



**Pharmaceutical Needs  
Assessment (PNA)  
Summary 2018  
Warwickshire**



## Background

There is a legal requirement on all Health and Wellbeing Boards (HWBs) to publish an updated statement around the needs for local pharmacies (or chemists) services for their populations. These statements are referred to as Pharmaceutical Needs Assessments (PNAs).

The PNA is used by NHS England to assess applications for opening new pharmacies and make decisions on the commissioning of NHS funded services provided from local community pharmacies. Each PNA published by the HWB will have a maximum lifetime of three years.

## What is a Pharmaceutical Needs Assessment (PNA)?

The Warwickshire PNA looks at which services are available from pharmacies; whether they meet local needs and if there are any gaps. The PNA allows HWBs to recognize any unmet local needs and helps to identify any current and future services that may need to be commissioned. HWBs bring together the NHS and other partners to plan how best to meet the needs of their local population.

## How has the PNA been produced?

The PNA was guided by representatives from Public Health, Clinical Commissioning Groups (CCGs) from Coventry, Warwickshire and Rugby, NHS England, Local Pharmaceutical Committees (LPC) and Local Medical Committee (LMC) for Coventry and Warwickshire and Healthwatch Coventry and Warwickshire. Coventry City Council and Warwickshire County Council HWBs approached the development of the 2018 PNAs as a collaborative project.

Local pharmacies were surveyed to better understand services they provide and could provide. The public were also surveyed and we received responses from almost 600 members of the public across Coventry and Warwickshire. We have recognised the views of the public when developing this PNA and taken into account key local strategies.

As part of the PNA process there is a legal requirement that requires a formal consultation with the public on the PNA draft document for at least 60 days. The consultation will take place from the 1<sup>st</sup> December 2017 to 5th February 2018. Responses from this consultation will inform the final conclusions and recommendations of the final PNA document to be published March 2018.

## Access to Pharmaceutical services in Warwickshire

Pharmaceutical services are those services available in Warwickshire from pharmacies/chemists, dispensing GP practices and dispensing appliance contractors. Community pharmacies contribute to the health and wellbeing of the local population in a number of ways, including: dispensing prescriptions, providing ongoing support for lifestyle behaviour change through motivational interviewing, providing information and brief advice and signposting to other services. Community pharmacies can also support self-care where appropriate and refer back to the GP service or signposting clients to other appropriate services.

Warwickshire has 111 community pharmacies and 23 dispensing GP Practices.

Warwickshire has 2 community pharmacies per 10,000 population lower than the West Midlands which is 2.4 pharmacies per 10,000. The number of pharmacies within the county has stayed the same since the last reported number in the previous PNA for 2015.

Public survey (318 responses in Warwickshire)	Pharmacy Survey (88/111 responses)	Dispensing Doctor Survey (17/23 responses)
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".	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.	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%).
81% of respondents could reach a pharmacy within 10 minutes. 1% have to travel more than 30 minutes. 51.5% of the 318 respondents drive and 33.9% walk to their chosen pharmacy.	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.	16 of 17 respondents (94.1%) do not have any stairs to climb when entering the premises.
Public survey results showed 75% of respondent's pharmacies are located within the same postcode area that they live.		

### Pharmacy Opening Hours and Access

The majority of pharmacies are required to open for 40 hours per week, and these are referred to as core 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. If a pharmacy contractor wants to change their opening times, they must inform the NHS England Area Team with a 90 day notice period.

#### The Public survey shows:

- A generally high level of satisfaction with opening hours.
- 87.4% of respondents' state that they are happy with opening hours
- 92.1% of patients are aware that some pharmacies are open outside 9-5, Monday to Friday.
- 41.4% of patients do not know *which* pharmacies are open at these times.

#### The Pharmacy survey shows:

- There are currently 37 pharmacies in Warwickshire with extended opening hours after 6pm on a weekday evening
- There are 9 pharmacies contracted to open for at least 100 hours per week

### The Dispensing Doctor survey shows:

- Dispensing hours across dispensing doctor surgeries were variable but started for most at 8.30am until 6pm Monday to Friday
- All dispensaries (bar one) of the practices responding to the survey were closed on Saturdays and Sundays.
- Dispensing doctor practices provide improved access of essential services during core weekday hours.
- Access to pharmaceutical services on weekends or late nights is not improved by dispensing doctor practices.

## Services offered in community pharmacy

Community pharmacies offer many services beyond the dispensing of medicines and are key contributors to health and wellbeing in the county. They are a gateway to the county's diverse population, some of whom may not be in contact with other health services.

### Essential & Advanced services

All pharmacies provide core services including dispensing and disposal of medicines, promotion of healthy lifestyles and health promotion campaigns and support for self-care. This PNA shows:

- There are no gaps in the provision of essential services for the county's population.
- Essential services are accessible for the majority of the population both geographically and at different times of day.
- Results from the public survey showed that there is a low level of awareness around the repeat dispensing service

Some pharmacies provide additional services to support the use of medical appliances such as stoma care, incontinence and wound drainage products. Many pharmacies offer services to support patients prescribed new medicines or higher risk medicines to improve understanding and learning to take medicines safely and effectively.

### Advanced Service - Medicines Use Reviews (MURs)

Most community pharmacies in Warwickshire provide medicines review services. They are targeted at patients with certain health conditions and taking higher risk medicines. This PNA shows:

- The vast majority of community pharmacies within Warwickshire provide MUR services.
- The average number of MURs conducted per pharmacy in Warwickshire in 2015/2016 was 275. Each pharmacy can provide a maximum of 400 MURs a year.
- From the results of the public survey it shows that many Warwickshire residents are aware and satisfied with this service.

### Advanced Service - New Medicines Service (NMS)

- Almost all contractors in Warwickshire offer the NMS service.

- When comparing the mean number of NMS reviews locally and nationally, Warwickshire is performing below the West Midlands and national average.
- The results from the public survey demonstrated 74% patients are aware of this service and 76% of respondents said they were very satisfied and satisfied with the service.

### Advanced Service - Appliance Use Reviews (AURs) & Stomas Appliance Customisation (SACs)

- 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.
- It is optional for pharmacies to offer the AUR and SAC service.
- NHS Business Service Authority (BSA) data shows community pharmacy contractors in Warwickshire did not complete any AURs in 2015/16. It should be noted that in general, most AURs are conducted by non-pharmacy appliance contractors and that there are zero of these appliance contractors in Warwickshire.
- NHS BSA data shows that in 2015/16 there were 12 community pharmacies engaged in providing stoma appliance customisation reviews in Warwickshire.
- Public survey results showed over half of patients were not aware they could receive advice from their local pharmacy around appliance use.

### Advanced Service - Flu Vaccination

- 80% of pharmacy contractors responding to the pharmacy survey stated they provide seasonal flu vaccinations in Warwickshire.
- The public survey showed that 77% of respondents were aware of the NHS funded flu service provided from community pharmacy. Over half (57.1%) of patients are very satisfied and satisfied with the service.
- This service sits alongside the nationally commissioned GP vaccination service, giving patients another choice of venue for their vaccination.

### New National Urgent Medicines Supply Advanced Service (NUMAS) Pilot

- The NUMSAS pilot service commenced on 1st December 2016 and will run until 31st March 2018.
- NUMSAS allows access to medicines or appliances Out-of-Hours (OOH) 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 pharmacies in Warwickshire are registered to provide the NUMSAS service.
- 62% of the public were aware they could get an emergency supply of medication from the pharmacy. In contrast, Emergency supply of medication was also the second most requested service the public would like to see from Warwickshire pharmacies.

### Quality Payments Scheme and Healthy Living Pharmacies (HLP)

- Information provided by the Local Pharmaceutical Committee in November 2017 shows that there are now 75 pharmacies accredited with HLP Level 1 status.
- 92% of pharmacies in Warwickshire meet the gateway criteria for the Quality Payments Scheme (QPS).

### Enhanced and Locally Commissioned Services

There are a range of locally determined services provided through pharmacies in Warwickshire:

#### Sexual Health (Public Health)

- There are 49 community pharmacies offering Sexual Health services (Emergency Hormonal Contraception and Chlamydia screening and treatment).
- The public survey showed that over 50% of respondents were aware of sexual health services from community pharmacy. 68% were satisfied or very satisfied with the service.
- Pharmacies are generally well located across areas of deprivation and where the population of 13-25 year olds is relatively high in the city.

#### Substance Misuse Services (Public Health)

- There are currently 25 pharmacies in Warwickshire providing the Needle Exchange service and 56 pharmacies providing the Supervised Consumption service. Pharmacies are located well in areas of deprivation in Warwickshire.

#### Smoking Cessation service (Public Health)

The smoking cessation service helps reduce levels of smoking-related illness, disability, premature death, and health inequality. Smoking and cancer are key priorities in the Warwickshire JSNA.

- Across Warwickshire there are 43 pharmacies that have been commissioned to provide the stop smoking cessation. Pharmacies are well located across 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.

#### Other commissioned services in the future

The public surveys shows patients would like to see a service that provides blood tests and health tests (cholesterol, blood pressure, diabetes, weight).

Shared learning and good practice from other HWB areas indicate there is capacity for more services to be provided from community pharmacy including:

- 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 Directions (PGDs) provide advice and immunisation to protect patients from diseases or blood-borne viruses

## What are the Conclusions of this PNA?

The PNA concludes that there is adequate provision of pharmacies and pharmaceutical services in Warwickshire to serve the needs of the population. There are no gaps in pharmacy provision that would require a new pharmacy premises. There is however variations in pharmaceutical services available across the city which may need to be considered by local commissioners – especially with any new future housing developments as this will mean residents may need to travel further to access a particular service or pharmacy when required.