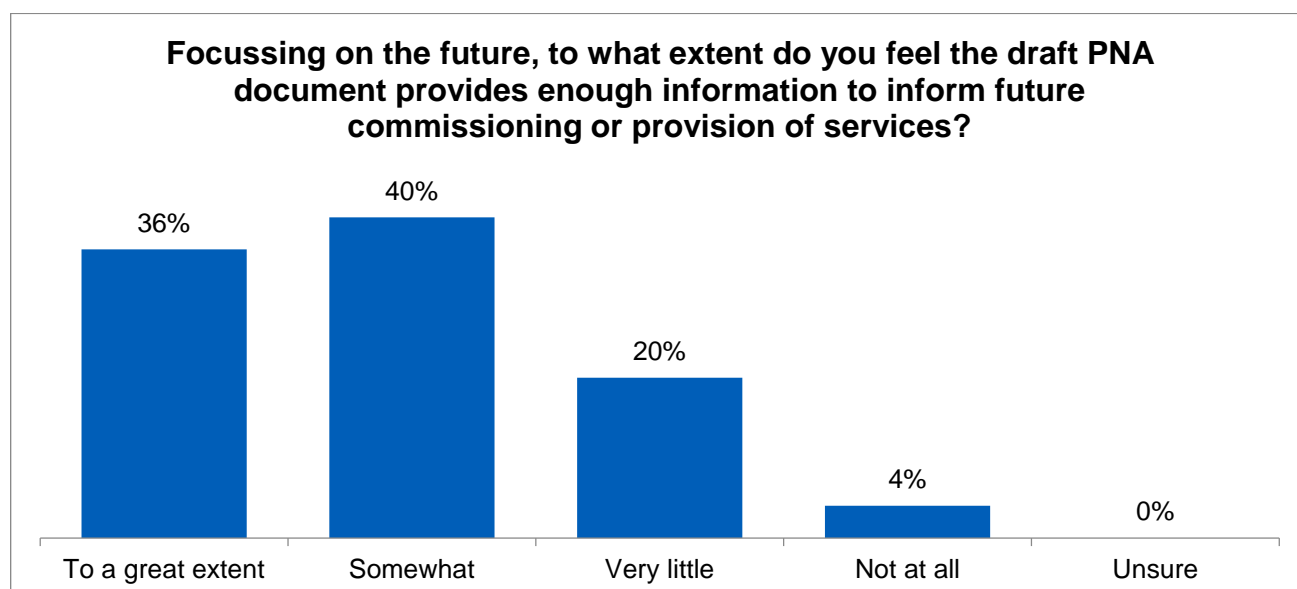
2.6 Draft PNA document – Services

Thinking about current services, when asked to what extent participants feel the draft document provides the information to make decisions about future provision, the majority state; 'Somewhat' in response.



Base: 25 (closed responses)

Equally, significant proportions of those responding to the consultation feel the draft document provides enough information to inform future commissioning or provision of services.



Base: 25 (closed responses)



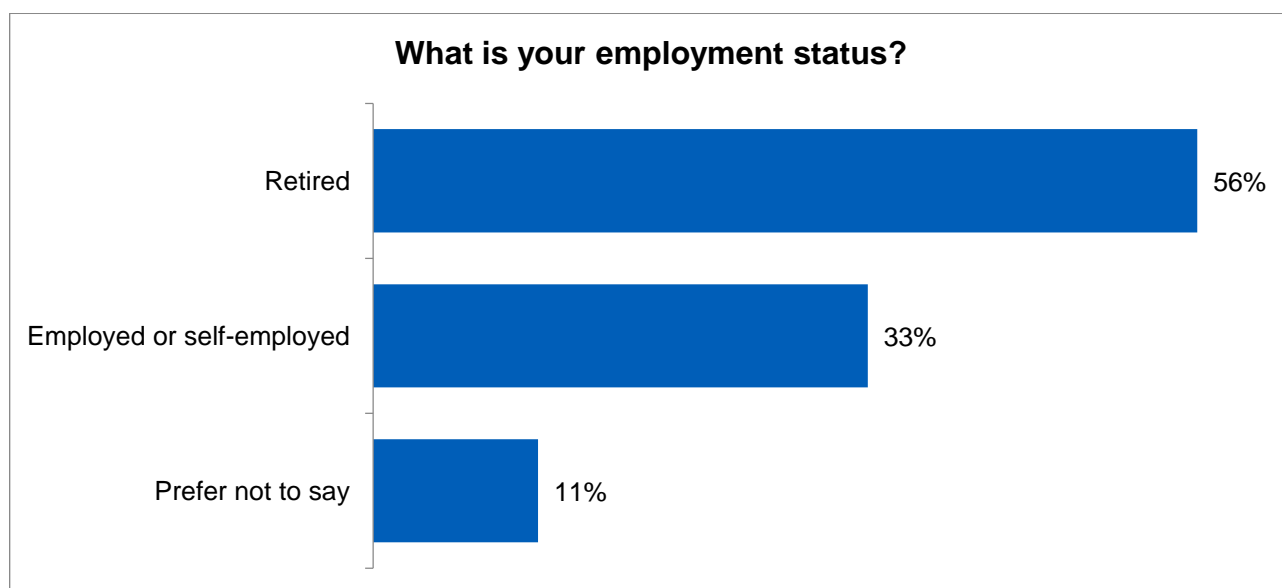
3.0 Demographic profiling

To ensure the consultation considered the views of a diverse and representative group of individuals across Warwickshire a series of demographic profiling questions were asked to members of the public, the results of which are summarised below.

To gain an idea of which area participant's resided, the consultation survey asked members of the public to provide the first half of their postcode. Overall, 9 members of the public provided their postcode, and the table below shows a breakdown by postcode region.

Postcode	Number of participants
CV3	2
CV	1
CV2	1
CV7	1
CV8	1
CV10	1
CV12	1
CV35	1

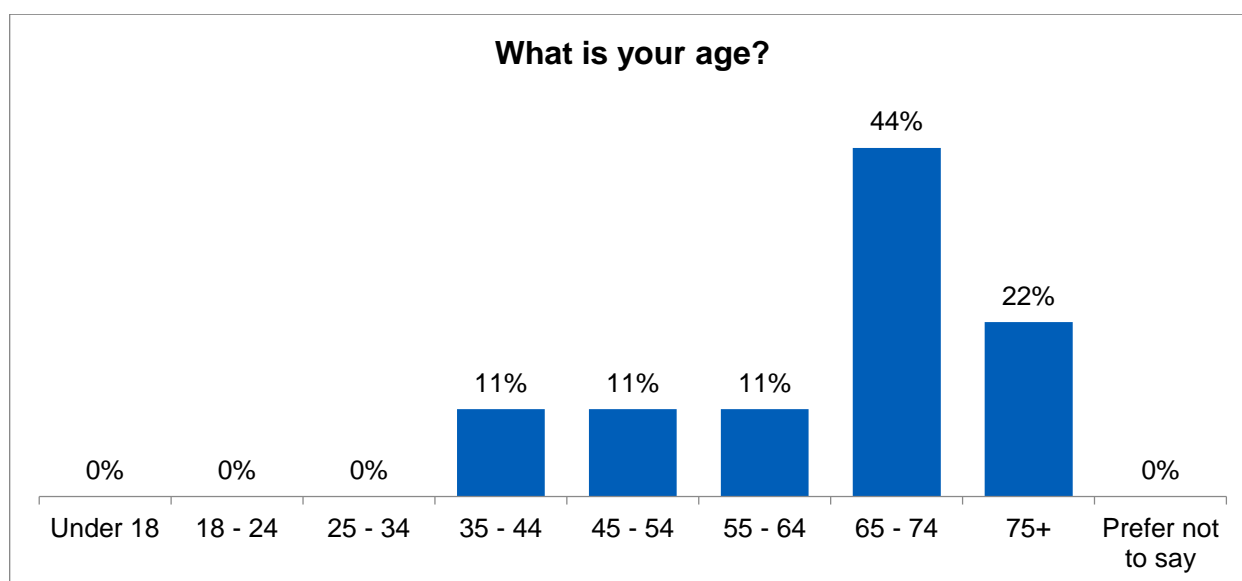
Over half of members of the public participating in the survey and answering this demographic profiling question are retired (56%), whilst around one third are employed or self-employed.



Base: 9 (closed responses)

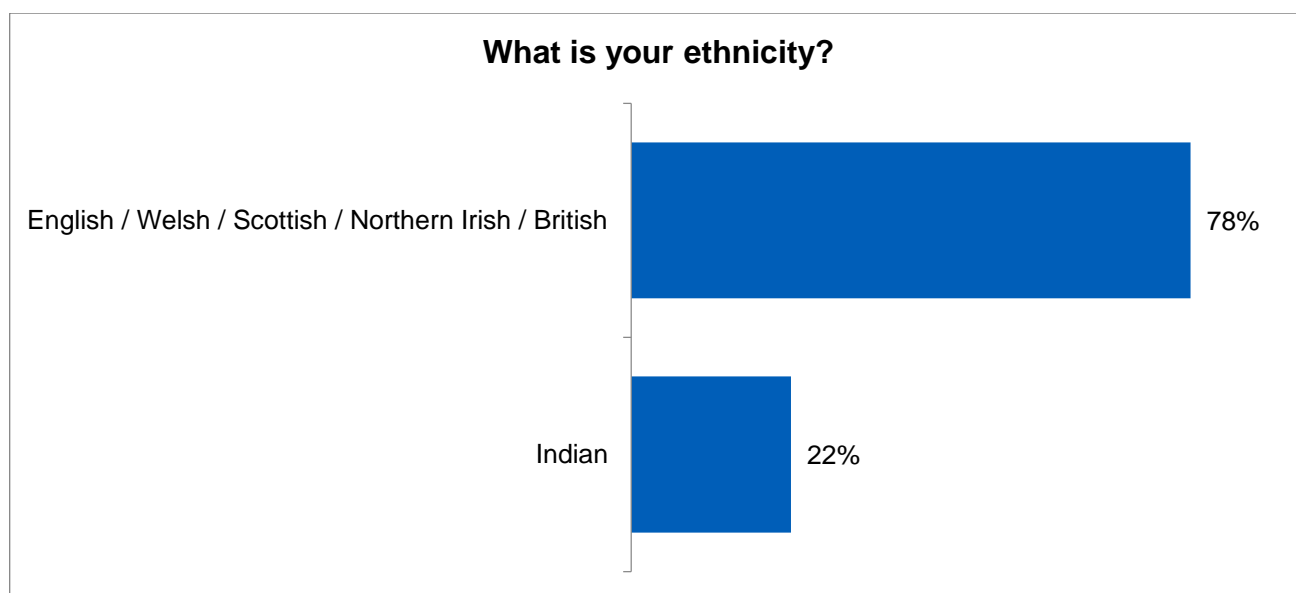


The vast majority of the public are aged between 35 and 74, with 44% aged over 65.



Base: 9 (closed responses)

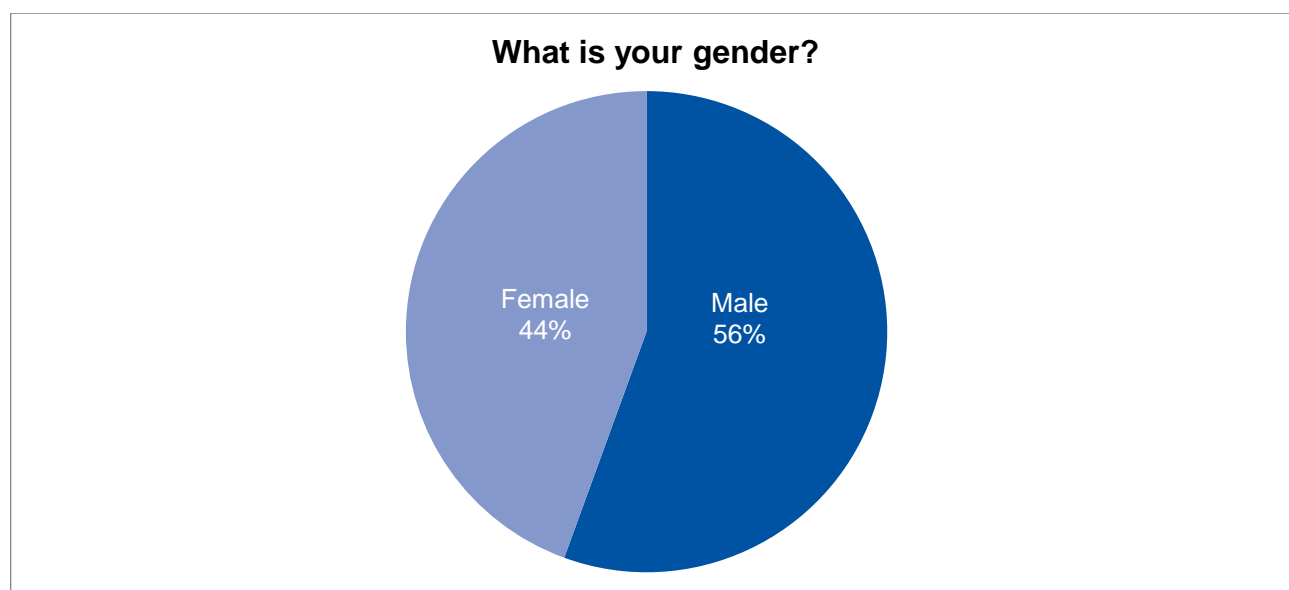
The vast majority are of English/ Welsh/ Scottish/ Northern Irish/ British ethnicity.



Base: 9 (closed responses)

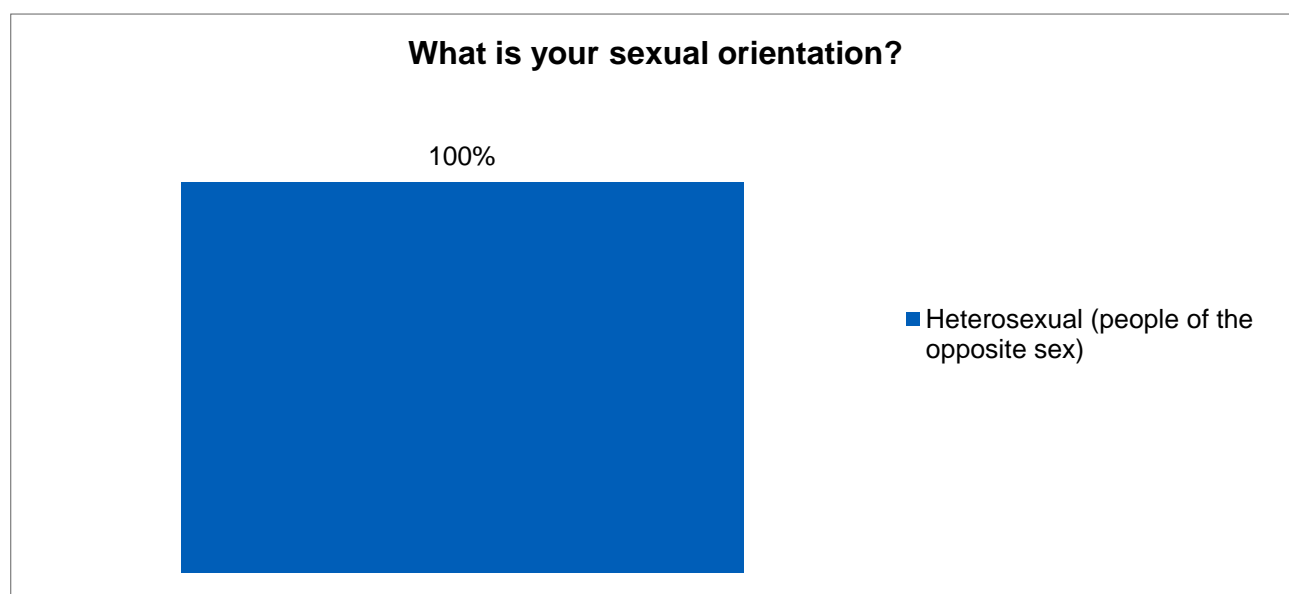


Just over half of those stating their gender are male.



Base: 9 (closed responses)

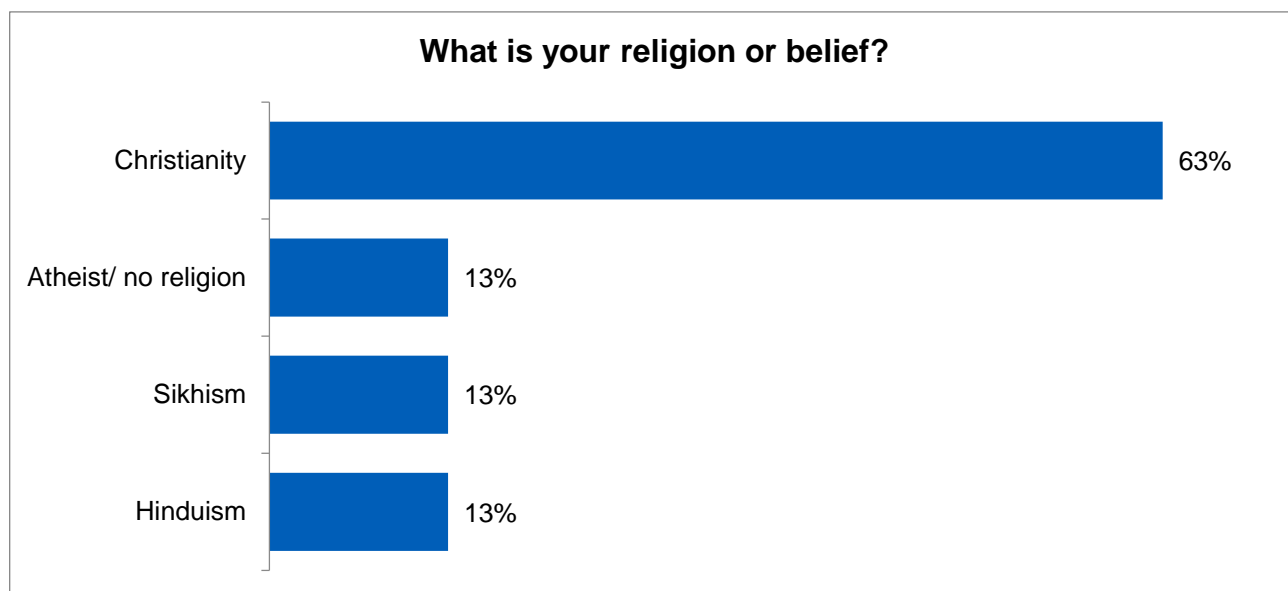
All of the respondents state they are heterosexual.



Base: 8 (closed responses)

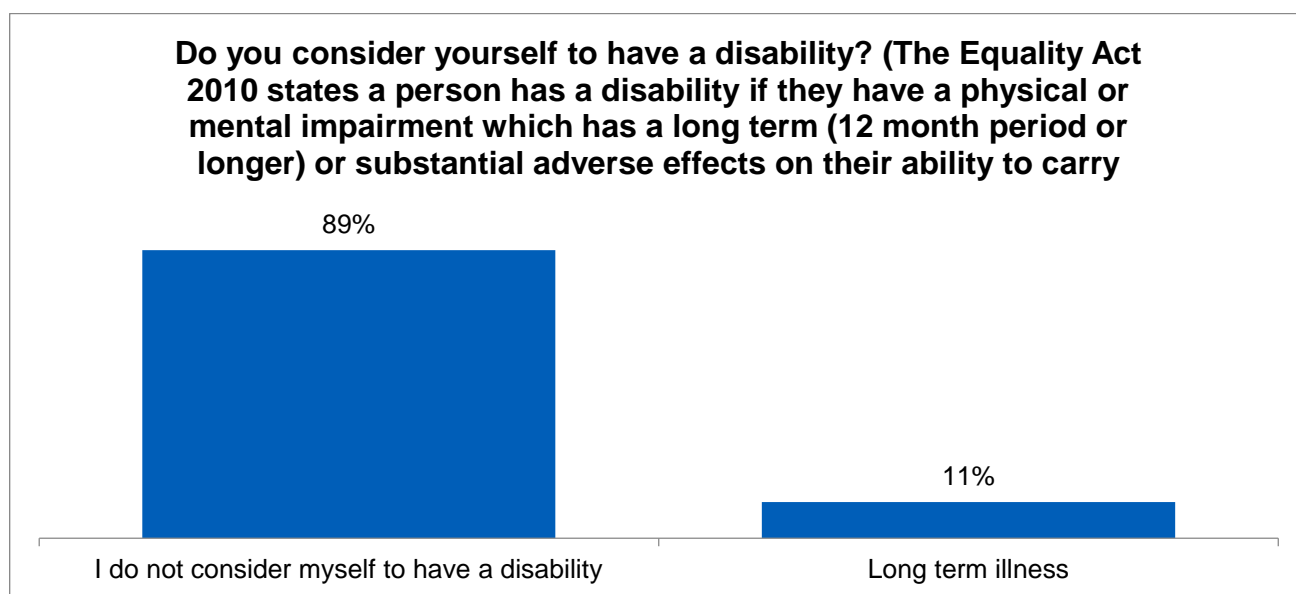


Nearly two thirds state they are Christian. 13% of the respondents state they are either Atheist/no religion, Sikh or Hindu.



Base: 8 (closed responses)

Around nine in ten of the members of the public do not consider themselves to have a disability. However, some state they have a long term illness (11%).



Base: 9 (closed responses)



Appendix 9 – 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.

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.⁵³

⁵³ During the development of this PNA, 1 community pharmacy opened in Kineton, Stratford on Avon (Kineton Pharmacy, CV35 0HN) and 1 community pharmacy opened in Bidford-on-Avon, Stratford on Avon (Crab Tree Pharmacy, B50 4LX)



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.

Public survey (318 responses)	Pharmacy survey (88 responses)
87% agree with the statement "I am always able to access the pharmacy services I require, when I need them".	96% of patients can legally park within 50 metres and 89% within 10 metres of the pharmacy. Results also showed there is a bus stop 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 Warwickshire.

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.

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.

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 2016/2017 was 279. Each pharmacy can provide a maximum of 400 MURs a year.

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 89% were satisfied or very satisfied with this provision

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 jab service

90% of patients are satisfied or very satisfied with the service

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 (EHC or “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 (EHC) 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

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 25 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 56 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 Nicotine 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.

What does the PNA recommend?

Taking into account current service provision and other factors that may affect the need for pharmaceutical services in the future; the following recommendations have been put forward:

The public should be provided with clear information on opening times, services and alternative provision when pharmacies are not open.

Consideration should be made to provide other locally commissioned pharmacy services that are being provided in neighbouring areas as such as the alcohol and naloxone services (which are newly being provided in Coventry), the Palliative Care scheme which will improve access to End of Life medicines particularly during extended pharmacy opening hours and a minor ailments scheme which empowers patients to self-care. In addition, expansion of sexual health services provided by pharmacies to include condom distribution and pregnancy testing should be considered, as it is provided in neighbouring areas.

It should be further considered as to how community pharmacy can be utilized to facilitate admission to and discharge from hospital.

Increased referral from GP and secondary care can help encourage pharmacies to utilise their Advanced services (e.g, MURs and NMS)

Expansion of the Healthy Living Pharmacy programme should continue.

More information can be found in section 8 "Recommendations" of the full PNA document.