

# Buckinghamshire Pharmaceutical Needs Assessment March 2015

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## Executive Summary

### Background

From 1 April 2013, every Health and Wellbeing Board (HWB) in England has a statutory responsibility to publish and keep up-to-date a statement of the needs for pharmaceutical services for the population in its area, referred to as a 'pharmaceutical needs assessment' (PNA). HWBs are required to produce the first assessment by 1 April 2015.

The PNA will be used by NHS England in its determination as to whether to approve applications to join the pharmaceutical list under The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. The relevant NHS England Area Team will then review the application and decide if there is a need for a new pharmacy in the proposed location. When making the decision, NHS England is required to refer to the local PNA.

The 2008 White Paper – Pharmacy in England: Building on strengths – delivering the future – states that it is a strength of the current system that community pharmacies are easily accessible and that 99% of the population, including those living in the most deprived areas, can get to a pharmacy within 20 minutes by car and 96% by walking or using public transport.

This PNA describes the needs for the population of Buckinghamshire and considers current provision of pharmaceutical services to identify whether they meet the identified needs of the population. The PNA considers whether there are any gaps in service delivery.

PNAs are used by the NHS to make decisions on which NHS-funded services need to be provided by local community pharmacies. These services are part of local health care, contribute to public health and affect NHS budgets. The PNA may also be used to inform commissioners such as Clinical Commissioning Groups (CCGs) and Buckinghamshire County Council of the current provision of pharmaceutical services and where there are any gaps in relation to the local health priorities. Where such gaps are not met by NHS England, these gaps may then be considered by those organisations.

The PNA includes information on:

- pharmacies in Buckinghamshire and the services they currently provide, including dispensing medications, providing advice on health, medicines reviews and local public health services, such as smoking cessation, sexual health and support for drug users
- other local pharmaceutical services
- relevant maps relating to Buckinghamshire and providers of pharmaceutical services in the area

- services in neighbouring Health and Wellbeing Board areas that might affect the need for services in Buckinghamshire.
- potential gaps in provision that could be met by providing more pharmacy services, or through opening more pharmacies, and likely future needs.

## **Overview of pharmaceutical services in Buckinghamshire**

Buckinghamshire is well provided for with respect to dispensing pharmaceutical services. There are 90 community pharmacies in the health and wellbeing board area, one appliance contractor, four distance selling/internet pharmacies and 14 dispensing doctor practices across 19 locations.

The county has less than the national average of pharmacies per 100,000 head of population. However, it has a high proportion of dispensing doctor practices due to the rural nature of the county. Buckinghamshire has the national average for GPs per 100,000 head of population.

Pharmacies are well used by the public – on average, around 14 times a year per person (11 times for health reasons). They also have a key role in contributing to the health and wellbeing of the local population in a number of ways, including providing information and brief advice, plus signposting to other services.

## **The contractual framework for pharmaceutical services**

In 2005, the national framework for community pharmaceutical services identified three levels of pharmaceutical service: essential, advanced and enhanced. The purpose of this pharmaceutical needs assessment (PNA), as well as identifying overall pharmacy and medicines management needs for the population, will identify how, within the existing contractual framework, these needs can be addressed.

Buckinghamshire Health and Wellbeing Board (HWB) wishes to ensure that all the opportunities within the currently funded essential and advanced service elements of the community pharmacy contractual framework (CPFC) are fully utilised to ensure maximum health gain for our population.

Where there is evidence that additional pharmaceutical services may be needed, the evidence base for this is presented so that commissioners can make informed decisions for investment.

## **Essential pharmaceutical services**

Community pharmacies in Buckinghamshire receive approximately £9.9 million of national funding to provide pharmaceutical services, both essential and advanced within the national framework. This is based on Buckinghamshire receiving 0.4% of national monies, the total national funding for 2012/13 being £2,486 million (Pharmaceutical Services Negotiating Committee, or PSNC).

The national framework for community pharmacy requires every community pharmacy to be open for a minimum of 40 hours per week and provide a minimum level of “essential services” comprising:

- dispensing
- repeat dispensing
- disposal of unwanted medicines
- promotion of healthy lifestyles e.g. public health campaigns
- signposting patients to other healthcare providers
- support for self-care
- clinical governance (including clinical effectiveness programmes).

### **Advanced services**

In addition to the essential services, the community pharmacy contractual framework allows for advanced services which currently include:

- Medicines Use Review (MUR) and prescription intervention services
- New Medicines Service (NMS)
- Stoma Appliance Customisation Service (SAC)
- Appliance Use Review Services (AUR).

Advanced services have nationally agreed specifications and payments. They are funded by the NHS and incur no charges by patients.

### **Enhanced and Locally Commissioned Services**

Service specifications for enhanced services are developed by NHS England and then commissioned to meet specific health needs. Services commissioned by CCGs or the local authority, such as public health services, are known as locally commissioned services (LCS).

At the time of writing this PNA, NHS England has recently commissioned one enhanced service from pharmacies in 2014/15 – provision of flu vaccinations for at-risk groups aged under 65.

There are currently five locally commissioned services commissioned from community pharmacies by Buckinghamshire County Council (BCC). These services include:

- a) Stop Smoking Support
- b) Supervised Consumption (e.g. methadone)
- c) Needle Exchange Service
- d) Emergency Hormonal Contraception (EHC) and
- e) Chlamydia Screening.

### **Buckinghamshire’s approach to developing the PNA**

In order to inform the draft PNA, the Health and Wellbeing Board (HWB) established a joint steering group with Oxfordshire HWB and an expert contractor was jointly commissioned.

Buckinghamshire County Council and the Clinical Commissioning Groups (CCGs) conducted significant needs and health assessment work, including the Joint Strategic Needs Assessment (JSNA)<sup>1</sup> and Joint Health and Wellbeing Strategy. The PNA draws on these and other complementary data sources.

A public survey has been undertaken by more than 300 residents and information sought from pharmacies via a questionnaire.

In addition, information was gathered from NHS England, local CCGs and Buckinghamshire County Council including:

- services provided to residents of the HWB's area, whether provided from within or outside of the HWB's area
- changes to current service provision
- future commissioning intentions
- known housing developments within the lifetime of the PNA
- any other developments which may affect the need for pharmaceutical service.

### **Summary of main issues:**

The joint steering group considered access (distance, travelling times and opening hours) as the most important factor in determining the extent to which the current provision of pharmaceutical services meets the needs of the population.

The steering group considers access to a pharmacy of primary importance during normal working hours and at times when GP surgeries are open. Where there is no pharmacy but there are GP dispensing premises, the steering group consider the latter to mitigate against any potential gap in need for pharmaceutical services, although noting that dispensing practices can only provide limited essential pharmaceutical services and only to identified patients of the practice. Hence, there is a wider range of pharmaceutical services available from a community pharmacy, provided to a broader client base. The steering group also recognises that there are some GP practices that are open at different times to nearby pharmacies.

Generally, community pharmacies in Buckinghamshire are well distributed, are accessible and offer a convenient service to patients and members of the public. They are available on weekdays and at the weekend (often until late at night) without the need for an appointment.

Reviewing pharmacy hours during evenings and weekends, particularly in regard to extended GP opening hours, the group considered that there is some 100-hour provision and a number of pharmacies providing supplementary hours into evenings and weekends. The steering group also recognised that there are some GP opening hours not directly matched by pharmacy opening

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<sup>1</sup> <http://www.buckscc.gov.uk/community/knowning-bucks/joint-strategic-needs-assessment>

hours. While the steering group would wish pharmacies to mirror these opening hours they consider that people could reasonably wait until pharmacies open in the morning or that they could reasonably travel during evenings and weekends to where pharmaceutical services are provided at those times.

When reviewing locality settlements with no pharmaceutical services provision by those on the pharmaceutical list (i.e. pharmacies) – in particular where there is a GP surgery – the steering group had regard to national analysis of travel times and compared local analysis of travel times in Buckinghamshire. The group considered that a reasonable standard for considering a gap in pharmaceutical services provision was where the GP surgery was both more than five miles and greater than a 20-minute drive from a pharmacy. Where that standard is not met, the steering group identified that an improvement or better access could and should be achieved by a pharmacy at those locations. No areas were identified as for improvement or better access.

Findings from the patient survey indicate that there are pharmaceutical services that the public do not know are currently available. There is a need to communicate to the public the range of services provided.

### **Key Messages**

Buckinghamshire is a relatively affluent county with pockets of deprivation in urban areas. It is well provided with pharmaceutical services.

Across Buckinghamshire the number of pharmacies per 100,000 population is less than the national average. However, the number of dispensing practices is greater than the national average.

All pharmacies should make full use of NHS Choices and other internet-based information sources to promote their services, to improve communications so patients and carers are aware of the range and availability of all services.

Buckinghamshire is in no need of further pharmaceutical services.

When local housing developments are considered over the next three years it is concluded that, in relation to the current provision of pharmacies, a gap in pharmaceutical services is unlikely to exist during the lifetime of this PNA.

## **The wider role of community pharmacy: beyond the PNA**

In order to make our Health and Wellbeing strategy a reality, everyone needs to take greater responsibility for their own health and wellbeing and that of others. The Health and Wellbeing Board recognise that community pharmacies are a valuable and trusted public health resource that has the potential for a wider role in improving health and wellbeing and reducing health inequalities. The potential for this wider role will be developed through our Clinical Commissioning Groups and the wider stakeholder work on our Primary Care Strategy over the next five years.

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## 1. Introduction and Buckinghamshire overview

Glossary and acronyms are provided at the end of this PNA.

### 1.1 Purpose of a PNA

From April 2015, every Health and Wellbeing Board (HWB) in England has a statutory responsibility to publish and keep up-to-date a statement of the needs for pharmaceutical services for the population in its area, referred to as a pharmaceutical needs assessment (PNA).

The purpose of the PNA is to assess and set out how the provision of pharmaceutical services can meet the health needs of the population of a Health and Wellbeing Board's area for a period of up to three years, linking closely to the JSNA. While the JSNA focusses on the general health needs of the population of Buckinghamshire, the PNA looks at how those health needs can be met by pharmaceutical services commissioned by NHS England.

If a person – a pharmacy or a dispensing appliance contractor (DAC) – wants to provide pharmaceutical services, they are required to apply to NHS England to be included in the pharmaceutical list for the area in which they wish to have premises. In general, their application must offer to meet a need that is set out in the corresponding PNA, or to secure improvements or better access similarly identified in the PNA. There are, however, some exceptions to this e.g. applications offering benefits that were not foreseen when the PNA was published ('unforeseen benefits applications').

As well as identifying if there is a need for additional premises, the PNA will also identify whether there is a need for additional services, or whether improvements or better access to existing services are required. Identified needs, improvements or better access could either be current or will arise within the lifetime of the PNA.

While the PNA is primarily a document for NHS England to use to make commissioning decisions, it may also inform the commissioning of services from pharmacies by the local authority and other local commissioners e.g. CCGs. A robust PNA will ensure those who commission services from pharmacies and DACs are able to ensure services are targeted to areas of health need, and reduce the risk of overprovision in areas of less need. It is not a stand-alone document. It is important that the PNA contributes to and becomes an integral part of the Buckinghamshire JSNA.

### 1.2 Buckinghamshire overview

Buckinghamshire is a largely rural county north-west of London. It is one of the least deprived counties in England based on government indices of deprivation. In common with other affluent counties there are pockets of urban and rural deprivation. The county of Buckinghamshire has a population of 505,300 people, according to the 2011 census and there are around 200,000 households. The total population of Buckinghamshire has increased by 5.5% over the last 10

years (26,300 people) and is predicted to increase by 50,000 by 2026. One third of residents live in the two main towns of High Wycombe and Aylesbury.

There is significant planned housing growth across Buckinghamshire, principally in Aylesbury, but also in Buckingham, Winslow and Stoke Hammond.

### **1.3 Provider landscape and sustainability**

There are many organisations involved with the healthcare system in Buckinghamshire:

- Chiltern CCG and Aylesbury Vale CCG are the Clinical Commissioning Groups.
- Buckinghamshire County Council is responsible for (among other things) social care in Buckinghamshire.
- Four district councils responsible for housing and other matters that can influence health.
- GP surgeries – GPs provide core and some locally commissioned enhanced primary care services.
- Buckinghamshire Healthcare NHS Trust (BHT) provides specialist, acute, elective and community-based healthcare. It has two main sites at High Wycombe and Stoke Mandeville and a number of smaller community hospitals.
- Heatherwood and Wexham Park Foundation Trust (HWWP), like BHT, provide a range of hospital services, mainly for patients in the south of the county.
- Oxford Health Foundation Trust (OHFT) provides mental health services for the county.
- South Central Ambulance Services NHS Foundation Trust (SCAS) provides blue-light emergency ambulances as well as some planned patient transport services. It also provides the 111 telephone advice service in Buckinghamshire.
- Other providers of satellite hospital services include acute trusts in Oxford, Milton Keynes and London, local private hospitals and intermediate service providers such as Care UK.
- NHS Central Southern Commissioning Support Unit (CSCSU).
- The third sector – there is a myriad of voluntary or charitable enterprises with a focus on health, for example, in palliative care support.

Health and social care commissioning is jointly governed through the Buckinghamshire HWB. The HWB partnership provides an opportunity for county and district councillors, GPs and other partners to work together to achieve the shared vision of improving health and wellbeing by preventing people from becoming ill and promoting ways to stay healthy.

The two CCGs responsible for planning, designing and paying for healthcare in Buckinghamshire, Aylesbury Vale and Chiltern Clinical Commissioning Groups (CCGs), cover a similar area to the county of Buckinghamshire, but Aylesbury Vale CCG also includes parts of Oxfordshire around Thame and Chinnor. In April 2012, 524,300 people were registered with general practices within the two CCGs and 96% of these people lived within the county of Buckinghamshire.

This document provides an overview of the health of Buckinghamshire residents, encompassing the key messages. Further in-depth needs assessments can be found within the Buckinghamshire Joint Strategic Needs Assessment and other documents listed within the sources at section 9.

## 1.4 Joint Health and Wellbeing Strategy

The Buckinghamshire Joint Health and Wellbeing Strategy 2013-16<sup>2</sup> sets out the priorities that the local HWB will deliver to improve the health of people in the county. The strategy and its priorities have been developed based on evidence of local need described in the JSNA. The overarching aims of the JSNA are:

- every child has the best start in life
- everyone takes greater responsibility for their own health and wellbeing and that of others
- everyone has the best opportunity to fulfil their potential
- adding years to life and life to years.

The Buckinghamshire HWB will deliver the strategy by

- addressing unhealthy lifestyles
- supporting families with multiple problems
- supporting emotional and mental wellbeing
- maximising the potential of an ageing population
- involving communities in everything we do.

The Director for Public Health Annual Report 2012-2013 expands on these areas to address the public health priorities for Buckinghamshire:

- Ensuring that everyone has as healthy a pregnancy as possible and all children are provided with what they need to grow up happy and healthy.
- Promoting mental and emotional wellbeing – feeling good in yourself helps you get the most out of your life.
- Increasing the numbers of people making healthy choices in the so-called Big 4 lifestyles.
- All organisations have a role to play in making healthy choices the easy choices.
- Improving our approach to long-term conditions such as cancer, heart disease, stroke and dementia. This involves improving prevention, early detection and better ways of supporting people to live with long-term conditions.
- Improving the health of those with the poorest health<sup>3</sup>.

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<sup>2</sup> <http://www.buckscc.gov.uk/healthy-living/buckinghamshire-health-and-wellbeing-board/joint-health-and-wellbeing-strategy/>

<sup>3</sup> <http://www.buckscc.gov.uk/healthy-living/buckinghamshire-health-and-wellbeing-board/director-of-public-health-annual-report-2012-2013/>

## 2. Background and legislation

### 2.1 The Health Act 2009

The Health Act 2009 made amendments to the National Health Service (NHS) Act 2006 by stating that each Primary Care Trust (PCT) must in accordance with regulations:

- assess needs for pharmaceutical services in its area
- publish a statement of its first assessment and of any revised assessment.

The regulations stated that a PNA must be published by each PCT by the 1 February 2011. There was a duty to rewrite the PNA within three years or earlier if there were any significant changes which would affect the current or future pharmaceutical needs within the PCT's locality. This meant that subsequently revised PNAs were due to be produced by February 2014.

However, the Health and Social Care Act 2012 brought about the most wide-ranging reforms to the NHS since its inception in 1948. These reforms included the abolition of PCTs and the introduction of CCGs, which now commission the majority of NHS services. Public health functions, however, were transferred to the local authorities (LA)<sup>4</sup>.

### 2.2 The Health and Social Care Act 2012

In order to ensure integrated working and plan how best to meet the needs of any local population plus tackle local inequalities in health, the 2012 legislation called for HWBs to be established and hosted by LAs. These boards should bring together the NHS, public health, adult social care and children's services, including elected representatives and local Healthwatch. The Health and Social Care Act 2012 transferred responsibility for the developing and updating of PNAs to HWBs. It also made provision for a temporary extension of PCT PNAs and access to them by NHS England and HWBs<sup>5</sup>.

### 2.3 Duty of the Health and Wellbeing Board

The NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013<sup>6</sup> set out the legislative basis and the full HWB responsibilities for developing and updating PNAs, which may be summarised as follows:

- Publish the PNA. The first PNA for the HWB area must be published by 1 April 2015.
- Maintain and keep the PNA up-to-date.

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<sup>4</sup> <http://www.legislation.gov.uk/ukpga/2009/21/part/3/crossheading/pharmaceutical-services-in-england>

<sup>5</sup> <http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>

<sup>6</sup> <http://www.legislation.gov.uk/uksi/2013/349/regulation/6/made>

- In response to changes in the availability of pharmaceutical services, there is a requirement for the HWB to determine whether or not it needs to revise the PNA or, where this is thought to be a disproportionate response, to issue a supplementary statement setting out the change(s). As a minimum, a new PNA must be published every three years.
- In addition, the HWB is required to keep up-to-date a map of provision of NHS pharmaceutical services within its area.
- The HWB must make the PNA, and any supplementary statements, available to NHS England and neighbouring HWBs.

## 2.4 Role of NHS England

The Health and Social Care Act 2012 transferred responsibility for using PNAs as the basis for determining market entry to a pharmaceutical list from PCTs to NHS England. The PNA will be used by NHS England when making decisions on applications to open new pharmacies and dispensing appliance contractor premises; or applications from current pharmaceutical providers to change their existing regulatory requirements. Such decisions are appealable to the NHS Litigation Authority's Family Health Services Appeal Unit (FHSAU), and decisions made on appeal can be challenged through the courts.

The Thames Valley area team (AT) is the local arm of NHS England. The team has an oversight role across the Thames Valley, working with partners to oversee the quality and safety of the NHS and promoting patient and public engagement. The area team has specific roles in relation to the support and assurance of the 10 CCGs across Buckinghamshire, Berkshire and Oxfordshire and directly commissions primary care services and public health screening and immunisation programmes.

## 2.5 Pharmacy Contractual Framework

The services that a PNA must include are defined within both the NHS Act 2006 and the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, as amended (the 2013 regulations).

Pharmaceutical services may be provided by:

- a pharmacy contractor who is included in the pharmaceutical list for the area of the HWB
- a pharmacy contractor who is included in the local pharmaceutical services (LPS) list for the area of the HWB
- a DAC who is included in the pharmaceutical list held for the area of the HWB
- a doctor who is included in a dispensing doctor list held for the area of the HWB.

NHS England is responsible for preparing, maintaining and publishing these lists.



## 2.5.1 Pharmaceutical services provided by pharmacy contractors

### 2.5.1.1 Scope of services

Pharmacy contractors provide three types of service that fall within the definition of pharmaceutical services. They are essential, advanced and enhanced.

- **Essential services.** All community pharmacies must provide the full range of these services:
  - dispensing medicines and actions associated with dispensing
  - dispensing appliances
  - repeat dispensing
  - disposal of unwanted medicines
  - public health (promotion of healthy lifestyles)
  - signposting
  - support for self-care
  - clinical governance.
  
- **Advanced services.** Pharmacies may choose whether to provide these services or not. If they choose to provide one or more of the advanced services they must be suitably accredited against a competency framework and the pharmacy premises must comply to standards that facilitate the provision of these services in a suitable, confidential environment. These services are agreed nationally and monitored by NHS England. There are currently four advanced services:
  - **Medicines Use Review and Prescription Intervention Service (MUR).** This service is intended to help patients understand their therapy, identify any problems they are experiencing with it and consider possible solutions. A report of the review is provided to the patient and to their GP. Seventy per cent 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 that puts them at increased risk of developing cardiovascular disease.

Each pharmacy can provide a maximum of 400 MURs a year. In 2014, each MUR cost £28, potentially representing more than £1 million of local investment annually.

- **Appliance Use Review (AUR).** This service, which can be carried out in the pharmacy or at the patient's home, aims to improve the patient's knowledge and use of their appliance(s) by establishing how the patient uses the appliance and their experience using it, supporting better use of the appliance, advising on safe and appropriate storage and on the proper disposal of used or unwanted appliances.

- **Stoma Appliance Customisation (SAC).** This service involves the customisation of a quantity of more than one stoma appliance, based on the patient's measurements or a 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.
- **New Medicines Service (NMS).** This service is designed to provide early support to patients who are prescribed new medicines for long-term conditions (LTCs) to maximise the benefits of the medication they have been prescribed. The service currently runs until 31 March 2015. However, the national evaluation on it was published in August 2014 and an announcement on its future is expected in the coming months. The NMS is the latest nationally developed service for community pharmacies. The maximum payment for NMS is based on achieving 80% of expected NMS opportunities.
- **Enhanced services.** These are local services directly commissioned by NHS England. Service specifications for this type of service are developed by NHS England and then commissioned to meet specific health needs. NHS England has recently commenced one enhanced service from pharmacies in Buckinghamshire – provision of flu vaccinations. However, other commissioners may commission services that could be (and in other parts of the country are) commissioned by NHS England. These are set out in section 5.6: Locally Commissioned Services.

### 2.5.1.2 Opening Hours

Pharmacies are required to open for 40 hours per week – these are referred to as core opening hours. However, many choose to open for longer hours – referred to as supplementary opening hours. 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). In addition, these pharmacies may open for even longer hours.

The proposed opening hours for each pharmacy are set out in the initial application, and if the application is granted and the pharmacy subsequently opens then these form the pharmacy's contracted opening hours. The contractor can subsequently apply to change their core opening hours. NHS England will assess the application against the needs of the population of the HWB area as set out in the PNA to determine whether to agree to the change in core hours or not. If a contractor wishes to change their supplementary opening hours they simply notify NHS England of the change, giving at least three months' notice. NHS Choices advertises opening hours to the public ([www.nhs.uk](http://www.nhs.uk)). Community pharmacies produce their own information leaflets detailing opening hours, which are available from individual pharmacies.

### **2.5.1.3 Distance Selling Pharmacies**

Online pharmacies, internet pharmacies, or mail order pharmacies are pharmacies that operate over the internet and send orders to customers through the mail or shipping companies. The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 detail a number of conditions for distance selling pharmacies. In summary, they:

- must provide the full range of essential services during opening hours to all persons in England presenting prescriptions
- cannot provide essential services face-to-face
- must have a responsible pharmacist in charge of the business at the premises throughout core and supplementary opening hours
- must be registered with the General Pharmaceutical Council.

Patients have the right to access pharmaceutical services from any community pharmacy including those operating online. There are several internet pharmacies based in Buckinghamshire.

### **2.5.2 Pharmaceutical services provided by Dispensing Appliance Contractors (DACs)**

Buckinghamshire has one DAC located in Wooburn Green.

#### **2.5.2.1 Scope of services**

DACs dispense “specified appliances” such as stoma, catheter or incontinence appliances. They provide the following services that fall within the definition of pharmaceutical services:

- dispensing of prescriptions (both electronic and non-electronic), including urgent supply without a prescription
- dispensing of repeatable prescriptions
- home delivery service
- supply of appropriate supplementary items (e.g. disposable wipes and disposal bags)
- provision of expert clinical advice regarding the appliances
- signposting.

Advanced services – DACs may choose whether to provide these services or not. If they do choose to provide them then they must meet certain requirements and must be fully compliant with their terms of service and the clinical governance requirements. They are:

- stoma appliance customisation
- appliance use review.

### **2.5.2.2 DAC opening hours**

DACs are required to open at least 30 hours per week and these are referred to as core opening hours. They may choose to open for longer and these hours are referred to as supplementary opening hours.

### **2.5.3 Pharmaceutical services provided by doctors**

The 2013 regulations allow doctors to dispense to eligible patients registered at their practice in certain circumstances. In summary, this is where access is restricted or a patient is resident in an area that is rural in character, at a distance of more than one mile from pharmacy premises (excluding any distance selling premises). Doctors must be approved by NHS England (or its predecessor organisations) to have the right to dispense to their patients. Buckinghamshire has a number of rural areas which have pharmaceutical services provided by dispensing doctors.

### **2.5.4 Local Pharmaceutical Services (LPS)**

Local pharmaceutical services (LPS) contracts allow NHS England to commission services, from a pharmacy, which are tailored to specific local requirements. LPS complements the national contractual arrangements but is an important local commissioning tool in its own right. LPS provides flexibility to include within a contract a broader or narrower range of services (including services not traditionally associated with pharmacy) than is possible under national contractual arrangements. For the purposes of the PNA the definition of pharmaceutical services includes LPS.

Essential small pharmacies (ESPs) are contracted under the LPS provisions. These are pharmacies that are supported by a modest guaranteed payment to ensure they remain viable because they are located in areas that could not otherwise support a comprehensive pharmacy service.

Buckinghamshire has two essential small pharmacies (ESP). This type of contract will expire nationally by March 2015, at which time the pharmacies can choose to join the standard pharmaceutical list or close. The intentions of the pharmacies are not currently known.

### **2.5.5 Prison Pharmacies**

Buckinghamshire has three prisons: HMP Aylesbury Young Offenders, HMP Grendon Underwood and HMP Springhill. The scope of the PNA does not cover these pharmaceutical services.

### **2.5.6 Locally commissioned services**

Buckinghamshire County Council and the two Buckinghamshire CCGs may also commission services from pharmacies and DACs. However, these services fall outside the definition of pharmaceutical services. For the purposes of this document they are referred to as locally commissioned services. They have been included insofar as they affect the need for

pharmaceutical services, or where the further provision of these services would secure improvements or better access to pharmaceutical services.

There are currently five such services commissioned from community pharmacies by Buckinghamshire County Council. These services include:

- Stop Smoking Support
- Supervised Consumption
- Needle Exchange Service
- Emergency Hormonal Contraception
- Chlamydia Screening.

### 3. How the assessment was undertaken

#### 3.1 PNA steering group

The HWB established a PNA steering group whose purpose was to ensure that the HWB develops a robust PNA that complies with the 2013 regulations and the needs of the local population. The membership of the steering group ensured all the main stakeholders were represented.

Buckinghamshire HWB steering group held joint procedure and direction steering group meetings with the Oxfordshire HWB steering group until September 2014, at which point each PNA was reviewed by the separate steering groups.

Members of the Buckinghamshire steering group included the key stakeholders responsible for the commissioning and provision of pharmaceutical services in Buckinghamshire. A full list of members is at appendix A. Primary Care Commissioning (PCC) was appointed following a competitive process to draft the PNA on behalf of the HWB, working closely with the steering group. NHS South West Commissioning Support Unit (SWCSU) was engaged to provide the geographical maps.

#### 3.2 Data analysis and mapping

The needs analysis for Buckinghamshire is considered at both county level and locality level. The localities are defined according to their health needs and described in more detail in section 7. Where possible, the data is drawn from Lower Super Output Area (LSOA) level, which has a population basis of around 1,500. Maps were drawn up indicating location of pharmacies in relation to demography and access, measured by driving and walking.

In order to assess the provision against the needs of the population, the PNA has considered the distribution of pharmacies, the provision of dispensing services and their opening hours. The 2008 White Paper, Pharmacy in England: Building on strengths – delivering the future<sup>7</sup>, states that it is a strength of the current system that community pharmacies are easily accessible, and that 99% of the population, including those living in the most deprived areas, can get to a pharmacy within 20 minutes by car and 96% by walking or using public transport. For the purposes of the PNA, reasonable distance is identical to the White Paper and taken as:

- average walking speeds (2.5 miles per hour / 4 km per hour)
- government statutory walking distance for schools (eight years and younger)
- access to public transport during working hours and off-peak times
- access to private transport.

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<sup>7</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/228858/7341.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/228858/7341.pdf) Accessed 13th July 2014

The index to all maps can be found at appendix B. These provide a brief analysis considered by the HWB in considering the statutory requirements. Any reference to a map by number throughout this PNA is a reference to a map in that appendix. In addition, there is a statutory requirement to provide a map of the premises providing pharmaceutical services. This is map 1.

If a gap was identified, other health services were considered e.g. dispensing practices. Finally, services available to Buckinghamshire residents that are provided in neighbouring health and wellbeing board areas were considered before a conclusion of a gap in service was determined.

### 3.3 Contractor questionnaire

An online contractor questionnaire was undertaken during the development of the PNA using PharmOutcomes®, a specialist database used by pharmacies. The contractor questionnaire provided an opportunity to validate the information provided by NHS England in respect of the hours and services provided. It also provided the opportunity to engage contractors in the process of developing the PNA. Where information provided by the contractor differed to that held by NHS England this was highlighted to NHS England for resolution.

The questionnaire was issued to 93 pharmacies and one DAC in Buckinghamshire HWB area and ran until 13 November 2014. This resulted in 54 responses (57%), with the majority responding positively as to whether they dispense appliances as follows:

<b>Dispense appliances:</b>	<b>Total</b>
Yes - All types, or	40 (74.1%)
Yes, excluding stoma appliances, or	7 (13%)
Yes, excluding incontinence appliances, or	0 (0%)
Yes, excluding stoma and incontinence appliances, or	0 (0%)
Yes, just dressings, or	5 (9.3%)
None	2 (3.7%)
Other	0 (0%)

#### **Non-NHS services**

Of the pharmacies that completed the questionnaire:

- All but one pharmacy provides a prescription collection service
- 78% provide a free delivery service (criteria may apply)
- Two pharmacies also have a chargeable delivery service

Pharmacies have staff that speak a number of languages, other than English, these include: Urdu, Punjabi, Spanish, French, Polish, Gujarati, Hindi, Finnish, Swahili, Malaysian, Italian, Bengali, Cantonese, Russian and Kazak

**Premises:** When asked if the premises had a consultation area, the table below shows the responses, with the majority (96%) of respondents having an enclosed room:

On site consultation	Total
Available (including wheelchair access) on the premises	37 (68.5%)
Available (without wheelchair access) on premises	13 (24.1%)
Planned within next 12 months	0 (0%)
No consultation area available	2 (3.7%)
Other	2 (3.7%)

**Advanced services:** Pharmacies confirmed which services they currently provide and if they intended to provide them in the near future.

The majority of pharmacies either provide or soon will be able to provide the MUR and NMS services. Stoma customisation services and AURs are also provided but to lesser extent being specialised services. The response levels are shown below:

Advanced service	MUR	NMS	AUR	Stoma
Yes	49 (90.7%)	48 (88.9%)	7 (13%)	5 (9.3%)
Soon	2 (3.7%)	3 (5.6%)	9 (16.7%)	2 (3.7%)
No	3 (5.6%)	3 (5.6%)	38 (70.4%)	47 (87%)

**Enhanced and locally commissioned services:** Pharmacies confirmed which services they currently provide and gave expressions of interest in proving new services.

Where no service is currently provided, expressions of interest from pharmacies were received to provide a minor ailments scheme (76%), supplementary prescribing (35%), anti-coagulant monitoring (46%), a phlebotomy service (35%), schools service (44%), independent prescribing service (41%), alcohol service (52%), cholesterol service (54%) and childhood vaccinations (44%).

The following services were identified as provided or pharmacies were willing to provide as either enhanced services (commissioned by NHS England) or locally commissioned services (Local Authority or CCG) by the number of pharmacies indicated:



<b>Service</b>	<b>Providing</b>	<b>Willing to Provide</b>
Supervised Administration	31	17
Needle and Syringe Exchange Service	8	21
Sharps disposal service	5	22
Gluten free food supplies	6	28
On Demand Availability of Specialist Drugs Service	8	28
Smoking Cessation Counselling Service	41	14
Chronic heart disease (CHD)	4	28
NRT voucher service	26	19
Parkinson's disease service	6	23
Dementia/ Alzheimer service	3	28
Depression	5	25
Epilepsy service	6	23
Allergy testing	7	28
Hypertension	9	28
Heart failure service	6	23
Anti-viral distribution service	4	30
NHS Health Checks	9	34
Blood pressure monitoring	26	30
Asthma & COPD	10	31
Care Home Service	12	29
Obesity management (adults and children)	6	30
MUR Plus/Medicines Optimisation Service	8	30
Out of hours services	4	20
Emergency Hormonal Contraception Service	22	18
Contraceptive Service	11	27
Chlamydia testing service	19	20
Chlamydia treatment service	11	25
Palliative Care Service	8	28
Patient Group Direction Service	20	31

### **IT facilities**

IT facilities available to staff are variable; however all have full or restricted access to the internet. The majority are able to use documents in Word, Excel or PDF formatted documents.

The following responses were received in seeking to establish whether the pharmacy was electronic prescription service (EPS) enabled:

<b>EPS 2 enabled</b>	<b>Total</b>
Release 1 enabled	28 (51.9%)
Release 2 enabled	52 (96.3%)
Intending to become release 1 enabled within the next 12 months	0 (0%)
Intending to become release 2 enabled within the next 12 months	1 (1.9%)
No plans for EPS at present	1 (1.9%)

### **3.4 Patient and public engagement**

As part of the PNA development process, a survey was undertaken to seek local opinion regarding the current provision of pharmaceutical services and give users of these services the opportunity to comment on any additional services they would like to see delivered by pharmacies.

The survey was promoted through BCC publications including the MyBucks E-newsletter (which has a subscription of approximately 10,000 including BCC employees), the BCC and CCG websites, Healthwatch Bucks website and eNewsletter, Facebook and Twitter social media. Electronic information displays in GP practices, posters in pharmacies, Patient and Public Involvement groups for local GP Practices were utilised to promote the survey.

The survey remained open until 1 October 2014. The results from the survey, which also identifies the questions asked, is at Appendix F. There were 338 responses with a 60/40 split of female to male respondents. Fifty one per cent identified as over 65 and 58% as retired (and therefore do not pay for prescriptions), and 89% as White British. A large portion of respondents identified as mobile and not restricted to their home and as able to access the internet (98%). Respondents were also provided with an opportunity to answer some questions in free text form, which the HWB have considered. There are both positive and negative comments about some local pharmacies; however, these are operational matters such as politeness, waiting times and other matters which, while important, are not issues that may be dealt with in this PNA. Each pharmacy will undertake its own patient survey on a regular basis to inform such considerations. Pharmacies publish these in the pharmacy, as a leaflet or poster, on their website or on the pharmacy's NHS Choice profile.

In addition, the NHS Choices website ([www.nhs.uk](http://www.nhs.uk)) provides patients with the opportunity to comment on and rate almost any NHS service, including pharmacies.

### **3.5 Equality Impact Screening**

Buckinghamshire County Council (BCC) uses equality impact assessments (EIA) to ensure that all the protected characteristics are considered when key decisions are made.

It is a two-stage process – a short initial assessment for relevance to equality duty and a fuller impact assessment where this is identified as being required. This approach allows BCC to consider equality issues where it is relevant to do so. The process is systematic, proactive and explicit to ensure the equalities issues of all communities are addressed in BCC's day-to-day activity.

The EIA for the PNA is in appendix M.

### **3.6 Formal consultation**

The formal consultation gives both stakeholders and the public further opportunity to contribute to the PNA. It will last a period of at least 60 days, ending 23 December 2014, and will be run in

accordance with the 2013 Regulations. The statutory consultees were written to regarding the consultation, provided with a link to the council's website where the draft PNA was published and invited to respond online. Paper copies were made available to those unable to access online. In addition, the HWB wrote to other patient, consumer and community groups in Buckinghamshire with an interest in the provision of pharmaceutical services to inform them of the public consultation.

A report of the consultation, including any changes to the PNA, was produced before the final PNA and is included at appendix L.

### **3.7 Data Sources Used**

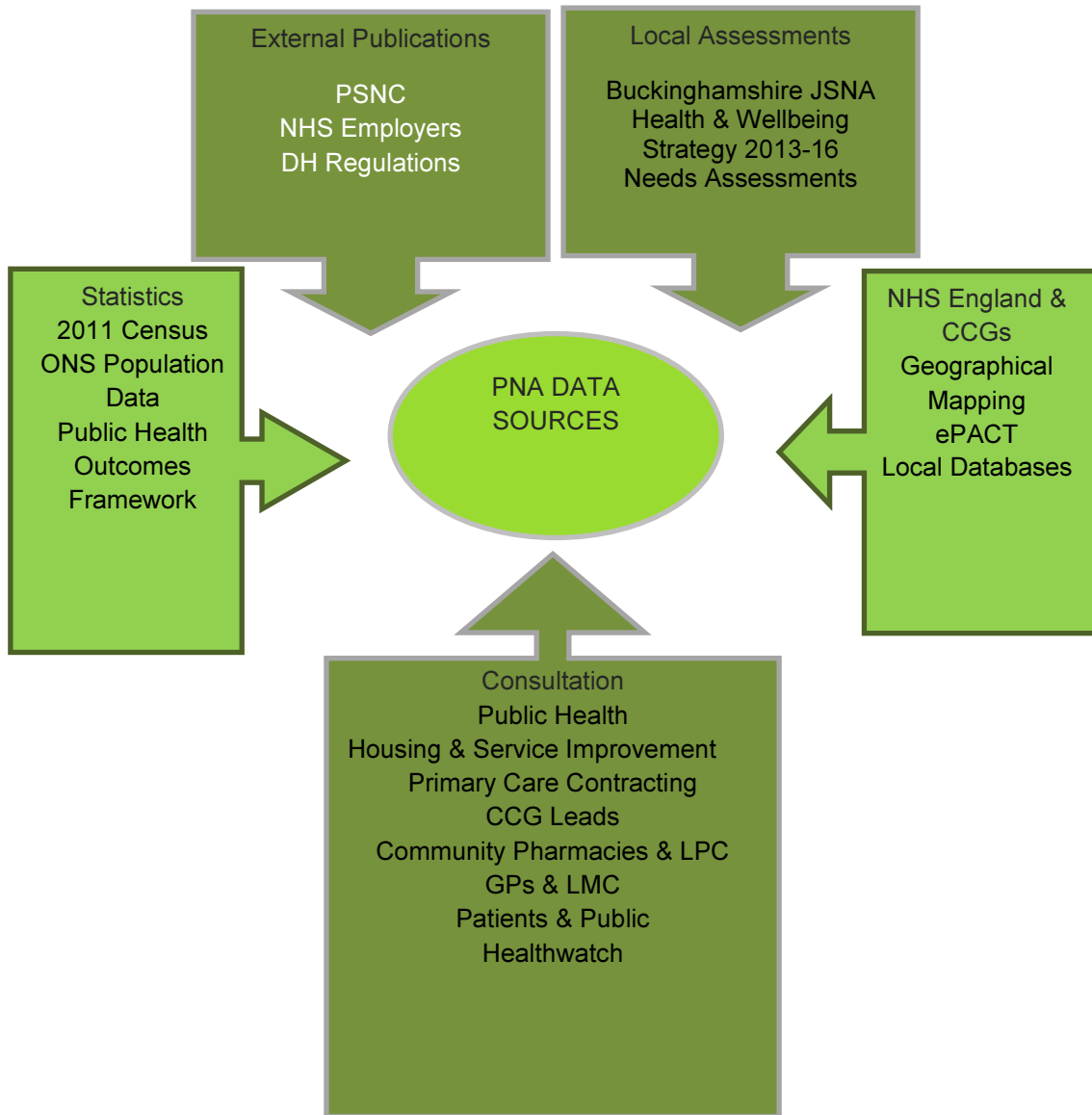
It is intended that the preparation of the PNA should take account of the JSNA and other relevant strategies in order to prevent duplication of work and multiple consultations with health groups, patients and the public. As part of its role in improving the health and wellbeing of its residents, Buckinghamshire County Council has conducted significant needs and health assessment work, including the JSNA and Health and Wellbeing Strategy. The PNA draws on these and other complementary data sources.

In addition, information was gathered from NHS England and local CCGs including:

- services provided to residents of the HWB's area, whether provided from within or outside the HWB area
- changes to current service provision
- future commissioning intentions
- known housing developments within the lifetime of the PNA
- any other developments which may affect the need for pharmaceutical service.

This is summarised at Figure 1.

Figure 1: Data sources used to inform the Buckinghamshire PNA.



## 4. Buckinghamshire HWB Area

Analysis in this section has been sourced from Buckinghamshire's Joint Strategic Needs Assessment, as well as the Director of Public Health's report for 2012-13.

### 4.1 Buckinghamshire Overview

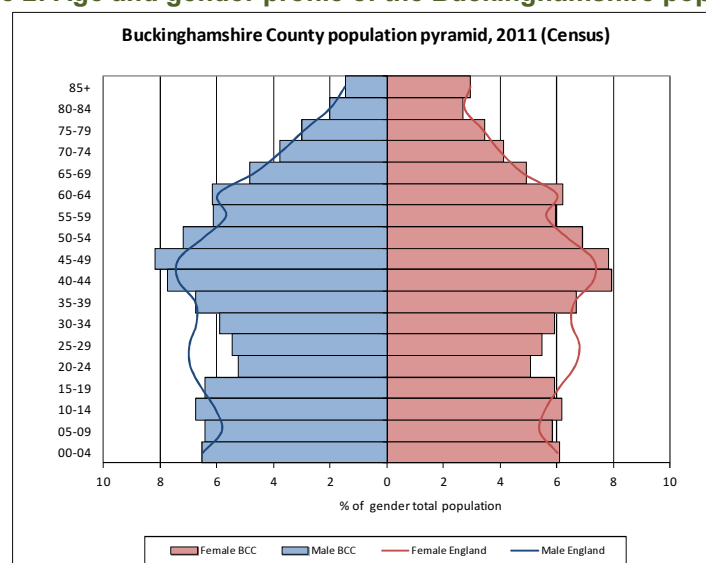
Buckinghamshire residents generally enjoy good health and wellbeing. Most people can expect to live a long life, achieve well and have access to good-quality employment. However, there is still an unnecessary burden of preventable illness that is increasing, and not all groups enjoy the same achievement and health as the majority of Buckinghamshire residents. A comprehensive approach to prevention is needed to ensure that illness rates do not rise as our population ages, especially as unhealthy behaviours are common. In addition, the economic downturn may impact on mental health and people's ability to live healthy lives. Health and social care services also need to adapt to meet the needs of increased numbers of older people and those with long-term conditions.

For the purpose of the PNA, Buckinghamshire is divided into eight localities, each with slightly differing health needs. Each locality is considered separately in addition to the overall picture for Buckinghamshire.

### 4.2 Demographics of the population of Buckinghamshire

The county of Buckinghamshire has a population of 505,300 people as recorded by the 2011 census and there are around 200,000 households. As indicated in figure 2, the gender split for the county is similar to national and regional averages, with 50.9% females and 49.1% males. The age profile for the county is also similar to the national average at most ages. The largest difference is among those aged in their 20s, with lower proportions in these age groups compared to nationally. People aged over 65 account for 16.7% of Buckinghamshire's population, compared to 16.3% in England.

**Figure 2: Age and gender profile of the Buckinghamshire population**



Map 4 shows the population density of Buckinghamshire in relation to pharmaceutical services. This is analysed in more detail in section 7. Additional maps (4a to 4c) show the population aged 65 plus by number, density and as a percentage of total population.

#### **4.2.1 Ethnicity**

At the time of the 2011 census, 13.6% of the Buckinghamshire population (68,600 people) came from a non-white ethnic background, increasing from 7.9% in 2001. The white ethnic group was 86.4%, compared to 85.4% in England. The Asian/Asian British ethnic group was 8.6%, while 2.4% were from a mixed/multiple ethnic group, and 2.1% were from a Black/Black British ethnic group. The number of people from a non-white ethnic background living in Buckinghamshire has increased from 37,691 people in 2001 to 68,613 people in 2011 (82% total increase).

The proportion of people from a non-white ethnic background varies by district. Almost one in five (19%) of people living in Wycombe in 2011 were from a non-white ethnic background, compared to 16% in South Bucks, 10% in Aylesbury Vale and 9% in Chiltern. Just under half of the Buckinghamshire non-white ethnic group population lives in the Wycombe district (47% – 32,167 people). Map 6 shows the black and minority ethnic (BME) population of Buckinghamshire by ward level area in relation to pharmaceutical services.

#### **4.2.2 Life expectancy**

Life expectancy continues to steadily increase in Buckinghamshire and remains significantly higher than the national average for men and women. People who have reached the age of 16 in Buckinghamshire can expect to live to 70.1 years free from disability, compared to the England average in 2007-09 of 65.6 years.

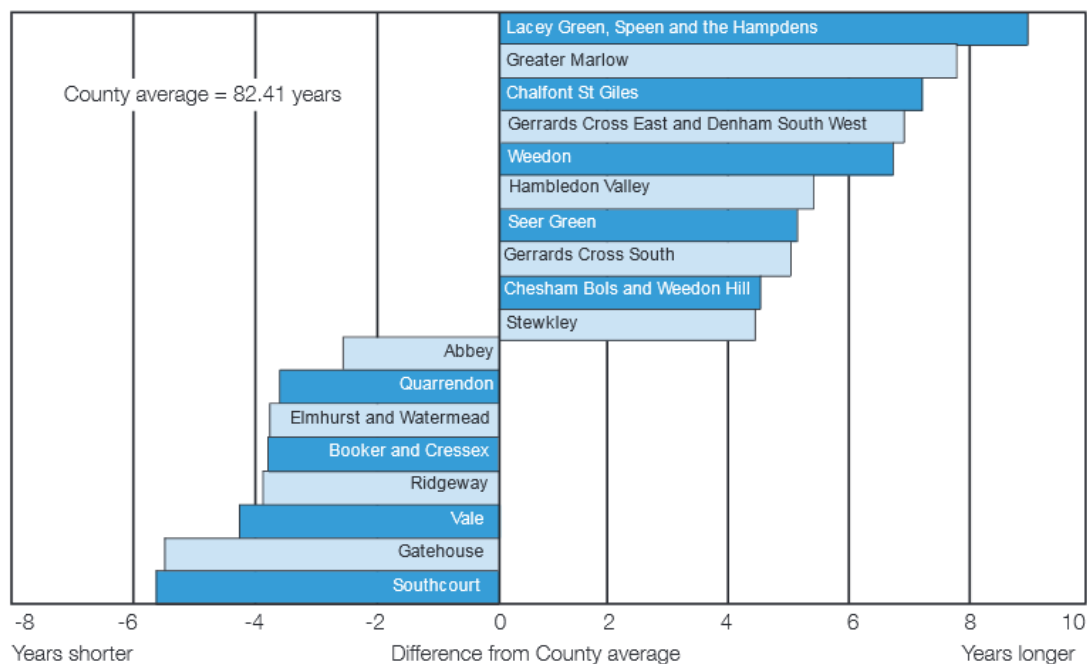
Residents of the most deprived parts of Buckinghamshire have lower life expectancy, and the difference is greater for men. There is more than 14 years of difference in life expectancy between the district council electoral wards with the longest and the shortest life expectancy, as indicated in figure 3.

Male life expectancy in Buckinghamshire is currently 80.5 years (compared to 78.6 years in England), and increased 2.5 years between 2001-03 and 2008-10. Female life expectancy in Buckinghamshire is 84.0 years (compared to 82.6 years in England), and increased 2.1 years over the same period.

The main causes of death in Buckinghamshire are from cardiovascular disease (heart attacks and strokes) at 31% and cancers at 30%.

Buckinghamshire has an ageing population and a greater proportion of the population will be aged 65+ and 85+ in the future. These increased numbers of older people will need tailored support to help them live as independently as possible, for as long as possible.

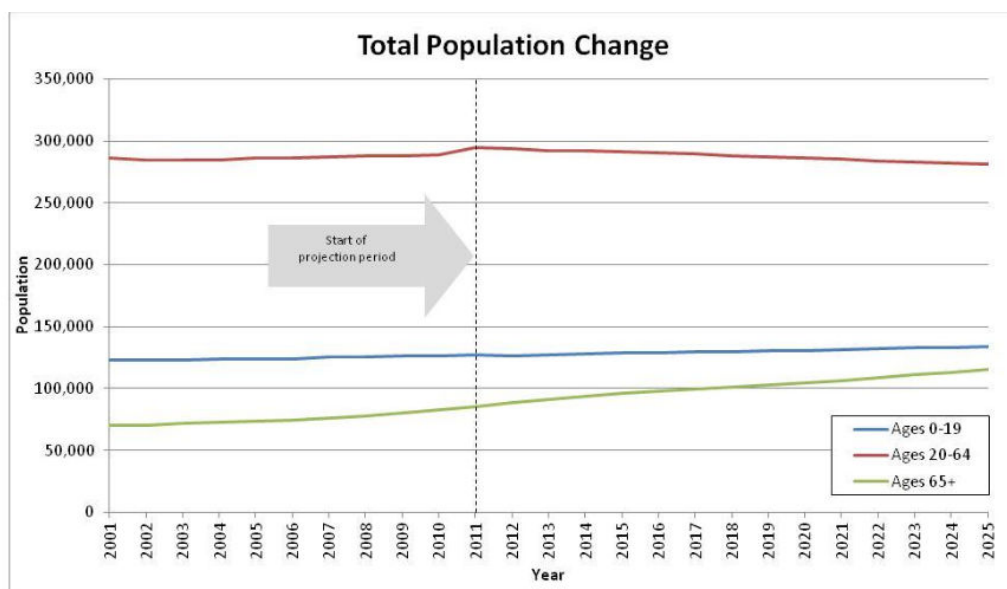
**Figure 3: Difference in life expectancy 2007 – 2011 in Buckinghamshire by ward**



### 4.2.3 Older People

Improvements in health mean that people are living longer than ever before. This is rightly a cause for celebration. As indicated in figure 4, there were more than 84,000 people aged over 65 years in Buckinghamshire in 2011, of whom more than 11,000 were aged over 85 years. The 65+ population is projected to grow by more than a third (36%) by 2025, while the 85+ population is projected to increase by 84% over the same period.

**Figure 4: Total Population Change in Buckinghamshire for all ages between 2001 and 2015**



Source: 2001 to 2011 ONS mid-year population estimates and 2012 to 2025 provisional population projections (Dec 2012)

Falls and the fear of falling can seriously impact on health and quality of life. It is estimated that a third of people aged over 65 fall every year. Admission rates to hospital for falls in Buckinghamshire are rising in line with national trends, although the admissions rate is significantly lower than the national average. Those aged over 80 account for a relatively large proportion of fall-related admissions.

Depression is the most common mental health problem among older people.

Dementia mainly affects older people. It affects one in 14 people over the age of 65 and one in six over the age of 80. In Buckinghamshire, it is estimated that in 2012 there were 6,549 people with dementia – 6,282 people aged over 65 with dementia and 267 people with early-onset dementia. This number is predicted to rise to 8,454 by 2020. Many people in Buckinghamshire are living without a formal diagnosis or help in relation to their dementia. It is estimated that just 39.7% of people with dementia in Buckinghamshire have been diagnosed.

#### 4.2.4 Healthy lifestyles

Increasing the numbers with healthier lifestyles would have a major impact on the health and wellbeing of people living in Buckinghamshire.

Lifestyle risk factors vary between ethnic groups and socio-economic groups. Smoking rates are generally lower in minority ethnic groups (although rates are higher for some groups such as Pakistani males). Most minority ethnic groups have lower rates of alcohol drinking than people from white backgrounds. Many adults from minority ethnic groups have healthier eating patterns than the white population, but unhealthy diets and low levels of physical activity can be more common among those of South Asian origin.

- Regular **physical activity** is important throughout life. It prevents many health conditions, can be a core part of treatment, help maintain independence and promotes mental health. One in four adults are completely inactive and 43% of people are not sufficiently active to benefit their health. Physical inactivity costs the NHS in Buckinghamshire £6.4m per year.
- **Smoking** is the single greatest cause of preventable illness and early deaths. Almost one in seven adults in Buckinghamshire smokes, with higher levels in more deprived areas. Preventing uptake of smoking among young people is key to reducing levels in the long term.
- Drinking **alcohol** above recommended levels increases the risk of a range of physical and mental health conditions, can affect relationships and is linked to violent crime. Alcohol consumption levels among young people in Buckinghamshire are similar to national levels. Alcohol-related hospital admission levels in those aged under 18 are significantly lower. However, more than a fifth of adults in Buckinghamshire drink alcohol at levels that are a risk to their health.



- **Diet** is inextricably linked to health. Only three out of 10 people in Buckinghamshire eat the recommended five fruits and vegetables a day.
- **Obesity** is one of the most important preventable challenges to health and wellbeing. The life expectancy of obese adults is on average nine years shorter, and is reduced by three years for those who are overweight. Six out of 10 adults in Buckinghamshire are estimated to be overweight or obese, with more than a fifth of people obese.
- Dependent **drug users** are vulnerable to poor health. Their employability declines, their families are affected and they may neglect their children. Their communities are often affected by crime and drug litter. Drug misuse in Buckinghamshire is lower than national levels.
- Poor **sexual health** has a real impact on quality of life. Sexually transmitted infections that are not treated can lead to serious later consequences. Rates for all common sexually transmitted infections for Buckinghamshire are lower than for England. Chlamydia is the commonest sexually transmitted infection in Buckinghamshire; 772 young people aged 15-24 tested positive for chlamydia in 2011 (7.2% of those tested), which is in line with national levels. There are 366 people living with HIV in Buckinghamshire and numbers have tripled over the last 10 years. Access to contraceptive services is crucial to reducing unintended pregnancies.
- **Flu immunisation** rates are similar to the national average, but improvement in uptake is needed in at-risk groups and pregnant women. Just under half (49%) of people in risk groups aged under 65 were immunised, well below the 60% target. Just over a quarter of pregnant women (28.7%) were immunised in 2011/12, similar to national levels. This proportion increased to 40.8% in 2012/13 (compared to 40.3% in England), well below the 70% target.

#### 4.2.5 Prevalence of long-term conditions

Long-term conditions (LTC) are common and can be managed but often not cured. Common examples include heart disease, stroke, cancer, diabetes and arthritis. Around 68,000 people in Buckinghamshire reported a limiting long-term illness or disability, according to the 2011 Census. LTCs are more common in more disadvantaged communities and happen earlier in life for these communities. Certain ethnic groups are at increased risk of some long-term conditions. People from South Asian backgrounds, for example, are at higher risk of heart disease, strokes and diabetes.

The prevalence of LTCs is increasing over time and is projected to increase further due to our ageing population and adverse trends in lifestyle risk factors and obesity.

A third of visits to GPs and a fifth of all acute hospital admissions are related to long-term neurological conditions, including stroke, multiple sclerosis, epilepsy and Parkinson's disease. Numbers are also projected to increase with the ageing population.

More than 15,500 people in Buckinghamshire (3.0% of the population) are known to have coronary heart disease (heart attack or angina), compared to 3.4% nationally. Records show 8,100 people (1.6% of the population) have had a stroke or transient ischaemic attack, compared to 1.7% nationally.

More than 1,000 more people each year have been diagnosed with diabetes between 2008 and 2012. If obesity levels continue to rise, an estimated 10% of people aged 16+ will have diabetes by 2030.

Almost 9,500 people have been diagnosed with cancer (1.9% of the population) compared to 1.8% nationally.

#### **4.2.6 People with learning disabilities**

People with a learning disability (LD) can and do lead happy and fulfilled lives. However, they are often treated as 'different' and as a consequence are subjected to discrimination, disadvantage and have fewer life-fulfilling and economic opportunities. They also have significantly poorer health than the rest of the population, with an average life expectancy of just 55 years. The numbers of people with profound and multiple LD in Buckinghamshire are projected to increase 40% by 2031. This increase will lead to even greater demand and pressure on Adult Social Care budgets and resources to support these people appropriately.

#### **4.2.7 Mental Health and Wellbeing**

Buckinghamshire residents have better mental wellbeing than the national average, with one of the lowest mental health hospital admission rates in the country for people of all ages (2009-12). Many people are affected by mental health problems – one in four British adults may experience a mental health problem in the course of a year. Common mental health problems include anxiety, depression, phobias, obsessive-compulsive disorders and panic disorders.

Around a third of people with a long-term condition may also have a mental health problem, such as depression or anxiety. Depression is widely acknowledged to be the most common mental health problem among older people. Nationally, for people aged 85 years and over, levels of depressive symptoms were 40% for men and 43% for women.

The number of people in Buckinghamshire who have a severe mental illness recorded by their general practice was 3,305 (0.63% of the total population) in March 2012, lower than the national average of 0.82%. Prevalence was higher in the most deprived quintile (0.86%), compared to the least deprived quintile (0.50%).

In Buckinghamshire, an estimated 40,530 people aged 16-64 had a mental health problem at any one time in 2011 (12.7% of the 16-64 population), compared to an estimated 15.0% in the South East and 16.6% nationally.

## 4.2.8 Deprivation

Buckinghamshire is the 8th least deprived of the 149 local authorities in England. However, 18,800 people in Buckinghamshire live in areas that are within the 30% most deprived in England (2010). Map 13 shows the levels of deprivation across Buckinghamshire as measured by the index of multiple deprivations. Around 100,000 people live in the red zones identified on the map, the most deprived areas in Buckinghamshire. People living in these red zones have worse health and wellbeing at all ages, compared to the Buckinghamshire average. The map shows that the red zones are mainly in the urban areas of Buckinghamshire.

## 4.2.9 Wider determinants of Health & Wellbeing

The wider determinants of health and wellbeing include education, employment, housing, income, social networks and the environments in which people live and work. These factors are strong predictors of health and wellbeing in their own right, but they can also impact on the lifestyle choices people make.

### 4.2.9.1 Housing and housing growth

The quality of housing impacts on health. Some housing in Buckinghamshire needs adapting to improve conditions and reduce risks from cold, fire or falls. The demand for social housing significantly exceeds availability. Although applications for homelessness assistance in Buckinghamshire are lower than the national average, there are increasing pressures on homelessness services arising from the wider economic downturn and the impact of issues such as welfare reform.

The principal location for new planned housing will be Aylesbury. There are also plans for significant growth in Buckingham, Winslow and Stoke Hammond. At 31 March 2014, some 3,717 new homes were projected to be built in Aylesbury between 2014 and 2019. A further 765 new homes (13%) are at sites of five dwellings and above in Buckingham. Some 254 new homes (4%) will be at Winslow. Excluding the Stoke Hammond site in the table, some 765 new homes (14%) will be in other settlements across the district. Table 1 below shows the estimated increase in housing stock across Buckinghamshire by district from 2012 to 2017-18. Table 2 identifies the sites and size of the developments in the Aylesbury Vale district, where the majority of new housing is planned.

**Table 1: Estimated increase in housing stock across Buckinghamshire by district from 2012 to 2017-18**

District	Total Housing Stock 2012	Based on current construction, planning consents & deliverable sites						% PA Increase on 2012 Stock	
		Actual 2012-13	2013-14	2014-15	2015-16	2016-17	2017-18		
Aylesbury Vale	72990	934	990	1312	1252	1603	1609	7700	1.76
Chiltern	38460	309	140	125	185	221	154	1134	0.49
South Bucks	27840	226	135	134	134	133	133	895	0.54
Wycombe	70600	223	456	461	421	630	656	2847	0.67
<b>Buckinghamshire Total</b>	<b>209890</b>	<b>1692</b>	<b>1721</b>	<b>2032</b>	<b>1992</b>	<b>2587</b>	<b>2552</b>	<b>12576</b>	<b>1.00</b>

**Table 2: Agreed planned housing growth for Aylesbury Vale District**

Site	Total Dwellings	2014-2019 Dwellings
Berryfields, Aylesbury	3,000	1,610
Land East of Aylesbury	2,450	530
Weedon Hill, Aylesbury	1,037	105
South of A421, Buckingham	700	500
Gatehouse Road, Aylesbury	370	217
Newton Leys, Stoke Hammond	350	321
Berryfields House, Aylesbury	235	235
Furze Lane, Winslow	250	150
Verney Road, Winslow	218	104

#### 4.2.9.2 Domestic Violence

Nationally, one in four women will be affected by an abusive relationship at some point in their lives after the age of 16. Domestic violence and abuse has a major impact on the health of victims. Women who experience domestic abuse present more frequently to health services and require wide-ranging physical and mental health interventions.

More than 6,070 cases of domestic violence and abuse were reported to the police in 2011/12 in Buckinghamshire and it is estimated that more than 16,500 women and girls aged 16-59 in Buckinghamshire have been a victim in the last year.

It is estimated that domestic violence and abuse costs Buckinghamshire £53m a year, of which £13m is attributable to health service costs.

## 5. How pharmaceutical services can meet population needs

Every year in England, 438 million visits are made to community pharmacies for health-related reasons. This is more than any other NHS care setting<sup>8</sup>. Community pharmacies are accessible and well placed to deliver a range of services that collectively contribute to tackling health inequalities and improving the health status of the local population. They provide a convenient and less formal environment for people to access readily available professional advice and support to deal with everyday health concerns and problems.

### 5.1 Dispensing

Everyone will at some stage require prescriptions to be dispensed. This may be for a one-off course of antibiotics, but it could also be for medication that they will need to take, or an appliance that they will need to use, for the rest of their life in order to manage a long-term condition. This health need can only be met within primary care by pharmaceutical services provided by pharmacies, DACs or dispensing doctors. Coupled with this is the safe collection and disposal of unwanted or out-of-date dispensed drugs. Both NHS England and pharmacies have a duty to ensure that people living at home, in a children's home or in a residential care home can return unwanted or out-of-date dispensed drugs for their safe disposal.

The Contractual Framework for Pharmacies requires pharmacies to have monitoring arrangements in respect of compliance with the Disability Discrimination Act 1995 in place (in terms of facilities and patient assessments), so pharmacies that do not have wheelchair access have another means to ensure access.

Pharmacies can provide a variety of aids and advice to patients to support them in making it easier to take medications, including community dosage systems that help patients remember which medicines to take and when. Pharmacies, rather than GPs, assess patients for suitability of these systems. Other assistance and support may be provided by the provision of memory cards, easy-open tops or packaging and sampling printing in a large or coloured font.

Distance selling pharmacies are required to deliver all dispensed items and this will clearly be of benefit to people who are unable to access a pharmacy.

### 5.2 Addressing unhealthy lifestyles

When patients present with a prescription, and are at risk of diabetes, coronary heart disease (especially those with high blood pressure), smoke or are overweight, the pharmacy is required to give appropriate advice with the aim of increasing their knowledge and understanding of the health issues which are relevant to that person's circumstances.

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<sup>8</sup> NHS England - Improving Health and Patient Care through Community Pharmacy December 2013

Pharmacies are required to participate in up to six public health campaigns each calendar year by promoting public health messages to users. The topics for these campaigns are selected by NHS England and should reflect local need and the HWB priorities.

### **5.3 Supporting families with multiple problems**

All pharmacies are required, as part of their system of clinical governance, to have appropriate safeguarding procedures for service users. Contractors are responsible for ensuring that relevant staff who provide pharmaceutical services to children and vulnerable adults are aware of the safeguarding guidance and the local safeguarding arrangements. This includes the reporting of concerns so that staff are alert to and act on indications that a child or vulnerable adult may be being abused, or at risk of abuse or neglect. Victims of abuse, neglect or violence may approach pharmacies on a high street for advice, regarding injuries rather than seek direct help. Frequent purchases of particular medications can also be signs of safeguarding issues.

Similarly, pharmacies are well placed to support patients with low incomes and eligible for free prescriptions through signposting to relevant social care and financial support services.

### **5.4 Supporting emotional and mental wellbeing**

As the first point of contact for many patients, pharmacies can contribute to patients' emotional and mental wellbeing by providing accessible and comprehensive information and advice to patients and carers about what help and support is available to them. For example, they are well placed to signpost patients and carers to support networks, other healthcare professionals and third sector services.

## 6. Pharmaceutical Services in Buckinghamshire

Necessary services, for the purposes of this PNA, are defined as:

- access to essential services provided at all premises on the pharmaceutical list
- essential services provided by pharmacies and DACs during standard 40 core hours in line with their terms of service as set out in the 2013 regulations
- advanced services.

### 6.1 Access to services

There are 113 dispensing contractors in Buckinghamshire, 90 of which are community pharmacies. All are accessible and many offer extended opening times. These are often late into the evenings and/or at weekends and five have 100-hour contracts.

For Buckinghamshire residents:

- 72% of patients live within 1.6km (1 mile) of a pharmacy
- 85.3% are within five minutes average driving time of a pharmacy and 99.5% of the population within 15 minutes driving time
- approximately 42% of residents are able to access a pharmacy within 10 minutes by using public transport (morning or afternoon)
- 55.9% are within a 20-minute walk of a pharmacy.

There is a statutory requirement to provide a map of the premises providing pharmaceutical services. Map 1 shows the location of all pharmaceutical services within and immediately surrounding the county of Buckinghamshire. Different symbols are used to identify each of the categories: standard pharmacy, 100-hour pharmacy, essential small pharmacy, dispensing appliance contractor and dispensing practices. Buckinghamshire pharmacies are labelled by trading name and index number.

Map 2 shows all pharmaceutical services within 1.6km (1 mile) area as the crow flies around the standard and 100-hour pharmacies.

Map 3 shows the opening hours for the whole of Buckinghamshire pharmaceutical list services. Different symbols (shape and colours) indicate when the services are available, including weekends and evenings.

A detailed analysis of provision of pharmaceutical services is provided by locality in section 7.

## **6.2 Access to MURs**

The majority of community pharmacies (89%) in Buckinghamshire currently provide the MUR service. Further details are provided by locality.

## **6.3 Access to NMS**

The NMS service is provided by over half of the pharmacies in Buckinghamshire. Additional information is provided by locality.

## **6.4 Access to AURs**

In Buckinghamshire, one contractor provides the AUR service – the DAC in Wooburn.

## **6.5 Access to enhanced services**

From 1 September 2014, Public Health England commissioned the NHS flu service via NHS England for under-65s at risk, pregnant women and carers. NHS flu services are commissioned annually. As of 8 October 2014, 63 community pharmacies in Buckinghamshire are providing the flu vaccination. Pharmacies in adjacent HWB areas such as Oxfordshire and Berkshire are also providing the service. Residents of Buckinghamshire can access the flu vaccination service at any of these pharmacies – a total of 240 locations. Eligible patients who do not have any contra-indications to vaccination will be offered vaccination by a pharmacist at NHS expense.

## **6.6 Locally Commissioned Services**

Since 1 April 2013, Buckinghamshire County Council has been responsible for the commissioning of some public health services and this has impacted on the need for pharmaceutical services. The following public health services are commissioned from pharmacies:

- Stop Smoking Support
- Supervised Consumption
- Needle Exchange Service
- Emergency Hormonal Contraception (EHC) and
- Chlamydia Screening.

### **6.6.1 Stop smoking support**

Buckinghamshire County Council has commissioned a local smoking cessation service from pharmacies as well as other providers such as GPs to support people who are trying to stop smoking. Each pharmacy has its own referral pathway for customers to receive support within their pharmacy and appointments are made for smoking cessation clinics.



Brief interventions are undertaken by all of the pharmacy team members and motivated quitters are then referred for support to a pharmacy advisor. If a patient has complex needs, they can be referred to other specialist services. Pharmacological support such as Nicotine Replacement Therapy (NRT) can be offered to a patient in line with local and national guidelines. Quitters have carbon monoxide checks after their quit date to confirm their smoking status. Alternatively, a pharmacy may supply NRT products to customers who have been provided with a letter of referral issued by a Bucks Smokefree Support Service specialist advisor.

There are currently 54 pharmacies signed up to deliver smoking cessation under the public health contract (2014-17), but only 12 have inputted data and been paid as of 1 October 2014.

## **6.6.2 Supervised Consumption**

Supervised consumption services support clients by ensuring compliance with agreed treatment plans. Medications such as methadone and buprenorphine (Subutex®) can be dispensed in specified instalments, with each dose supervised to ensure it is correctly consumed by the service user for whom it was intended. Doses are dispensed for the client to take away to cover days when the pharmacy is closed.

Pharmacies support clients by:

- optimising compliance with treatment
- liaising with other key workers managing the care of the patient
- providing advice on harm reduction and safer practices to drug misusers
- Signposting customers to the most appropriate support service available.

Supervised consumption aims to reduce the risk to local communities of:

- over or under usage of medicines
- diversion of prescribed medicines onto the illicit drugs market
- vulnerable being put under pressure to relinquish their medication
- accidental exposure to the prescribed medicines.

Pharmacies are supported by the Buckinghamshire drugs and alcohol team in delivering this service.

Appendix H maps the Opiate Client Distribution and Supervised Consumption Pharmacies. The map identifies 31 pharmacies that currently provide the service and a further eight pharmacies that are in the process completing the sign-up process. The pharmacies are well distributed across the county and primarily correspond with the greatest need.

## **6.6.3 Needle Exchange**

Pharmacies provide access to sterile needles, syringes and sharps containers for return of used equipment to promote safe injecting practice and reduce transmission of infections by substance misusers. In addition they provide:

- support and advice, including signposting and referral to other health and social care professionals, plus specialist drug and alcohol treatment services where appropriate.
- health promotion materials
- advice on sexual health and STIs, HIV and hepatitis C transmission and hepatitis B immunisation when appropriate, including signposting to relevant services.

Appendix I maps the Injecting Client Distribution and Needle Exchange Pharmacies. The map identifies seven pharmacies currently providing the service and a further five pharmacies that are in the process of completing the sign-up process. The pharmacies are well distributed across the county and primarily correspond with the greatest need.

#### 6.6.4 Emergency Hormonal Contraception (EHC)

Pharmacies are at the core of provision of sexual health information and advice. It offers anonymity and a range of opening hours that are attractive for some target groups, such as young people. Safer-sex messages are crucial in improving the health of those who are sexually active and pharmacies can contribute to maintaining the reduction in rates of unintended pregnancies and promote an increase in chlamydia diagnosis rates.

Emergency hormonal contraception (EHC) is designed to prevent pregnancy. It is a pill that can be used after unprotected sex, or if the usual method of contraception has failed. Levonelle is the most commonly used form of emergency contraception and to be fully effective must be used within 12 hours of unprotected sex but can be effective for up to 72 hours. EllaOne or the fitting of an Intrauterine Device (IUD) can also both be used up to 120 hours after having unprotected sex by referral to a GP and/or local contraceptive service.

Community pharmacy is able to provide Levonelle free to young women under 19 years of age when participating in the EHC public health service **and** incorporates:

- provision of Emergency Hormonal Contraception and related advice including urgent referral to other services if 72 hours+ but less than five days
- provision of a travel card wallet containing the Buckinghamshire sexual health website information and condoms
- signposting to sexual health services for contraceptive needs and STI screening or other appropriate services
- promotion of chlamydia screening and provision of testing kits.

As of 2014 there are 41 pharmacies that provide the EHC service (Public Health Contract 2014/2017). The service is commissioned by Buckinghamshire County Council.

#### 6.6.5 Chlamydia screening

This service is for the delivery of chlamydia screening to males and females aged 15 to 24 years in pharmacies. The chlamydia screening service ensures that **all** those accessing free emergency hormonal contraception or condoms, picking up contraceptive pills, seeking travel advice and/or

those accessing supervised consumption and/or needle exchange in the pharmacy setting in the relevant age group are routinely offered a testing kit.

The service includes:

- supply of a chlamydia testing kit, including how to use the kit, where to return it and what will happen if the test is positive, plus completing the test on-site wherever possible
- providing generic sexual health information, resource materials and referral to the local website – [www.sexualhealthbucks.nhs.uk](http://www.sexualhealthbucks.nhs.uk).

As of 2014, there are 36 pharmacists providing the chlamydia screening programme (Public Health Contract 2014/17). The service is commissioned by Buckinghamshire County Council.

## **6.7 Access from pharmacies outside Buckinghamshire**

Map 1 shows the location of the pharmacies around the border of the HWB's area.

Patients have a choice of where they access pharmaceutical services. This may be close to their GP practice, their home, their place of work or where they go for shopping, recreation or for other reasons. Consequently, not all the prescriptions written for residents of Buckinghamshire were dispensed by the pharmacies within the county.

Of the total number prescribed in Buckinghamshire, 80% of the items are dispensed within the county and 20% outside the county.

Enhanced or local commissioned services have specific criteria that often restrict the services to their GP registered population. Neither Buckinghamshire CCGs nor Buckinghamshire County Council currently commission local commissioned services from pharmacies outside the area for their resident population.

## 7. Buckinghamshire Localities

### 7.1 Overview

There are seven GP localities within Buckinghamshire. However, Buckinghamshire is divided into eight localities for the purpose of the PNA. As each locality has slightly differing health needs, they are considered separately for the purposes of the PNA.

Chiltern Clinical Commissioning Group is divided into four GP localities – Wycombe, Amersham & Chesham, Wooburn Green and the Southern locality. These localities have been used for the PNA.

Aylesbury Vale (AV) Clinical Commissioning Group is divided into three localities – AV North, AV South and AV Central. Due to the greater health needs within Aylesbury, for the purposes of the PNA, the AV Central has been split into Aylesbury Central (Inner), which broadly covers Aylesbury town centre and Aylesbury Central (Outer), which covers outside Aylesbury, including Wendover, Aston Clinton and Edlesborough.

As identified in Appendix B, Maps 3a through to 3h indicate each locality. These maps identify pharmacies by trading name and index number. Opening hours are shown as a combination of symbol shape (weekday) and colour (weekend). Extended opening hours provided by 100-hour pharmacies are identified, as well as the location of nearby pharmacies outside Buckinghamshire.

In addition, the maps identify the premises from which those on the dispensing doctor list may dispense, which are listed at Appendix E.

Some locations of services are geographically very close to each other and therefore show some overlap of symbols.

Data and analysis for each locality is taken from the CCG GP locality profiles, available on the JSNA webpages.

### 7.2 Principles in assessing gaps in provision

In order to assess the provision of pharmaceutical services against the needs of the population, the HWB considers access (distance, travelling times and opening hours) as the most important factor in determining the extent to which the current provision of pharmaceutical services meets the needs of the population.

The HWB considers the access to pharmacy of primary importance during normal working hours and at times when GP surgeries are open. Where there is no pharmacy but there are GP dispensing premises, the HWB considers the latter to mitigate against any potential gap in need for pharmaceutical services.

For the purposes of the determining whether residents have necessary access and identifying improvements for pharmaceutical services, the HWB determined that services should be available within five miles and a 20-minute drive, due to the rural nature of many of the areas in Buckinghamshire. Using NHS Choices and the AA route planner, settlements with current pharmaceutical services were analysed if they were:

- outside the 1mile (1.6km) buffer of a pharmacy that provided both normal and out-of-hours services
- serviced by a GP dispensing practice without an alternative of a pharmacy in the vicinity.

Where GPs opened before 9am, and local pharmacies opened at 9am, this was determined to meet the standard of necessary access, as few patients would have to wait more than a reasonably short amount of time. In conjunction with the increased number of extended-hours pharmacies in the county, and the custom and practice that pharmacies mirror the opening and closing times of GP surgeries where possible, this was determined appropriate to meet the necessary needs of patients.

Where pharmaceutical services were provided in small settlements by GP dispensing practices alone, during normal working hours (Monday to Friday up to 6pm) the nearest pharmacy was located by NHS Choices. If it was found to be more than five miles away and would take 20 minutes or more to drive to (via AA route planner), then this would be considered an area for greater improvement and better access to pharmaceutical services.

When pharmaceutical services were not available in the close proximity of GP surgeries after 6pm when surgeries are providing core services, the nearest pharmacy that was open was located by NHS Choices (this sometimes identified a pharmacy in another HWB area). If it was found to be more than five miles away and would take 20 minutes or more to drive to (via AA route planner), then this would be considered an area for greater improvement and better access to pharmaceutical services. This principle was repeated for weekend access, including Sundays.

The Buckinghamshire pharmacy access analysis can be found at appendix G.

## 7.3 AV North Locality

### 7.3.1 Overview

This locality contains the towns of Buckingham and Winslow, plus the village of Wing. It has a total registered population of 49,568, which makes it the second smallest population size of all the Buckinghamshire localities. It is serviced by:

- seven pharmacies, one of which is a 100-hour pharmacy
- seven GP surgeries, all of which are dispensing practices.

Map 3a shows the pharmaceutical services in Aylesbury Vale North locality, including the opening hours and trading names of pharmacies and the position of the GP dispensing premises.

Some locations of GP dispensing premises are geographically very close to pharmacies so the maps have multiple services in central Buckingham, Wing and Winslow that are represented by squares overlapped by circles.

The settlements of Steeple Claydon and Whitchurch have GP dispensing premises but no pharmacy. In addition, there are other rural settlements with neither.

### 7.3.2 Population and health of the locality

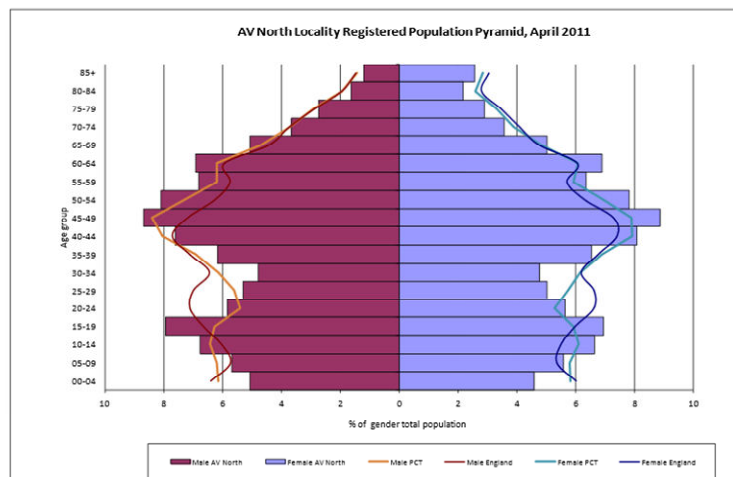
The population of the locality has similar or better health than the Buckinghamshire population as a whole. Emergency admission rates to hospital and attendances at accident and emergency (A&E) are lower than the county average. Early death rates are similar to Buckinghamshire, which itself has some of the lowest death rates in the country.

AV North has a similar age profile to that of Buckinghamshire as a whole, with a higher proportion in the 40-64 age group, and a slightly lower proportion of those aged 65+. A lower proportion of people overall are from a black and minority ethnic group, compared to the county average. The locality is less deprived than the Buckinghamshire average.

The GP locality profiles in the JSNA identify three priorities for the AV North locality:

- cardiovascular disease (mainly heart attacks and strokes)
- falls in older people
- older people's health and wellbeing (including dementia, depression and social isolation).

**Figure 5: Age and gender profile of the population AV North**



### 7.3.3 AV North locality: Pharmaceutical services

#### 7.3.3.1 Current provision – necessary and other relevant services

The residents of AV North locality have seven locations in which to access pharmaceutical services. There are six pharmacies, three of which are owned by national chains (2 chains) and one independent pharmacy contractor (defined as owning five or less pharmacies within England).

All six pharmacies are open either a full or a half-day on Saturdays. However, there is no evening access in the area other than in Buckingham, where there is a 100-hour pharmacy. Registered patients of the GP practices can also access dispensing services from multiple sites.

Residents of Whitchurch and Steeple Claydon are able to access all essential pharmaceutical services at pharmacies just over five miles away and less than a 20-minute drive away in Buckingham and Aylesbury. Residents of Winslow are able to access pharmaceutical services in Buckingham after 6pm during the week and at weekends within the set criteria.

**Advanced services:** All pharmacies in AV North locality provide the MUR service. In addition, four provide the NMS service.

#### 7.3.3.2 Necessary services – gaps in provision

Having regard to the totality of information for this locality, taking account of provision elsewhere in Buckinghamshire and in other areas, the HWB consider the provision of pharmaceutical services as a whole meets the needs of the locality population, i.e. those reliant on such services.

#### 7.3.3.3 Improvements and better access – gaps in provision

While recognising the importance of provision by those on the dispensing doctor list, the HWB considered the provision of pharmaceutical services by a person on the pharmaceutical list to be

paramount in securing a full range of pharmaceutical services. The HWB accepts that not all settlements could reasonably be regarded as having a gap in pharmaceutical services, given their size and relative proximity to other provision. However, it takes the view that those with GP surgeries can access the full spectrum of essential services within a reasonable distance and driving time. Therefore, the HWB concludes there is no gap in regard to securing improvements in this locality.

### 7.3.3.4 Future – gaps in provision

In addition to the general needs of Buckinghamshire population, there are significant housing developments in this locality.

Aylesbury Vale will continue to be the main location of growth in the county in the next three years with some 4,460 new homes forecast to be built between April 2015 and March 2018. As of March 2014, 5,822 dwellings had planning permission and were considered by AV District Council to be deliverable between 2014 and 2019. Between 2014 and 2019 the following large sites (above 100 dwellings in 2014-2019) are projected to be constructed, based on information provided by developers.

**Fig 6: Table showing the developments located in AV North locality with estimate for the proceeding 3 years**

Site	Total Dwellings	2014-2019 Dwellings
South of A421, Buckingham	700	500
Newton Leys, Stoke Hammond	350	321
Furze Lane, Winslow	250	150
Verney Road, Winslow	218	104

The HWB considered the developments identified in order to assess whether there could be a gap in pharmaceutical services either by way of need or as improvement or better access in the future. Given the nature, extent and location of these developments in relation to current pharmaceutical provision and the absence of any identified gap, the HWB concluded that no gap is likely to exist during the lifetime of this PNA.



## 7.4 AV South Locality

### 7.4.1 Overview

This locality contains the town of Princes Risborough and the large village of Haddenham. It has a total registered population of 47,404 and is serviced by:

- four community pharmacies
- five GP Practices, two of which are dispensing. One practice provides dispensing services from two separate locations.

Map 3b shows the pharmaceutical services in Aylesbury Vale South locality, including the opening hours and trading names of pharmacies and the position of the GP dispensing premises.

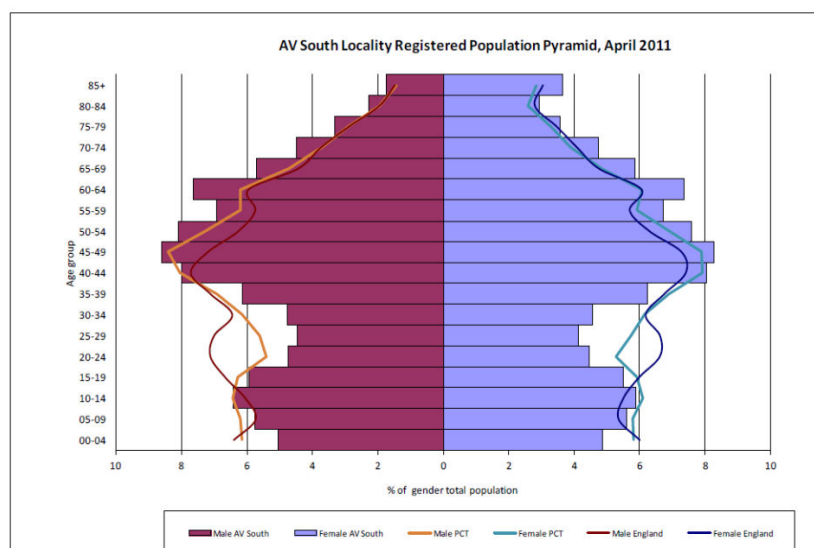
The settlements of Waddesdon, Long Crendon and Brill have GP dispensing premises but no pharmacy. In addition, there are other rural settlements with neither.

### 7.4.2 Population and health of the locality

The population of AV South locality experiences, on average, similar or better health than the Buckinghamshire population. As a whole, the locality is less deprived than the rest of the county and less ethnically diverse. The locality has a higher proportion of people aged 65+ and 85+, compared to the Buckinghamshire average.

Long-term conditions are more common, reflecting the older population in this locality. Emergency admission rates to hospital and attendances at A&E are statistically lower than the county average. Early death rates are similar to those of Buckinghamshire.

**Figure 6: Age and gender profile of the population AV North**



The GP locality profiles in the JSNA identify three priorities for the AV South locality:

- cardiovascular disease (mainly heart attacks and strokes)
- lifestyle prevention – physical activity, smoking, alcohol and healthy eating
- older people’s health and wellbeing (including dementia, depression and social isolation).

### **7.4.3 AV South locality: Pharmaceutical services**

#### **7.4.3.1 Current provision – necessary and other relevant services**

The residents of AV South locality have seven locations in which to access pharmaceutical services. There are four pharmacies, three of which are owned by the national chains and one independent pharmacy.

All four pharmacies are open either a full or a half-day on Saturdays. However, there is no evening access in the area. Registered patients of the GP practices can also access dispensing services from multiple sites.

Residents of Waddesdon and Long Crendon, in addition to accessing GP dispensing services, can access all essential pharmaceutical services within a seven-minute drive.

Residents of Princess Risborough and Haddenham are able to access all essential pharmaceutical services at pharmacies in the week after 6pm and at weekends within the set criteria. The nearest pharmacies open at these times are in Thame and Aylesbury.

The residents of Brill have access to GP dispensing services, the closest community pharmacy which is open during the week in the evening and at weekends (including Sunday) is over eight miles away, however on the balance of probabilities it is estimate that these services would take less than 20 minutes to drive to as they are located in Bicester. Other pharmaceutical services during 9am to 5:30pm during the week and on Saturday mornings are slightly closer to Brill being located in Thame.

**Advanced services:** All pharmacies in AV South locality provide the MUR service. In addition, three provide the NMS service.

#### **7.4.3.2 Necessary services – gaps in provision**

Having regard to the totality of information for this locality, taking account of provision elsewhere in Buckinghamshire and in other areas, the HWB considers the provision of pharmaceutical services as a whole meets the needs of the locality population, i.e. those reliant on such services.

#### **7.4.3.3 Improvements and better access – gaps in provision**

While recognising the importance of provision by those on the dispensing doctor list, the HWB considered the provision of pharmaceutical services by a person on the pharmaceutical list to be paramount in securing a full range of pharmaceutical services. The HWB accepts that not all settlements could reasonably be regarded as having a gap in pharmaceutical services, given their size and relative proximity to other provision. However, it takes the view that those with GP surgeries can access the full spectrum of essential services within a reasonable distance and driving time. Therefore, the HWB concludes there is no gap in regard to securing improvements in this locality.

#### **7.4.3.4 Future Needs – gaps in provision**

At the time of developing the PNA no additional needs specific to this locality have been identified.

### **7.5 AV Central (Inner) locality**

AV Central is the largest locality in Buckinghamshire. The profile of this locality is split between those living in and around Aylesbury (Inner) and those living in the more rural areas outside Aylesbury (Outer).

#### **7.5.1 Overview**

This locality is Aylesbury and the immediate surrounding area. It has a total registered population of 65,975 people and is serviced by:

- 14 pharmacies, one of which is a 100-hour pharmacy
- seven GP surgeries: Berryfields, Broughton House, Oakfield, Poplar Grove, Whitehill, Mandeville & Elmhurst and Meadowcroft – none are dispensing premises.

One distance selling/internet pharmacy is located within this locality.

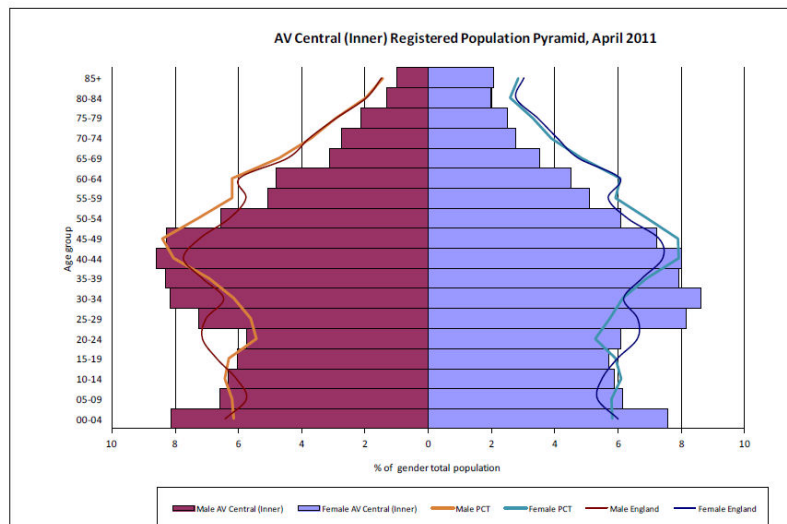
Map 3c shows the pharmaceutical services in Aylesbury Vale Central (Inner) locality, including the opening hours and trading names of pharmacies.

#### **7.5.2 Population and health of the locality**

AV Central (Inner) locality's population is younger, more deprived, more ethnically diverse and with poorer health than the Buckinghamshire average. Some areas of the locality are within the most deprived 40% nationally. Health needs are greatest in this locality and in the High Wycombe locality.

Outcomes in the early years (low birth weight babies; infant deaths) have been poorer for this locality compared to the rest of the county. People are more likely to smoke in this locality. Emergency hospital admissions are statistically higher for all conditions, as well as for diabetes, respiratory and cardiovascular conditions, compared to the Buckinghamshire average. The A&E attendance rate is also statistically higher. Life expectancy at birth is statistically lower than the Buckinghamshire average.

**Figure 6: Age and gender profile of the population AV Central (Inner)**



The GP locality profiles in the JSNA identify three priorities for the AV Central locality (Inner and Outer areas together):

- the early years
- cardiovascular disease (mainly heart attacks and strokes)
- prevention – focusing on physical activity, smoking, alcohol and healthy eating.

### 7.5.3 AV Central (Inner) locality: Pharmaceutical services

#### 7.5.3.1 Current provision – necessary and other relevant services

The residents of AV Central (Inner) have 13 locations in which to access pharmaceutical services. One of the pharmacies in Aylesbury is a distance selling pharmacy and would not be able to offer face-to-face essential services. There is one 100-hour pharmacy that offers extended opening hours seven days a week. In addition, most of the other pharmacies within this locality offer combinations of late-night access and/or weekend hours.

Five national pharmacy chains have a presence in the town of Aylesbury and there is a further choice of three independent pharmacies.

**Advanced services:** Eleven pharmacies in this locality provide the MUR service. In addition, seven provide the NMS service.

#### 7.5.3.2 Necessary services – gaps in provision

Having regard to the totality of information for this locality, taking account of provision elsewhere in Buckinghamshire and in other areas, the HWB considers the provision of pharmaceutical services as a whole meets the needs of the locality population, i.e. those reliant on such services.

### 7.5.3.3 Improvements and better access – gaps in provision

In order to assess the provision of pharmaceutical services in respect to providing improvement or better access for the population, the HWB first considered access at times other than during normal working hours. There is pharmaceutical provision by those on the pharmaceutical list during the evening and at weekends, including by a 100-hour pharmacy. The HWB considers there to be no gap that would require an improvement or better access in this locality.

### 7.5.3.4 Future – gaps in provision

In addition to the general needs of the Buckinghamshire population, there are significant housing developments in this locality.

Site	Total Dwellings	2014-2019 Dwellings
Berryfields, Aylesbury	3,000	1,610
Land East of Aylesbury	2,450	530
Weedon Hill, Aylesbury	1,037	105
Gatehouse Road, Aylesbury	370	217
Berryfields House, Aylesbury	235	235

The HWB considered the developments identified in order to assess whether there could be a gap in pharmaceutical services either by way of need or as improvements or better access in the future. Given the nature, extent and location of these developments in relation to current pharmaceutical provision and the absence of any identified gap, the HWB concluded that no gap is likely to exist during the lifetime of this PNA.

## 7.6 AV Central (Outer) locality

### 7.6.1 Overview

This locality contains the town of Wendover, the villages of Edlesborough and Aston Clinton, plus the periphery of Aylesbury. It has a total registered population of 34,132 and is serviced by:

- five pharmacies, including that recently opened at Ivinghoe
- two GP surgeries, both of which are dispensing practices.

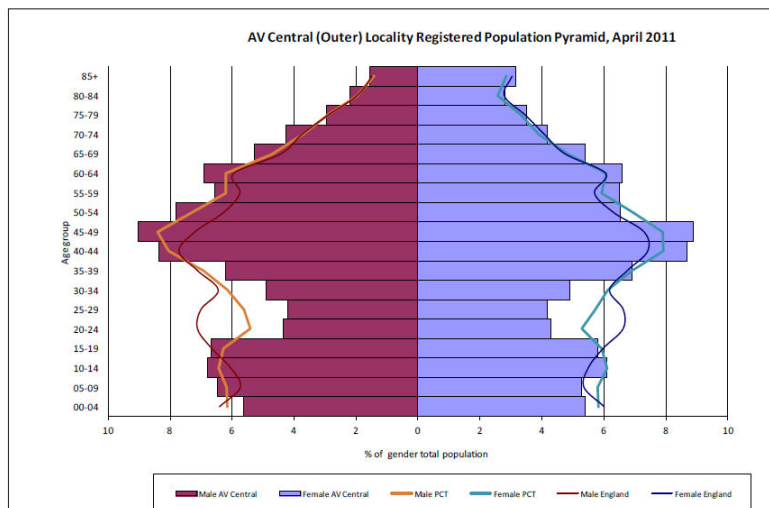
Map 3d shows the pharmaceutical services in Aylesbury Vale Central (Outer) locality, including the opening hours and trading names of pharmacies and the position of the GP dispensing premises.

There are other rural settlements with neither a pharmacy nor GP dispensing premises.

## 7.6.2 Population and health of the locality

The population experiences similar or better health than the Buckinghamshire average. Some long-term conditions are more common. Emergency admission rates to hospital and attendances at A&E are statistically lower than the Buckinghamshire average. Early death rates from all causes are lower than average.

**Figure 7: Age and gender profile of the population AV Central (Outer)**



## 7.6.3 AV Central (Outer) locality: Pharmaceutical services

### 7.6.3.1 Current provision – necessary and other relevant services

AV Central (Outer) locality has four pharmacies, three of which are owned by the same national chain and one independent pharmacy.

Three of the pharmacies are open either a full or a half-day on Saturdays and in the evening during the week.

The pharmacy in Edlesborough is not open either in the evenings or at weekends. There is very little pharmaceutical service provision in this area; however, there is a pharmacy in Dunstable that residents could drive to in less than 20 minutes.

Patients of the Pitstone Surgery are able to access dispensing services. At the time of writing the draft PNA, other essential pharmaceutical services could be accessed during the week before 7pm in Tring although at weekends residents would need to travel more than eight miles. That position changed during the consultation period when a new pharmacy opened at Ivinghoe. Residents of Pitstone are now able to access all pharmaceutical services within a mile during the week and on Saturdays. An in all probability they can travel to a 100 hour pharmacy in under 20 minutes on Sundays as one is located in Leighton Buzzard.

**Advanced services:** All but one pharmacy in this locality provides the MUR service, and half of these also provide the NMS service.

Necessary services – gaps in provision

Having regard to the totality of information for this locality, taking account of provision elsewhere in Buckinghamshire and in other areas, the HWB considers the provision of pharmaceutical services as a whole meets the needs of the locality population, i.e. those reliant on such services.

### **7.6.3.2 Improvements and better access – gaps in provision**

In order to assess the provision of pharmaceutical services in respect to providing improvement or better access for the population, the HWB first considered access at times other than during normal working hours. While recognising the importance of provision by those on the dispensing doctor list, the HWB considered the provision of pharmaceutical services by a person on the pharmaceutical list to be paramount in securing a full range of pharmaceutical services. The HWB accepts that not all settlements could reasonably be regarded as having a gap in pharmaceutical services, given their size and relative proximity to other provision. However, it takes the view that those with GP surgeries that have pharmacies more than five miles and a 20-minute drive away should be regarded as requiring improvement or better access.

With regard to Pitstone, at the time of writing the draft PNA, the HWB therefore considered there to be a gap in provision in Pitstone as there was no current inclusion in the pharmaceutical list and the assessment had been undertaken on the above basis. However, permission has been granted for a pharmacy nearby in Ivinghoe, which opened during consultation on the draft PNA on 11<sup>th</sup> December 2014. The HWB concluded that the gap that had been identified had been met with the weekday and Saturday opening hours provided by the new pharmacy and therefore no gap remained when publishing the final PNA.

### **7.6.3.3 Future – gaps in provision**

At the time of developing the PNA, no additional needs specific to this locality have been identified.

## **7.7 Amersham and Chesham locality**

### **7.7.1 Overview**

This locality consists of the towns of Amersham and Chesham and surrounding villages to the west. It has a total registered population of 72,877 and is serviced by:

- 13 pharmacies
- nine GP surgeries, two of which are dispensing practices with premises close to pharmacies.

Map 3e shows the pharmaceutical services in the Amersham and Chesham locality, including the opening hours and trading names of pharmacies and the position of the GP dispensing premises.

## 7.7.2 Population and health of the locality

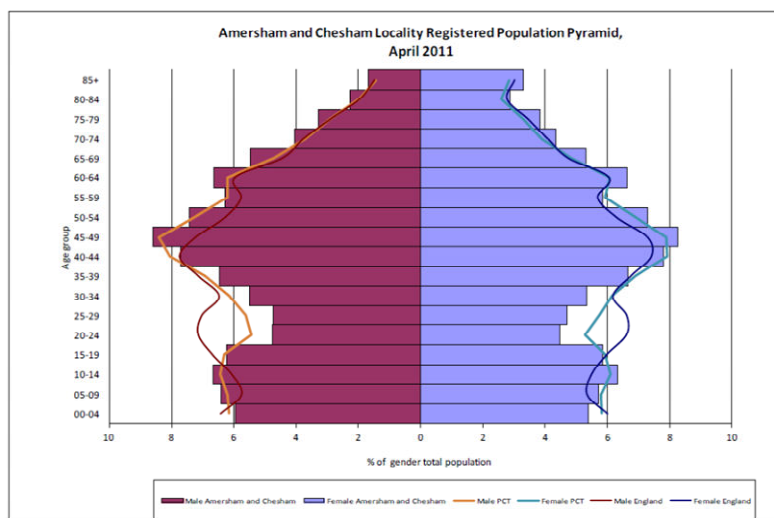
Amersham and Chesham locality has the third smallest population size of the Buckinghamshire localities. As a whole, the locality is less deprived than Buckinghamshire, but the area in and around Chesham is in the most deprived fifth of the population for the county. Chesham is more ethnically diverse than the rest of the locality.

The population of the locality experiences similar or better health than the Buckinghamshire population. Emergency hospital admission rates and A&E attendance rates are statistically lower than the county average. Early death rates are similar to Buckinghamshire. Health needs are greater within Chesham compared to the rest of the locality.

The GP locality profiles in the JSNA identify three priorities for the Amersham and Chesham locality:

- cardiovascular disease
- falls
- mental health issues for older people (depression and dementia).

**Figure 8: Age and gender profile of the Amersham and Chesham locality population**



## 7.7.3 Amersham and Chesham locality: Pharmaceutical services

### 7.7.3.1 Current provision – necessary and other relevant services

Amersham and Chesham locality has 13 pharmacies, with a combination of national chains and independent pharmacies.

There is one pharmacy open in the evening in Amersham, with two open on Sunday. Chesham has a pharmacy open on Sunday but none in the evening during the week. However, the pharmaceutical services in Amersham are less than three miles and a short car journey away.



Patients of two GP surgeries are also able to access GP dispensing services.

**Advanced services:** All but one of the pharmacies in Amersham and Chesham locality provide the MUR service, and seven also provide the NMS service.

### **7.7.3.2 Necessary services – gaps in provision**

Having regard to the totality of information for this locality, taking account of provision elsewhere in Buckinghamshire and in other areas, the HWB considers the provision of pharmaceutical services as a whole meets the needs of the locality population, i.e. those reliant on such services.

### **7.7.3.3 Improvements and better access – gaps in provision**

The HWB considers there to be no gap that would require an improvement or better access in this locality.

### **7.7.3.4 Future – gaps in provision**

At the time of developing the PNA no additional needs specific to this locality have been identified.

## **7.8 High Wycombe Locality**

### **7.8.1 Overview**

This locality mainly consists of the towns of High Wycombe, Hazlemere and Holmer Green. It has a total registered population of 87,282 (census 2011) and is serviced by:

- 20 pharmacies, two of which are 100-hour pharmacies
- nine GP surgeries, none of which are dispensing premises.

Map 3f shows the pharmaceutical services in High Wycombe locality, including the opening hours and trading names of pharmacies.

### **7.8.2 Population and health of the locality**

Wycombe is the second largest GP locality in Buckinghamshire and has a younger population. It is the most deprived locality and has a higher proportion of people from black and minority ethnic groups. Health needs are greatest in this locality and the AV Central (Inner) locality.

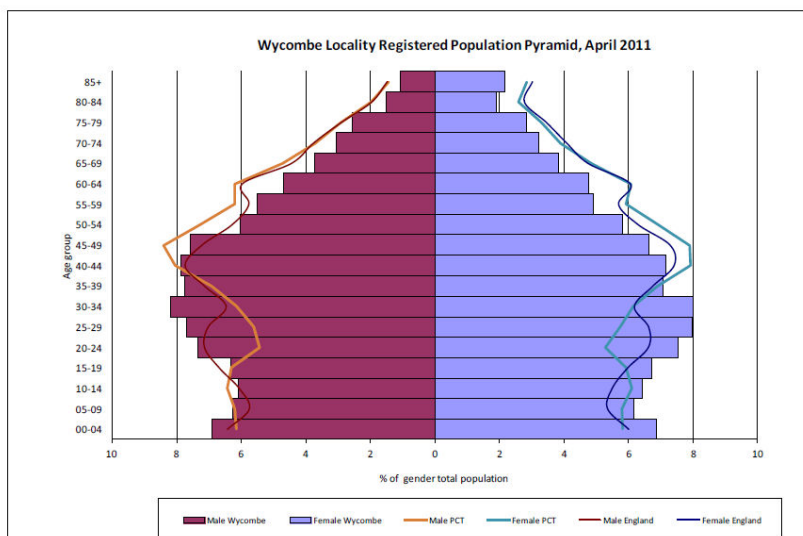
Outcomes in the early years (low birth weight babies; infant deaths) have been poorer for this locality compared to Buckinghamshire. People are more likely to smoke in this locality and alcohol-specific admissions are statistically higher. Emergency hospital admissions are statistically higher for all conditions, as well as for respiratory and cardiovascular conditions, compared to the county average. The A&E attendance rate is also statistically higher. Life expectancy at birth is

statistically lower than the county average, while the prevalence of diabetes is higher than the Buckinghamshire average.

The GP locality profiles in the JSNA identify three priorities for the High Wycombe locality:

- the early years
- cardiovascular disease (mainly heart attacks and strokes)
- diabetes.

**Figure 9: Age and gender profile of the High Wycombe locality population**



### 7.8.3 High Wycombe locality: Pharmaceutical Services

#### 7.8.3.1 Current provision – necessary and other relevant services

The residents of High Wycombe locality have 20 locations in which to access pharmaceutical services, two of which are 100-hour pharmacies offering extended opening hours seven days a week.

In addition, most of the other pharmacies within High Wycombe offer combinations of late-night access and/or weekend hours. However, those in Hazlemere and Holmer Green do not offer extended evening or Sunday provision.

There is a combination of national pharmacy chains and a further choice of independent pharmacies. Two of the pharmacies are distance selling and would not be able to offer face-to-face essential services.

Residents of Hazlemere and Holmer Green are able to access essential pharmaceutical services in the evening and at weekends from a 100-hour pharmacy in High Wycombe, which is less than 20 minutes drive by car from either settlement.

**Advanced services:** In the locality of High Wycombe 16 of the pharmacies (80%) provide the MUR service, eight of which also provide the NMS service.

### **7.8.3.2 Necessary services – gaps in provision**

Having regard to the totality of information for this locality, taking account of provision elsewhere in Buckinghamshire and in other areas, the HWB considers the provision of pharmaceutical services as a whole to meet the needs of the relevant population, i.e. those reliant on such services.

### **7.8.3.3 Improvements and better access – gaps in provision**

The HWB considers there to be no gap that would require an improvement or better access in this locality.

### **7.8.3.4 Future – gaps in provision**

At the time of developing the PNA no additional needs specific to this locality have been identified.

## **7.9 Wooburn Green Locality**

### **7.9.1 Overview**

This locality mainly consists of the towns of Marlow and Beaconsfield, plus the villages of Wooburn Green and Flackwell Heath. It has a total registered population of 87,104 (census 2011) and is serviced by:

- 15 pharmacies, one of which is a 100-hour pharmacy
- one dispensing appliance contractor
- nine GP surgeries, three of which are dispensing premises.

Map 3g shows the pharmaceutical services in Wooburn Green locality, including the opening hours and trading names of pharmacies and the position of the GP dispensing premises.

The settlement of Hambleden has GP dispensing premises but no pharmacy. In addition, there are other rural settlements with neither.

### **7.9.2 Population and health of the locality**

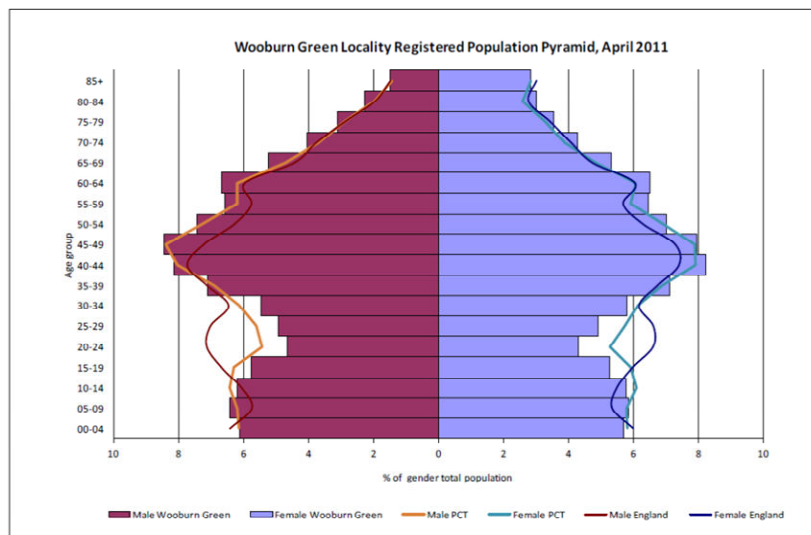
The population is older than the county average, with a higher proportion of people aged 65+. As a whole, the locality is less deprived than Buckinghamshire, but there are small areas in the locality that are in the most deprived fifth of the population for the county. People in this most deprived fifth have poorer health and lower life expectancy than the county average. The locality is less ethnically diverse than the Buckinghamshire average.

The population of the locality experiences similar or better health than the Buckinghamshire population. Emergency hospital admission rates and A&E attendances are statistically lower than the county average. Early death rates from all causes are statistically lower than Buckinghamshire.

The GP locality profiles in the JSNA identify three priorities for the Wooburn Green locality:

- falls
- stroke
- chronic obstructive pulmonary disease (bronchitis and emphysema).

**Figure 10: Age and gender profile of the Wooburn Green locality population**



### 7.9.3 Wooburn Green locality: Pharmaceutical services:

#### 7.9.3.1 Current provision – necessary and other relevant services

The residents of this locality have 15 locations in which to access pharmaceutical services, one of which is a 100-hour pharmacy offering extended opening hours seven days a week. In addition, some of the other pharmacies offer combinations of late-night access and/or weekend hours.

There is a combination of national pharmacy chains and there is a further choice of independent pharmacies. One of the pharmacies is a distance selling pharmacy and would not be able to offer face-to-face essential services. Also, there is a dispensing appliance contractor.

The residents of Hambleden, in addition to GP dispensing services, can access all essential pharmaceutical services in Henley-on-Thames, both during the week and at weekends. That four-mile journey is under 20 minutes by car.

Although residents of Stokenchurch have limited access to pharmaceutical services in the evening and on Sundays, the travel time to High Wycombe, where extended hours are offered, is less than a 20-minute drive by car.

**Advanced services:** All but one of the pharmacies in Wooburn Green locality provides the Medicines Use Reviews (MUR) service, 10 of which also provide the New Medicines Service (NMS service). The Dispensing Appliance Contractor (DAC) located here provides Appliance Use Reviews (AURs).

### **7.9.3.2 Necessary services – gaps in provision**

Having regard to the totality of information for this locality, taking account of provision elsewhere in Buckinghamshire and in other areas, the HWB consider the provision of pharmaceutical services as a whole meets the needs of the locality population, i.e. those reliant on such services.

### **7.9.3.3 Improvements and better access – gaps in provision**

The HWB considers there to be no gap that would require an improvement or better access in this locality.

### **7.9.3.4 Future – gaps in provision**

At the time of developing the PNA no additional needs specific to this locality have been identified.

## **7.10 Southern Locality**

### **7.10.1 Overview**

This locality contains the town of Gerrards Cross and the villages of Burnham and Iver Heath. It has a total registered population of 78,518 (census 2011) and is serviced by:

- 14 pharmacies, one of which opens seven days a week and evenings
- nine GP surgeries, none of which are dispensing premises.

Map 3h shows the pharmaceutical services in the Southern locality, including the opening hours and trading names of pharmacies.

### **7.10.2 Population and health of the locality**

Southern locality has the fourth largest population size of the Buckinghamshire localities. As a whole, the locality is less deprived than Buckinghamshire, but there are small areas in the locality that are in the most deprived fifth of the population for Buckinghamshire (Iver and Denham). The population is older than the average for the country with a higher proportion of residents over 65 and 85 years. Long-term conditions are more common, reflecting the older population in this locality.

Ethnic diversity varies in this locality. Some local areas are very similar to the general population of Buckinghamshire, and other local areas have a lower proportion of people from black and minority ethnic groups.

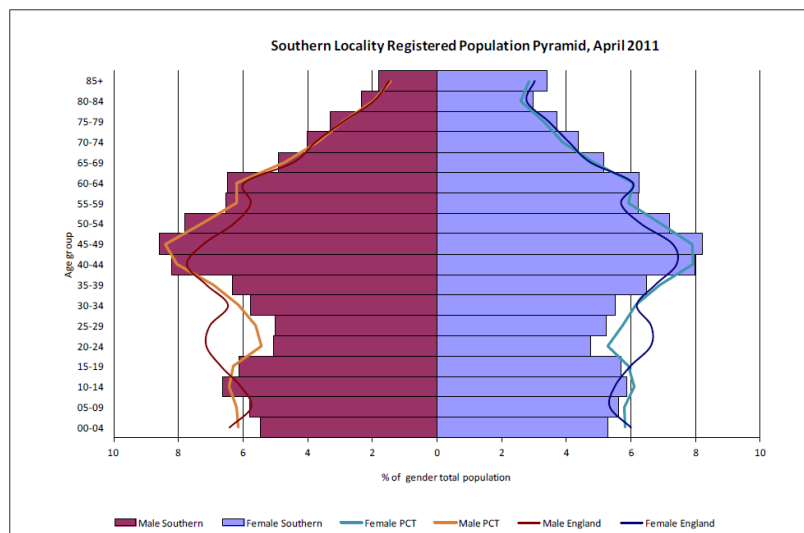
The emergency admissions rate for falls and for cardiovascular disease in this locality is statistically higher than for the Buckinghamshire average. Emergency hospital admissions rates for all ages are similar to county rates, but are higher in this locality for those aged 65+. The A&E

attendance rate for all ages is statistically higher than the county average. The early death rate is similar to the county average.

The GP locality profiles in the JSNA identify three priorities for the Southern locality:

- cardiovascular health
- older people
- prevention and healthy lifestyles.

**Figure 11: Age and gender profile of the Southern locality population**



### 7.10.3 Southern locality: Pharmaceutical services:

#### 7.10.3.1 Current provision – necessary and other relevant services

The residents of this locality have 14 locations in which to access pharmaceutical services, one of which offers extended opening hours seven days a week. In addition, most of the other pharmacies offer combinations of late-night access and/or weekend hours. The pharmacy at Iver Heath does not offer weekend provision; however, Uxbridge has pharmaceutical services available at these times and is just over two miles away.

There is a combination of national pharmacy chains and a further choice of independent pharmacies. There is one essential small services pharmacy.

**Advanced services:** There are 12 pharmacies in the Southern locality that provide the MUR service and half of these also provide the NMS service.

#### 7.10.3.2 Necessary services – gaps in provision

Having regard to the totality of information for this locality, taking account of provision elsewhere in Buckinghamshire and in other areas, the HWB considers the provision of pharmaceutical services as a whole meets the needs of the locality population, i.e. those reliant on such services.

### **7.10.3.3 Improvements and better access – gaps in provision**

The HWB considers there to be no gap that would require an improvement or better access in this locality.

### **7.10.3.4 Future – gaps in provision**

At the time of developing the PNA no additional needs specific to this locality have been identified.

## 8. Access to other NHS Services

The following NHS services are deemed, by the HWB, to affect the need for pharmaceutical services within its area:

- Hospital pharmacies – reduce the demand for the dispensing essential service as prescriptions written in the hospital are dispensed by the hospital pharmacy service.
- Personal administration of items by GPs – as above this also reduces the demand for the dispensing essential service. Items are sourced and personally administered by GPs and/or practice nurses thus saving patients having to take a prescription to a pharmacy, for example for a vaccination, in order to then return with the vaccine to the practice so that it may be administered.
- Minor injuries and illness unit
- GP out-of-hours service.

### 8.1 Hospital pharmacies

Hospital pharmacies reduce the demand for the dispensing essential service as prescriptions written in the hospital are dispensed by the hospital pharmacy service. Buckinghamshire Healthcare NHS Trust provides specialist, acute, elective and community-based healthcare. It has two main sites at High Wycombe and Stoke Mandeville and a number of smaller community hospitals.

Patients attending these, on either an inpatient or outpatient basis, may require prescriptions to be dispensed. Should services be moved out of the hospitals and into the primary care setting then it is likely that this would lead to more prescriptions needing to be dispensed by pharmacies in primary care.

### 8.2 Personal Administration by GPs

Under their medical contract with NHS England there will be occasions when a GP practice personally administers an item to a patient.

Generally, when a patient requires a medicine or appliance, their GP will give them a prescription that they take to their preferred pharmacy. In some instances, however, the GP will supply the item against a prescription and this is referred to as personal administration as the item that is supplied will then be administered to the patient by the GP or a nurse. This is different to the dispensing of prescriptions and only applies to certain specified items, for example, vaccines, anaesthetics, injections, intra-uterine contraceptive devices and sutures.

For these items the practice will produce a prescription. However, the patient is not required to take it to a pharmacy, have it dispensed and then return to the practice for it to be administered.



### **8.3 Minor Injuries and Illness Unit**

As part of a national drive to improve patient access to health services in the community, a Minor Injuries and Illness Unit opened on the Wycombe Hospital site in 2012. Wycombe MIU is open seven days a week to help deliver better access to local health services. The service will help to ensure that patients get the right treatment for their type of illness or injury at the right time, and in the right place. The unit, run by Bucks Urgent Care, is within walking distance of several pharmacies.

### **8.4 GP Out-of-hours Service**

Bucks Urgent Care operates a county-wide NHS out-of-hours service, in conjunction with local GPs.

It provides a telephone assessment and advice on life-threatening and non-life-threatening calls, consultations at primary care treatment centres, home visits, prison visits, district nurse cover and medicines management. The service can be accessed by calling the 111 telephone contact number.

## 9. Conclusions

Community pharmacies in Buckinghamshire are well distributed, are accessible and offer a convenient service to patients and members of the public. They are available on weekdays and at the weekend (often until late at night) without the need for an appointment.

While there is no requirement for any new pharmacy premises to provide essential services, there are opportunities available to maximise existing and future enhanced services. The results of the patient survey indicate that pharmaceutical services that are available need to be advertised more widely and there should be better access to, and information about, availability of services.

By advertising and utilising the skills of community pharmacists, significant health improvements can be made to help reduce health inequalities.

There is a need to communicate to the public the range of essential, advanced and locally commissioned pharmaceutical services that each community pharmacy is able to provide.

### **Summary for the purpose of complying with NHS Regulations 2013, Schedule 1**

#### **Current provision – necessary and other relevant services**

As described in particular in the relevant section for each locality and required by paragraphs 1 and 3 of schedule 1 to the Regulations, Buckinghamshire HWB has had regard to the pharmaceutical services referred to in this PNA in seeking to identify those that are necessary, have secured improvements or better access, or have contributed towards meeting the need for pharmaceutical services in the area of the HWB.

**Buckinghamshire HWB has determined that while not all provision was necessary to meet the need for pharmaceutical services, the majority of the current provision by those on the pharmaceutical list within normal hours was likely to be necessary. This is as described in the section on each locality, with the remainder identified in those sections considered as providing improvement or better access.**

#### **Necessary services – current gaps in provision**

As described in particular in the section on each locality and required by paragraph 2 of schedule 1 to the 2013 Regulations, Buckinghamshire HWB has had regard to the following in seeking to identify whether there are any gaps in necessary services in the area of the HWB.

In order to assess the provision of pharmaceutical services against the needs of the population, the HWB considers access (travelling times and opening hours) as the most important factor in

determining the extent to which the current provision of pharmaceutical services meets the needs of the population.

The HWB has determined that the travel times, as identified in the mapping index, to access pharmaceutical services are reasonable in all the circumstances.

**Based on the information available at the time of developing this PNA, no current gaps in the need for provision of pharmaceutical services during normal working hours have been identified.**

### **Improvements and better access – gaps in provision**

As described in particular in the section on each locality and required by paragraph 4 of schedule 1 to the 2013 Regulations, Buckinghamshire HWB has had regard to the following in seeking to identify whether there are any gaps in other relevant services in the area of the HWB.

Buckinghamshire HWB considered the conclusion in respect of each locality. Where a gap in the provision of pharmaceutical services by those on the pharmaceutical list was identified in respect of times, such is reflected in the conclusions in that locality.

Where there are GP premises without a relatively close by provision by those on the pharmaceutical list, Buckinghamshire HWB considers there to be a gap in pharmaceutical services as reflected in each locality.

**Based on the information available at the time of developing this PNA, no gaps have been identified in pharmaceutical services at times and locations that if provided would secure improvements, or better access, to pharmaceutical services.**

### **Future gaps in provision**

Buckinghamshire HWB has had regard to the developments shown in each locality.

**Based on the information available at the time of developing this PNA, no additional requirements specific to this locality have been identified either as a need or improvement or better access that would be occasioned by those developments during the lifetime of this PNA.**

### **Other NHS Services**

As required by paragraph 5 of schedule 1 to the 2013 Regulations, Buckinghamshire HWB has had regard in particular to section 6 in considering any other NHS services that may affect the determination in respect of pharmaceutical services in the area of the HWB.

## **How the assessment was carried out**

As required by paragraph 6 of schedule 1 to the 2013 Regulations:

In respect of how the HWB considered whether to determine localities in its area for the purpose of this PNA, see section 7. Buckinghamshire.

There are seven GP localities within Buckinghamshire. However, Buckinghamshire is divided into eight localities for the purpose of the PNA. As each locality has slightly differing health needs they are considered separately for the purposes of the PNA.

Chiltern Clinical Commissioning Group is divided into four GP localities – Wycombe, Amersham & Chesham, Wooburn Green and Southern. These localities have been used for the PNA.

Aylesbury Vale (AV) Clinical Commissioning Group is divided into three localities – AV North, AV South and AV Central. Due to the greater health needs within Aylesbury, for the purposes of the PNA, AV Central has been split into Aylesbury Central (Inner), which broadly covers Aylesbury town centre, and Aylesbury Central (Outer), which covers outside Aylesbury, including Wendover, Aston Clinton and Edlesborough.

In respect of how the HWB took into account the different needs in its area, including those who share a protected characteristic, see sections 3 and 7.

In respect of the consultation undertaken by the HWB, see appendix L.

## **Map of provision**

As required by paragraph 7 of schedule 1 to the 2013 Regulations, the HWB has published a map of premises providing pharmaceutical services at Map 1 of appendix B. The appendix also includes links to additional mapping to that required by regulation.

## 10. **Appendices**

- A Steering Group Members**
- B Index of Maps**
- C Indexed table of pharmacy premises for Buckinghamshire**
- D Indexed table of pharmacy premises by locality (maps 3a to 3h) with opening hours**
- E Indexed table of doctor dispensing list premises for Buckinghamshire**
- F Patient survey responses**
- G Buckinghamshire Pharmacy Access Analysis**
- H Opiate Client Distribution and Supervised Consumption Pharmacies**
- I Injecting Client Distribution and Needle Change Pharmacies**
- J Sources used for the PNA**
- K Glossary of terms & Acronyms**
- L Report on the public consultation**
- M Equality Impact Assessment (EIA)**

## Appendix A – Steering group members

We would like to acknowledge the members of the Steering Group for their support in producing Buckinghamshire Health and Wellbeing Board's first PNA:

Name	Role
Piers Simey *	Public Health, Buckinghamshire County Council (CC)
Louise Patten	Chief Officer, Aylesbury Vale Clinical Commissioning Group (CCG)
Jane Butterworth	Chiltern Clinical Commissioning Group (CCG)
Paul Roblin	Buckinghamshire Local Medical Committee (LMC)
Wendy Illsley	Buckinghamshire Local Pharmaceutical Committee (LPC)
Kalpesh Patel	Buckinghamshire Local Pharmaceutical Committee (LPC)
Marian Basra	NHS England Thames Valley Area Team
Graham Jones	Local Pharmaceutical Network
Ronald Newall	Healthwatch Bucks

*\*Moved from BCC in November 2014 and replaced by Kate McDonald, Health and Wellbeing Lead, Buckinghamshire County Council.*

The Buckinghamshire Steering Group held joint procedure and direction meetings with the Oxfordshire Steering Group before considering the Buckinghamshire draft PNA itself.

Advice and PNA provided by Primary Care Commissioning.

## **Appendix B – Index of maps**

An alpha/numeric index is used on the mapping to identify premises providing pharmaceutical services, which can be found at the following appendices:

**Appendix C Indexed table of pharmacy premises for Buckinghamshire**

**Appendix D Indexed table of pharmacy premises by locality (maps 3a to 3h) with opening hours**

**Appendix E Indexed table of doctor dispensing list premises for Buckinghamshire**

**Map 1: Buckinghamshire – premises providing pharmaceutical services**

**Map 2: Buckinghamshire 1.6km (1 mile) Buffers around Pharmacies**

**Map 3: Buckinghamshire: Pharmacy Opening Hours**

**Map 3a: AV North locality: Opening Hours**

**Map 3b: AV South locality: Opening Hours**

**Map 3c: AV Central (Inner) locality: Opening Hours**

**Map 3d: AV Central (Outer) locality: Opening Hours**

**Map 3e: Amersham locality: Opening Hours**

**Map 3f: High Wycombe locality: Opening Hours**

**Map 3g: Wooburn Green locality: Opening Hours**

**Map 3h: Southern locality: Opening Hours**

**Map 4: Buckinghamshire Pharmacies and Population Density by Output Area**

**Map 4a: Population aged 65 by number**

**Map 4b: Population aged 65 by density**

**Map 4c: Population aged 65 as a percentage of the total**

**Map 5: Buckinghamshire Pharmacies and IMD2010 by Lower Super Output Area**

**Map 6: Buckinghamshire: Pharmacies and Black & Minority Ethnic levels by ward**

**Map 7: Buckinghamshire: Average driving times to pharmacies.**

**Map 8: Buckinghamshire: Off peak driving times to pharmacies.**

**Map 9: Buckinghamshire: Peak driving times to pharmacies.**

**Map 10: Buckinghamshire: Public Transport times to pharmacies in a morning.**

**Map 11: Buckinghamshire: Public Transport times to pharmacies in an afternoon**

**Map 12: Buckinghamshire: Walking times to pharmacies in a morning.**

**Map 13: Buckinghamshire Pharmacies and IMD 2010 by Lower Super Output Area**

*Note: The above maps are provided as a separate document to accompany this PNA.*





## Appendix C – Indexed table of pharmacy premises for Buckinghamshire

MAP INDEX		TRADING NAME	ADDRESS 1	ADDRESS 2	ADDRESS 3	POSTCODE
1		Your Local Boots Pharmacy	3 Aires House	The Straight Bit	Flackwell Heath	HP10 9NB
2		Tesco Pharmacy	Tesco stores	London Road	Loudwater	HP10 9RT
3		Victoria Pharmacy	19 Desborough Avenue	High Wycombe	Buckinghamshire	HP11 2RS
4		Rowlands Pharmacy	Unit 4, Horns Lane	Princes Risborough	Buckinghamshire	HP27 0AW
5		Lansdales Pharmacy Ltd	Lansdales Pharmacy Ltd	208 Desborough Road		HP11 2TE
6		FMY Chemists	36 High Street	Chesham	Buckinghamshire	HP5 1EP
7		Prestwood Pharmacy	145 High Street	Prestwood	Buckinghamshire	HP16 9HF
8		Lane End Pharmacy	1 The High Street	Lane End	High Wycombe	HP14 3JF
9		Boots	69 Packhorse Road	Gerrards Cross	Buckinghamshire	SL9 8PQ
10		Your Local Boots Pharmacy	Unit H Walton Court Centre	Aylesbury	Buckinghamshire	HP21 8TJ
11		Chess Pharmacy	260-290 Berkhamstead Road	Chesham	Buckinghamshire	HP5 3EZ
12	100 hrs.	Sainsbury's Pharmacy	Oxford Road	High Wycombe	Buckinghamshire	HP11 2DN
13		your local Boots pharmacy	16 Station Parade	Denham	Buckinghamshire	UB9 5ET
14		Tesco pharmacy	2 Hazells Corner	Tring Road	Aylesbury	HP20 1PQ
15		Health & Beauty	60 Packhorse Lane	Gerrards Cross	Buckinghamshire	SL9 8EF
16		Lansdales Pharmacy	Whitehill Surgery	Whitehill Lane		HP19 8EN
17		JMW Vicary Ltd	The Health Centre	Stanbridge Road	Haddenham	HP17 8JX
18	DSP*	Pharmacare Medical	Compass House	Knave's Beech Way	Loudwater	HP10 9QY
19		Little Chalfont Pharmacy	3 Nightingale Corner	Little Chalfont	Buckinghamshire	HP7 9PY
20		Buckingham Pharmacy	1 Jubilee Square	Buckingham	Aylesbury	HP19 9DZ
21		Lloyds Pharmacy	10-12 Meadow Way	Buckingham		MK18 1RS
22	DSP*	Nationwide Pharmacies	Unit 1, Riverside Business Centre	Victoria Street	High Wycombe	HP11 2LT
23		Lloyds Pharmacy	1 Cressex Parade	New Road	Booker	HP12 4RG

24		Your Local Boots Pharmacy	30 High Street	Burnham	Buckinghamshire	SL1 7JP
25		Chalfont Centre for Epilepsy	Chalfont Centre for Epilepsy	Chesham Lane	Chalfont St Peter	SL9 0RJ
26		LLOYDSPHARMACY	39-41 HIGH STREET	AYLESBURY	BUCKINGHAMSHIRE	HP20 1SH
27		JEEVES PHARMACY	JEEVES PHARMACY	7, THORNBRIDGE ROAD	IVER HEATH	SL0 0PU
28		COLLINS & JERVIE	AMERSHAM HEALTH CENTRE	CHILTERN AVENUE	AMERSHAM	HP6 5AY
29		BOOTS	7-12 STATION ROAD	BEACONSFIELD	BUCKINGHAMSHIRE	HP9 1NL
30		ASDA PHARMACY	ASDA STORE	HOLMERS FARM WAY	HIGH WYCOMBE	HP12 4NU
31		LANSDALES PHARMACY	PENN SURGERY	ELM ROAD	PENN	HP10 8LQ
32		LLOYDSPHARMACY	306 MEADOWCROFT	AYLESBURY	BUCKINGHAMSHIRE	HP19 9HZ
33	DSP*	Pharmacyspace	5 Bessemer Crescent	Rabans Lane Industrial Area	Aylesbury	HP19 8TF
34		HEDGEGRAIL PHARMACY	UNIT 2, GILES HOUSE	BELLS HILL GREEN	STOKE POGES	SL2 4EW
35	100 hrs.	Sainsburys Pharmacy	Maxwell Road	Beaconsfield	Buckinghamshire	HP9 1QH
36		PRIORY PHARMACY	2 PRIORY ROAD	HIGH WYCOMBE	BUCKINGHAMSHIRE	HP13 6SE
37		LLOYDSPHARMACY	RECTORY MEADOWS SURGERY	SCHOOL LANE	AMERSHAM	HP7 0HG
38		ROWLANDS PHARMACY	MEADOW WAY	AYLESBURY	BUCKINGHAMSHIRE	HP20 1XB
39		SAINSBURY PHARMACY	SAINSBURY STORE	LAKE END ROAD	TAPLOW	SL6 0QH
40		HAMPDEN PHARMACY	119 HAMPDEN GARDENS	SOUTHCOURT	AYLESBURY	HP21 8NP
41		Lloyds	30-32 London End	Beaconsfield	Buckinghamshire	HP9 2JH
42		KINTON PHARMACY	44 HIGH STREET	GREAT MISSENDEN	BUCKINGHAMSHIRE	HP16 0AU
43		JARDINES PHARMACY	THE BULLRING	MARKET HILL	BUCKINGHAM	MK18 1JX
44		LLOYDS PHARMACY	25-28 JANSEL SQUARE	BEDGROVE ESTATE	AYLESBURY	HP21 7ET
45		LLOYDS PHARMACY	COMMERCE HOUSE	HIGH STREET	CHALFONT ST GILES	HP8 4QH
46		EDLESBOROUGH	11 COW LANE	EDLESBOROUGH	BUCKINGHAMSHIRE	LU6 2HT

		PHARMACY				
47		LLOYDSPHARMACY	1 THE PARADE	BOURNE END	BUCKINGHAMSHIRE	SL8 5SA
48		FOX PHARMACY	9 TURNERS PLACE	HOLMERS GREEN	BUCKINGHAMSHIRE	HP15 6RN
49		ROWLANDS PHARMACY	ELMHURST ROAD	AYLESBURY	BUCKINGHAMSHIRE	HP20 2AE
50		BOOTS	4-5 MARKET SQUARE	MARLOW	BUCKINGHAMSHIRE	SL7 3HH
51		CENTRA CHEMIST	20 QUEENS SQUARE	HIGH WYCOMBE	BUCKINGHAMSHIRE	HP11 2DF
52	100 hrs.	Consult Pharmacy	172 Tring Road	Aylesbury	Buckinghamshire	HP20 1JR
53		RICHARD ADAMS CHEMIST	1 THE BROADWAY	CHALFONT ST PETER	BUCKINGHAMSHIRE	SL9 9DX
54		LLOYDS PHARMACY	62-68 HIGH STREET	PRINCES RISBOROUGH	BUCKINGHAMSHIRE	HP27 0AX
55		ALLIANCE PHARMACY	9 PARK PARADE	WESTERN DENE	HAZLEMERE	HP15 7AA
56	DSP*	LANSDALES PHARMACY LTD	STAMFORD HOUSE	SHORT STREET	HIGH WYCOMBE	HP11 2QH
57		Fairford Pharmacy	65 Kingsgate	Fairford Leys	Aylesbury	HP19 8WB
58		MARLOW BOTTOM PHARMACY	2 BRUCEWOOD PARADE	MARLOW BOTTOM	BUCKINGHAMSHIRE	SL7 3PE
59		BOOTS	18 SYCAMORE ROAD	AMERSHAM	BUCKINGHAMSHIRE	HP6 5DR
60		BOOTS	11 MARKET HILL	BUCKINGHAM		MK18 1JX
61		LLOYDSPHARMACY	28 HIGH STREET	WENDOVER	BUCKINGHAMSHIRE	HP22 6DA
62		TESCO PHARMACY	TESCO STORE	19 LONDON ROAD	AMERSHAM	HP7 0HA
63		WM MORRISON PHARMACY	STATION WAY	AYLESBURY	BUCKINGHAMSHIRE	HP20 2HX
64		Downley Pharmacy	9 CROSS COURT	PLOMER GREEN AVENUE	DOWNLEY	HP13 5UW
65		BOOTS THE CHEMISTS	4 HIGH STREET	HIGH WYCOMBE	BUCKINGHAMSHIRE	HP11 2AZ
66		SUPERDRUG PHARMACY	19 NEWLAND STREET	EDEN	HIGH WYCOMBE	HP11 2BY
67	ESP***	SALEYS CHEMISTS	42 BATHURST WALK	IVER	BUCKINGHAMSHIRE	SL0 9BH
68		LLOYDS PHARMACY	THE BROADWAY	FARNHAM COMMON	BUCKINGHAMSHIRE	SL2 3PQ
69		BOOTS	58 THE BROADWAY	CHESHAM	BUCKINGHAMSHIRE	HP5 1EG

70		LLOYDS PHARMACY	136 LONDON ROAD	ASTON CLINTON	BUCKINGHAMSHIRE	HP22 5LB
71		TESCO PHARMACY	TESCO STORE	BROADFIELDS RETAIL PARK	BICESTER ROAD	HP19 8BU
72		MARLOW PHARMACY	61 HIGH STREET	MARLOW	BUCKINGHAMSHIRE	SL7 1AB
73		LLOYD 56SPHARMACY	5 THE HIGHWAY	BEACONSFIELD	BUCKINGHAMSHIRE	HP9 1QD
74		ROWLANDS PHARMACY	1A TOTTERIDGE DRIVE	HIGH WYCOMBE	BUCKINGHAMSHIRE	HP13 6JH
75		ROWLANDS PHARMACY	2 MARKET PARADE	HAZLEMERE	BUCKINGHAMSHIRE	HP15 7LQ
76		GLADE PHARMACY	VICTORA ROAD	MARLOW	BUCKINGHAMSHIRE	SL7 1DS
77		LLOYDSPHARMACY	Burnham Health Centre	Minnicroft Road	Burnham	SL1 7DE
78		HUGHENDEN VALLEY PHARMA LTD	HUGHENDEN VALLEY SURGERY	VALLEY ROAD	HUGHENDEN	HP14 4LG
79		Ryemead Pharmacy	Gateway House	Wycombe Retail Park	Ryemead Way	HP11 1FY
80		LLOYDSPHARMACY	52 HIGH STREET	PRINCES RISBOROUGH	BUCKINGHAMSHIRE	HP27 0AX
81	ESP***	JARDINES PHARMACY	18 HIGH STREET	WING	BUCKINGHAMSHIRE	LU7 0NR
82	100 hrs.	Q2 Pharmacy	51, HUGHENDEN ROAD		HIGH WYCOMBE	HP13 5HS
83	100 hrs.	Instore Pharmacy	London Road	Buckingham	Buckinghamshire	MK18 1AB
84		BOOTS	27 EDEN WALK	EDEN SHOPPING CENTRE	HIGH WYCOMBE	HP11 2AW
85		GARLICKS CHEMISTS	31A RED LION STREET	CHESHAM	BUCKINGHAMSHIRE	HP5 1ET
86		ROWLANDS PHARMACY	OXFORD ROAD	STOKENCHURCH	BUCKINGHAMSHIRE	HP14 3TA
87		WOOBURN GREEN PHARMACY	51 THE GREEN	WOOBURN GREEN	BUCKINGHAMSHIRE	HP10 0EU
88		Lloyds Pharmacy	29 HIGH STREET	IVER	BUCKINGHAMSHIRE	SLO 9ND
89		LLOYDSPHARMACY	82 HIGH STREET	WINSLOW	BUCKINGHAMSHIRE	MK18 3DQ
90		ROWLANDS PHARMACY	252 BERKHAMPSTEAD ROAD	CHESHAM	BUCKINGHAMSHIRE	HP5 3ET
91		VANTAGE CHEMISTS	1 BISHOPS HOUSE	MARKET PLACE	CHALFONT ST PETER	SL9 9HE

92		AQSA PHARMACY	91 London Road		High Wycombe	HP11 1BU
93	DAC**	Securicare (Medical) Ltd	CAVELL HOUSE	KNAVES BEECH WAY	LOUDWATER	HP10 9QY
94		BOOTS	4 HALE LEYS	HIGH STREET	AYLESBURY	HP20 1ST
95	Opened 11/12/14	J T Health Ltd. Windmill Pharmacy	19-21 High Street	Ivinghoe	Leighton Buzzard	LU7 9EP

*40 Core Hours (identified on the map as Standard Pharmacy) unless stated as 100 hours;*

*DSP\* - Distance Selling Premises (Internet/Mail Order);*

*DAC\*\* - Dispensing Appliance Contractor;*

*ESP\*\*\* - Essential Small Pharmacy LPS until 31/03/2015*

## Appendix D – Indexed table of pharmacy premises by locality (maps 3a to 3h) with opening hours

### Amersham & Chesham

MAP INDEX	TRADING NAME	OPENING HOURS	CORE HOURS	Supporting Information
6	FMY Chemists	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00; 14:00-17:30 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	N/A
7	Prestwood Pharmacy	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	N/A
11	Chess Pharmacy	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	N/A

19	Little Chalfont Pharmacy	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-17:00 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:	N/A
28	COLLINS & JERVIE	Mon: 08:45-18:00 Tue: 08:45-18:00 Wed: 08:45-18:00 Thu: 08:45-18:00 Fri: 08:45-18:00 Sat: Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:	N/A
37	LLOYDSPHARMACY	Mon: 08:30-18:30 Tue: 08:30-18:30 Wed: 08:30-18:30 Thu: 08:30-18:30 Fri: 08:30-18:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:30-18:00 Tue: 09:00-13:00; 14:30-18:00 Wed: 09:00-13:00; 14:30-18:00 Thu: 09:00-13:00; 14:30-18:00 Fri: 09:00-13:00; 14:30-18:00 Sat: 09:00-10:30; 12:00-13:00 Sun:	N/A
42	KINTON PHARMACY	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-17:00 Fri: 09:00-18:00 Sat: 09:00-16:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:00 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-12:00 Sun:	N/A

59	BOOTS	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-17:30 Sun: 10:00-16:00	Mon: 09:30-14:00; 15:00-17:30 Tue: 09:30-14:00; 15:00-17:30 Wed: 09:30-14:00; 15:00-17:30 Thu: 09:30-14:00; 15:00-16:30 Fri: 09:30-14:00; 15:00-16:30 Sat: 09:30-14:00; 15:00-17:30	N/A
62	TESCO PHARMACY	Mon: 08:00-20:00 Tue: 08:00-20:00 Wed: 08:00-20:00 Thu: 08:00-20:00 Fri: 08:00-20:00 Sat: 08:00-20:00 Sun: 10:00-16:00	Mon: 09:00-13:00; 14:00-17:00 Tue: 09:00-13:00; 14:00-17:00 Wed: 09:00-13:00; 14:00-17:00 Thu: 09:00-13:00; 14:00-17:00 Fri: 09:00-13:00; 14:00-17:00 Sat: 09:00-13:00; 14:00-17:00 Sun:	N/A
69	BOOTS	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-17:30 Sun: 10:00-16:00	Mon: 09:30-13:30; 14:30-17:00 Tue: 09:30-13:30; 14:30-17:00 Wed: 09:30-13:30; 14:30-17:00 Thu: 09:30-13:30; 14:30-17:30 Fri: 09:30-13:30; 14:30-17:30 Sat: 09:30-13:30; 14:30-17:00 Sun:	N/A
78	HUGHENDEN VALLEY PHARMA LTD	Mon: 08:00-12:30; 13:30-18:30 Tue: 08:00-12:30; 13:30-18:30 Wed: 08:00-12:30; 13:30-18:30 Thu: 08:00-12:30; 13:30-18:30 Fri: 08:00-12:30; 13:30-18:30 Sat: Sun:	Mon: 08:00-12:30; 13:30-17:00 Tue: 08:00-12:30; 13:30-17:00 Wed: 08:00-12:30; 13:30-17:00 Thu: 08:00-12:30; 13:30-17:00 Fri: 08:00-12:30; 13:30-17:00 Sat: Sun:	N/A



85	GARLICKS CHEMISTS	Mon: 08:30-13:00; 14:00-18:00 Tue: 08:30-13:00; 14:00-18:00 Wed: 08:30-13:00; 14:00-18:00 Thu: 08:30-13:00; 14:00-18:00 Fri: 08:30-13:00; 14:00-18:00 Sat: Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	N/A
90	ROWLANDS PHARMACY	Mon: 08:30-13:30; 13:50-18:00 Tue: 08:30-13:30; 13:50-18:00 Wed: 08:30-13:00; 13:50-18:00 Thu: 08:30-13:30; 13:50-18:00 Fri: 08:30-13:30; 13:50-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:	N/A

**AV Central (inner)**

MAP INDEX	TRADING NAME	OPENING HOURS	CORE HOURS	Supporting Information
10	Your Local Boots Pharmacy	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-17:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-15:00 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-13:00 Sun:	N/A

14	Tesco pharmacy	Mon: 08:00-20:00 Tue: 08:00-20:00 Wed: 08:00-20:00 Thu: 08:00-20:00 Fri: 08:00-20:00 Sat: 09:00-20:00 Sun: 10:00-16:00	Mon: 09:00-13:00; 14:00-17:00 Tue: 09:00-13:00; 14:00-17:00 Wed: 09:00-13:00; 14:00-17:00 Thu: 09:00-13:00; 14:00-17:00 Fri: 09:00-13:00; 14:00-17:00 Sat: 09:00-13:00; 14:00-17:00 Sun:	N/A
16	Lansdales Pharmacy	Mon: 08:30-18:30 Tue: 08:30-18:30 Wed: 08:30-18:30 Thu: 08:30-18:30 Fri: 08:30-18:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:30-18:00 Tue: 09:00-13:00; 14:30-18:00 Wed: 09:00-13:00; 14:30-18:00 Thu: 09:00-13:00; 14:30-18:00 Fri: 09:00-13:00; 14:30-18:00 Sat: 09:00-11:30 Sun:	N/A
26	LLOYDSPHARMACY	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-17:30 Sun:	Mon: 09:00-13:00; 14:30-18:00 Tue: 09:00-13:00; 14:30-18:00 Wed: 09:00-13:00; 14:30-18:00 Thu: 09:00-13:00; 14:30-18:00 Fri: 09:00-13:00; 14:30-18:00 Sat: 09:30-12:00 Sun:	N/A
32	LLOYDSPHARMACY	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-12:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	N/A

33	Pharmacyspace	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00- 17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00- 17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:	Internet or mail order based
38	ROWLANDS PHARMACY	Mon: 08:30-13:00; 13:20- 18:00 Tue: 08:30-13:00; 13:20-18:00 Wed: 08:30- 13:00; 13:20-18:00 Thu: 08:30-13:00; 13:20-18:00 Fri: 08:30-13:00; 13:20-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00- 17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00- 13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00- 17:30 Sat: 09:00-11:30 Sun:	N/A
40	HAMPDEN PHARMACY	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-12:00 Sun:	Mon: 09:00-13:00; 14:00- 18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00- 13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00- 18:00 Sat: Sun:	N/A
49	ROWLANDS PHARMACY	Mon: 09:00-13:00; 14:00- 18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00- 13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	Mon: 09:00-13:00; 14:00- 18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00- 13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00- 18:00 Sat: Sun:	N/A
52	Consult Pharmacy	Mon: 08:00-22:30 Tue: 08:00-22:30 Wed: 08:00-22:30 Thu: 08:00-22:30 Fri: 08:00-22:30 Sat: 08:00-22:30 Sun: 09:00-22:00	Mon: 08:00-22:30 Tue: 08:00-22:30 Wed: 08:00-22:30 Thu: 08:00-22:30 Fri: 08:00-22:30 Sat: 08:00-22:30 Sun: 09:00-22:00	100 hours

57	Fairford Pharmacy	Mon: 09:30-13:00; 14:00-18:30 Tue: 09:30-13:00; 14:00-18:30 Wed: 09:30-13:00; 14:00-18:30 Thu: 09:30-13:00; 14:00-18:30 Fri: 09:30-13:00; 14:00-18:30 Sat: Sun:	Mon: 09:30-13:00; 14:00-18:30 Tue: 09:30-13:00; 14:00-18:30 Wed: 09:30-13:00; 14:00-18:30 Thu: 09:30-13:00; 14:00-18:30 Fri: 09:30-13:00; 14:00-18:30 Sat: Sun:	N/A
63	WM MORRISON PHARMACY	Mon: 08:30-13:00; 14:00-20:00 Tue: 08:30-13:00; 14:00-20:00 Wed: 08:30-13:00; 14:00-20:00 Thu: 08:30-13:00; 14:00-21:00 Fri: 08:30-13:00; 14:00-21:00 Sat: 08:30-13:00; 14:00-20:00 Sun: 10:00-16:00	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	N/A
71	TESCO PHARMACY	Mon: 08:30-20:00 Tue: 08:30-20:00 Wed: 08:30-20:00 Thu: 08:30-20:00 Fri: 08:30-20:00 Sat: 08:30-20:00 Sun: 11:00-16:00	Mon: 09:00-13:00; 14:00-17:00 Tue: 09:00-13:00; 14:00-17:00 Wed: 09:00-13:00; 14:00-17:00 Thu: 09:00-13:00; 14:00-17:00 Fri: 09:00-13:00; 14:00-17:00 Sat: 09:00-13:00; 14:00-17:00 Sun:	N/A
94	BOOTS	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-17:30 Sun: 10:30-16:30	Mon: 09:30-13:30; 14:30-17:00 Tue: 09:30-13:30; 14:30-17:00 Wed: 09:30-13:30; 14:30-17:00 Thu: 09:30-13:30; 14:30-17:00 Fri: 09:30-13:30; 14:30-17:00 Sat: 09:30-13:30; 14:30-17:00 Sun:	N/A

**AV Central (Outer)**

MAP INDEX	TRADING NAME	OPENING HOURS	CORE HOURS	Supporting Information
44	LLOYDS PHARMACY	Mon: 08:30-18:30 Tue: 08:30-18:30 Wed: 08:30-20:00 Thu: 08:30-18:30 Fri: 08:30-18:30 Sat: 09:00-17:50 Sun:	Mon: 08:30-12:30;15:00-18:00 Tue: 08:30-12:30;15:00-18:00 Wed: 08:30-12:30;15:00-18:00 Thu: 08:30-12:30;15:00-18:00 Fri: 08:30-12:30;15:00-18:00 Sat: 09:00-14:00 Sun:	N/A
46	EDLESBOROUGH PHARMACY	Mon: 08:30-13:00; 14:00-18:00 Tue: 08:30-13:00; 14:00-18:00 Wed: 08:30-13:00; 14:00-18:00 Thu: 08:30-13:00 Fri: 08:30-13:00; 14:00-18:00 Sat: Sun:	Mon: 08:30-13:00;14:00-18:00 Tue: 08:30-13:00; 14:00-18:00 Wed: 08:30-13:00;14:00-18:00 Thu: 08:30-13:00 Fri: 08:30-13:00;14:00-18:00 Sat: Sun:	N/A

61	LLOYDS PHARMACY	Mon: 08:30-18:30 Tue: 08:30-18:30 Wed: 08:30-18:30 Thu: 08:30-18:30 Fri: 08:30-18:30 Sat: 09:00-17:30 Sun:	Mon: 09:00-12:30;15:00-18:30 Tue: 09:00-12:30;15:00-18:30 Wed: 09:00-12:30;15:00-18:30 Thu: 09:00-12:30; 15:00-18:30 Fri: 09:00-12:30; 15:00-18:30 Sat: 09:00-11:30; 15:00-17:30 Sun:	N/A
70	LLOYDS PHARMACY	Mon: 08:30-13:00; 13:30-18:30 Tue: 08:30-13:00; 13:30-18:30 Wed: 08:30-13:00; 13:30-18:30 Thu: 08:30-13:00; 13:30-18:30 Fri: 08:30-13:00; 13:30-18:30 Sat: 09:00-13:00 Sun:	Mon: 08:30-12:30;15:00-18:30 Tue: 08:30-12:30;15:00-18:30 Wed: 08:30-12:30;15:00-18:30 Thu: 08:30-12:30; 15:00-18:30 Fri: 08:30-12:30;15:00-18:30 Sat: 09:30-12:00 Sun:	N/A
95	J T Health Ltd. Windmill Pharmacy	Monday – Friday: 09.00-13.00; 14.00-18.00 Saturday and Sunday: none	Monday – Friday: 08.30-13.00; 14.00-18.00 Saturday 09.00-12.00 Sunday: closed	<i>Note: opened 11/12/2014</i>

## AV North

MAP INDEX	TRADING NAME	OPENING HOURS	CORE HOURS	Supporting Information
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20	Buckingham Pharmacy	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00;14:00-18:00 Tue: 09:00-13:00;14:00-18:00 Wed: 09:00-13:00;14:00-18:00 Thu: 09:00-13:00;14:00-18:00 Fri: 09:00-13:00;14:00-18:00 Sat: Sun:	N/A
21	Lloyds Pharmacy	Mon: 09:00-18:30 Tue: 09:00-18:30 Wed: 09:00-18:30 Thu: 09:00-18:30 Fri: 09:00-18:30 Sat: 09:00-17:30 Sun:	Mon: 09:00-18:30 Tue: 09:00-18:30 Wed: 09:00-18:30 Thu: 09:00-18:30 Fri: 09:00-18:30 Sat: 09:00-17:30 Sun:	N/A
43	JARDINES PHARMACY	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00; 14:00-17:30 Sun:	Mon: 09:00-13:00;14:00-17:30 Tue: 09:00-13:00;14:00-17:30 Wed: 09:00-13:00;14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:	N/A
60	BOOTS	Mon: 08:45-13:00; 14:00-17:30 Tue: 08:45-13:00; 14:00-17:30 Wed: 08:45-13:00; 14:00-17:30 Thu: 08:45-13:00; 14:00-17:30 Fri: 08:45-13:00; 14:00-17:30 Sat: 08:45-13:00; 14:00-17:30 Sun:	Mon: 09:30-13:00;14:00-17:30 Tue: 09:30-13:00;14:00-17:30 Wed: 09:30-13:00;14:00-17:30 Thu: 09:30-13:00;14:00-17:30 Fri: 09:30-13:00;14:00-17:30 Sat: 09:30-13:00;14:00-17:30 Sun:	N/A

81	JARDINES PHARMACY	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	Mon: 09:00-13:00;14:00-18:00 Tue: 09:00-13:00;14:00-18:00 Wed: 09:00-13:00;14:00-18:00 Thu: 09:00-13:00;14:00-18:00 Fri: 09:00-13:00;14:00-18:00 Sat: Sun:	ESP LPS
83	Instore Pharmacy	Mon: 08:00-22:30 Tue: 06:30-22:30 Wed: 06:30-22:30 Thu: 06:30-22:30 Fri: 06:30-22:30 Sat: 06:30-22:00 Sun: 10:00-16:00	Mon: 08:00-22:30 Tue: 06:30-22:30 Wed: 06:30-22:30 Thu: 06:30-22:30 Fri: 06:30-22:30 Sat: 06:30-22:00 Sun: 10:00-16:00	100 hours
89	LLOYDSPHARMACY	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 9:00-13:00;14:00-18:00 Tue: 09:00-13:00;14:00-18:00 Wed: 09:00-13:00;14:00-18:00 Thu: 09:00-13:00;14:00-18:00 Fri: 09:00-13:00;14:00-18:00 Sat: Sun:	N/A

### AV South

MAP INDEX	TRADING NAME	OPENING HOURS	CORE HOURS	Supporting Information
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4	Rowlands Pharmacy	Mon: 08:30-13:00; 13:20-18:00 Tue: 08:30-13:00; 13:20-18:00 Wed: 08:30-13:00; 13:20-18:00 Thu: 08:30-13:00; 13:20-18:30 Fri: 08:30-13:00; 13:20-18:30 Sat: 08:30-13:00; 13:20-17:30 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:30-11:30 Sun:	N/A
17	JMW Vicary Ltd	Mon: 08:30-18:00 Tue: 08:30-18:00 Wed: 08:30-18:00 Thu: 08:30-18:00 Fri: 08:30-18:00 Sat: 09:00-12:00 Sun:	Mon: 08:30-16:30 Tue: 08:30-16:30 Wed: 08:30-16:30 Thu: 08:30-16:30 Fri: 08:30-16:30 Sat: Sun:	N/A
54	LLOYDS PHARMACY	Mon: 08:00-18:00 Tue: 08:00-18:00 Wed: 08:00-18:00 Thu: 08:00-18:00 Fri: 08:00-18:00 Sat: 09:00-17:30 Sun:	Mon: 09:00-12:30;14:30-18:00 Tue: 09:00-12:30;14:30-18:00 Wed: 09:00-12:30;14:30-18:00 Thu: 09:00-12:30;14:30-18:00 Fri: 09:00-12:30; 14:30-18:00 Sat: 11:30-14:00; 15:00-17:30 Sun:	N/A
80	LLOYDS PHARMACY	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-16:30 Tue: 09:00-16:30 Wed: 09:00-16:30 Thu: 09:00-16:30 Fri: 09:00-16:30 Sat: 09:00-11:30 Sun:	N/A

## High Wycombe

MAP INDEX	TRADING NAME	OPENING HOURS	CORE HOURS	Supporting Information
3	Victoria Pharmacy	Mon: 09:00-19:00 Tue: 09:00-19:00 Wed: 09:00-19:00 Thu: 09:00-19:00 Fri: 09:00-19:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00;14:00-17:00 Tue: 09:00-13:00;14:00-17:00 Wed: 09:00-13:00;14:00-17:00 Thu: 09:00-13:00;14:00-17:30 Fri: 09:00-13:00;14:00-17:30 Sat: 09:00-13:00 Sun:	N/A
5	Lansdales Pharmacy Ltd	Mon: 08:30-20:00 Tue: 08:30-20:00 Wed: 08:30-20:00 Thu: 08:30-20:00 Fri: 08:30-20:00 Sat: 08:30-18:00 Sun: 08:30-18:00	Mon: 09:00-13:00;14:00-18:00 Tue: 09:00-13:00;14:00-18:00 Wed: 09:00-13:00;14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	N/A
12	Sainsbury's Pharmacy	Mon: 07:00-23:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-22:00 Sun: 11:00-17:00	Mon: 07:00-23:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-22:00 Sun: 11:00-16:00	100 hours
22	Nationwide Pharmacies	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	Mon: 09:00-13:00;14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00;14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	Internet or mail order based

23	Lloyds Pharmacy	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00;14:00-18:00 Tue: 09:00-13:00;14:00-18:00 Wed: 09:00-13:00;14:00-18:00 Thu: 09:00-13:00;14:00-18:00 Fri: 09:00-13:00;14:00-18:00 Sat: Sun:	N/A
30	ASDA PHARMACY	Mon: 08:30-22:00 Tue: 08:30-22:00 Wed: 08:30-22:00 Thu: 08:30-22:00 Fri: 08:30-22:00 Sat: 08:00-20:00 Sun: 10:00-16:00	Mon: 09:00-12:30;14:30-17:00 Tue: 09:00-12:30;14:30-17:00 Wed: 09:00-12:30;14:30-17:00 Thu: 09:00-12:30; 14:30-17:00 Fri: 09:00-12:30; 14:30-17:00 Sat: 09:00-12:30; 14:30-17:00 Sun: 11:00-13:00;14:00-16:00	N/A
36	PRIORY PHARMACY	Mon: 08:30-19:00 Tue: 08:30-19:00 Wed: 08:30-19:00 Thu: 08:30-19:00 Fri: 08:30-19:00 Sat: 09:30-16:30 Sun:	Mon: 09:30-14:00;15:00-17:30 Tue: 09:30-14:00;15:00-17:30 Wed: 09:30-14:00;15:00-17:30 Thu: 09:30-14:00; 15:00-17:30 Fri: 09:30-13:00; 14:00-17:30 Sat: 09:30-14:30 Sun:	N/A
48	FOX PHARMACY	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00	Mon: 09:00-13:00;14:00-18:00 Tue: 09:00-13:00;14:00-18:00 Wed: 09:00-13:00;14:00-18:00 Thu: 09:00-13:00;14:00-18:00 Fri: 09:00-13:00;14:00-18:00	N/A

		Sat: 09:00-13:00 Sun:	Sat: Sun:	
51	CENTRA CHEMIST	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-17:30 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:	N/A
55	ALLIANCE PHARMACY	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00; 14:00-17:30 Sun:	Mon: 09:00-13:00;14:00-18:00 Tue: 09:00-13:00;14:00-18:00 Wed: 09:00-13:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun:	N/A
56	LANSDALES PHARMACY LTD	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	Mon: 09:00-13:00;14:00-18:00 Tue: 09:00-13:00;14:00-18:00 Wed: 09:00-13:00;14:00-18:00 Thu: 09:00-13:00;14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	Internet or mail order based

64	Downley Pharmacy	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00- 18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-12:00 Sun:	Mon: 09:00-13:00; 14:00- 18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00- 13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	N/A
65	BOOTS THE CHEMISTS	Mon: 08:30-17:30 Tue: 08:30-17:30 Wed: 08:30-17:30 Thu: 08:30-17:30 Fri: 08:30-17:30 Sat: 08:30-17:30 Sun: 10:30-16:30	Mon: 09:00-14:00;15:00- 17:30 Tue: 09:00- 14:00;15:00-17:30 Wed: 09:00-14:00;15:00-17:30 Thu: 09:00-14:00;15:00-17:30 Fri: 09:00-14:00; 15:00-17:30 Sat: 09:00-11:30 Sun:	N/A
66	SUPERDRUG PHARMACY	Mon: 09:00-13:00; 13:30- 18:00 Tue: 09:00-13:00; 13:30-18:00 Wed: 09:00- 13:00; 13:30-18:00 Thu: 09:00-13:00; 13:30-18:00 Fri: 09:00-13:00; 13:30-18:00 Sat: 09:00-13:30; 14:00-17:30 Sun:	Mon: 09:00-13:00;15:00- 17:30 Tue: 09:00-13:00; 15:00-17:30 Wed: 09:00- 13:00;15:00-17:30 Thu: 09:00-13:00;15:00-17:30 Fri: 09:00-13:00;15:00-17:30 Sat: 09:00-13:30;14:30-17:30 Sun:	N/A
74	ROWLANDS PHARMACY	Mon: 09:00-13:00; 13:20- 18:00 Tue: 09:00-13:00; 13:20-18:00 Wed: 09:00- 13:00; 13:20-18:00 Thu: 09:00-13:00; 13:20-18:00 Fri: 09:00-13:00; 13:20-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00;14:00- 17:30 Tue: 09:00- 13:00;14:00-17:30 Wed: 09:00-13:00;14:00-17:30 Thu: 09:00-13:00; 14:00- 17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:	N/A

75	ROWLANDS PHARMACY	Mon: 09:00-13:00; 13:20-18:30 Tue: 09:00-13:00; 13:20-18:30 Wed: 09:00-13:00; 13:20-18:30 Thu: 09:00-13:00; 13:20-18:30 Fri: 09:00-13:00; 13:20-18:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00;14:00-17:30 Tue: 09:00-13:00;14:00-17:30 Wed: 09:00-13:00;14:00-17:30 Thu: 09:00-13:00;14:00-17:30 Fri: 09:00-13:00;14:00-17:30 Sat: 09:00-11:30 Sun:	N/A
79	Ryemead Pharmacy	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-18:00 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:	N/A
82	Q2 Pharmacy	Mon: 08:00-24:00 Tue: 08:00-24:00 Wed: 08:00-24:00 Thu: 08:00-24:00 Fri: 08:00-24:00 Sat: 09:00-22:00 Sun: 10:00-20:00	Mon: 08:00-24:00 Tue: 08:00-24:00 Wed: 08:00-24:00 Thu: 08:00-24:00 Fri: 08:00-24:00 Sat: 09:00-21:00 Sun: 11:00-19:00	100 hours
84	BOOTS	Mon: 09:00-18:30 Tue: 09:00-18:30 Wed: 09:00-18:30 Thu: 09:00-19:00 Fri: 09:00-18:30 Sat: 09:00-18:30 Sun: 11:00-17:00	Mon: 10:00-17:00 Tue: 10:00-17:00 Wed: 10:00-17:00 Thu: 10:00-17:00 Fri: 10:00-17:00 Sat: 10:00-15:00 Sun:	N/A
92	AQSA PHARMACY	Mon: 09:00-19:00 Tue: 09:00-19:00 Wed: 09:00-18:00 Thu: 09:00-19:00 Fri: 09:00-19:00	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00	N/A

		Sat: Sun:	Sat: Sun:	
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## Southern Locality

MAP INDEX	TRADING NAME	OPENING HOURS	CORE HOURS	Supporting Information
9	Boots	Mon: 08:45-17:30 Tue: 08:45-17:30 Wed: 08:45-17:30 Thu: 08:45-17:30 Fri: 08:45-17:30 Sat: 08:45-17:30 Sun:	Mon: 9:30-13:30; 14:30-17:00 Tue: 09:30-13:30;14:30-17:00 Wed: 9:30-13:30;14:30-17:00 Thu: 09:30-13:30; 14:30-17:30 Fri: 09:30-13:30; 14:30-17:30 Sat: 09:30-13:30; 14:30-17:00 Sun:	N/A
13	your local Boots pharmacy	Mon: 09:00-13:00; 14:00-18:30 Tue: 09:00-13:00; 14:00-18:30 Wed: 09:00-13:00; 14:00-18:30 Thu: 09:00-13:00; 14:00-18:30 Fri: 09:00-13:00; 14:00-18:30 Sat: 09:00-13:00; 14:00-17:30 Sun:	Mon: 9:00-13:00;14:00-18:00 Tue: 09:00-13:00;14:00-18:00 Wed: 09:00-13:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun:	N/A
15	Health & Beauty	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-17:30 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:	N/A



24	Your Local Boots Pharmacy	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00; 14:00-17:00 Sun:	Mon: 9:00-13:00;14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun:	N/A
25	Chalfont Centre for Epilepsy	Mon: 08:30-17:15 Tue: 08:30-17:15 Wed: 08:30-17:15 Thu: 08:30-17:15 Fri: 08:30-17:15 Sat: Sun:	Mon: 08:30-17:15 Tue: 08:30-17:15 Wed: 08:30-17:15 Thu: 08:30-17:15 Fri: 08:30-17:15 Sat: Sun:	N/A
27	JEEVES PHARMACY	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	Mon: 9:00-13:00;14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 9:00-13:00;14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	N/A
34	HEDGEGRAIL PHARMACY	Mon: 08:45-18:30 Tue: 08:45-18:30 Wed: 08:45-18:30 Thu: 08:45-18:30 Fri: 08:45-18:30 Sat: 08:45-13:00 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:	N/A

39	SAINSBURY PHARMACY	Mon: 08:00-22:00 Tue: 08:00-22:00 Wed: 08:00-22:00 Thu: 08:00-22:00 Fri: 08:00-22:00 Sat: 08:00-20:00 Sun: 10:00-16:00	Mon: 9:00-12:00;15:00-18:00 Tue: 09:00-12:00; 15:00-18:00 Wed: 9:00-12:00;15:00-18:00 Thu: 09:00-12:00;15:00-18:00 Fri: 09:00-12:00; 15:00-18:00 Sat: 09:00-13:00 Sun: 10:00-16:00	N/A
45	LLOYDSPHARMACY	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-14:00 Sun:	Mon: 9:00-13:00;14:30-18:00 Tue: 09:00-13:00;14:30-18:00 Wed: 9:00-13:00;14:30-18:00 Thu: 09:00-13:00; 14:30-18:00 Fri: 09:00-13:00; 14:30-18:00 Sat: 09:00-10:30; 13:00-14:00 Sun:	N/A
53	RICHARD ADAMS CHEMIST	Mon: 08:30-18:00 Tue: 08:30-18:00 Wed: 08:30-18:00 Thu: 08:30-18:00 Fri: 08:30-18:00 Sat: 09:00-17:30 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:	N/A
67	SALEYS CHEMISTS	Mon: 09:00-12:00; 13:00-18:30 Tue: 09:00-12:00; 13:00-18:30 Wed: 09:00-12:00; 13:00-18:30 Thu: 09:00-12:00; 13:00-18:30 Fri: 09:00-12:00; 13:00-18:30 Sat: 09:00-12:00 Sun:	Mon: 9:00-12:00;13:00-18:00 Tue: 09:00-12:00; 13:00-18:00 Wed: 9:00-12:00;13:00-18:00 Thu: 09:00-12:00; 13:00-18:00 Fri: 09:00-12:00; 13:00-18:00 Sat: Sun:	ESPLPS

68	LLOYDSPHARMACY	Mon: 08:30-18:30 Tue: 08:30-18:30 Wed: 08:30-18:30 Thu: 08:30-18:30 Fri: 08:30-18:30 Sat: 09:00-17:30 Sun:	Mon: 9:00-12:00;14:00-18:00 Tue: 09:00-12:00;14:00-18:00 Wed: 9:00-12:00;14:00-18:00 Thu: 09:00-12:00; 14:00-18:00 Fri: 09:00-12:00; 14:00-18:00 Sat: 09:00-12:00; 15:30-17:30 Sun:	N/A
77	LLOYDSPHARMACY	Mon: 08:00-18:00 Tue: 08:00-18:00 Wed: 08:00-18:00 Thu: 08:00-18:00 Fri: 08:00-18:00 Sat: 09:00-12:00 Sun:	Mon: 8:30-12:30;15:00-18:00 Tue: 08:30-12:30;15:00-18:00 Wed: 8:30-12:30;15:00-18:00 Thu: 08:30-12:30; 15:00-18:00 Fri: 08:30-12:30; 15:00-18:00 Sat: 09:00-12:00 Sun:	N/A
88	Lloyds Pharmacy	Mon: 09:00-18:30 Tue: 09:00-18:30 Wed: 09:00-18:30 Thu: 09:00-18:30 Fri: 09:00-18:30 Sat: 09:00-14:00 Sun:	Mon: 9:00-12:00;14:00-18:30 Tue: 09:00-12:00;14:00-18:30 Wed: 9:00-12:00;14:00-18:30 Thu: 09:00-12:00; 14:00-18:30 Fri: 09:00-12:00; 14:00-18:30 Sat: 09:00-10:30; 13:00-14:00 Sun:	N/A
91	VANTAGE CHEMISTS	Mon: 08:00-18:15 Tue: 08:30-18:15 Wed: 08:30-18:15 Thu: 08:30-18:15 Fri: 08:30-18:15 Sat: 09:00-17:30 Sun:	Mon: 09:00-16:00 Tue: 09:00-16:00 Wed: 09:00-16:00 Thu: 09:00-16:00 Fri: 09:00-16:00 Sat: 09:00-14:00 Sun:	N/A

## Woodburn Green Locality

MAP INDEX	TRADING NAME	OPENING HOURS	CORE HOURS	Supporting Information
1	Your Local Boots Pharmacy	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00; 14:00-17:00	Mon: 09:00-13:00;14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00 ; Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun:	N/A
2	Tesco Pharmacy	Mon: 08:00-20:00 Tue: 08:00-20:00 Wed: 08:00-20:00 Thu: 08:00-20:00 Fri: 08:00-20:00 Sat: 08:00-19:00 Sun: 10:00-16:00	Mon: 9:00-13:00;14:00-17:00 Tue: 09:00-13:00; 14:00-17:00 Wed: 9:00-13:00; 14:00-17:00 Thu: 09:00-13:00; 14:00-17:00 Fri: 09:00-13:00; 14:00-17:00 Sat: 09:00-13:00; 14:00-17:00 Sun:	N/A
8	Lane End Pharmacy	Mon: 08:30-13:00; 14:00-18:30 Tue: 08:30-13:00; 14:00-18:30 Wed: 08:30-13:00; 14:00-18:30 Thu: 08:30-13:00; 14:00-18:30 Fri: 08:30-13:00; 14:00-18:30 Sat: 08:30-12:30 Sun:	Mon: 09:00-13:00;14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00;14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	N/A
18	Pharmacare Medical	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:	Internet or mail order based

29	BOOTS	Mon: 08:00-19:00 Tue: 08:00-19:00 Wed: 08:00-19:00 Thu: 08:00-19:00 Fri: 08:00-19:00 Sat: 08:00-18:00 Sun:	Mon: 09:30-13:30;14:30-17:00 Tue: 09:30-13:30;14:30-17:00 Wed: 09:30-13:30;14:30-17:00 Thu: 09:30-13:30; 14:30-17:30 Fri: 09:30-13:30; 14:30-17:30 Sat: 09:30-13:30; 14:30-17:00 Sun:	N/A
31	LANSDALES PHARMACY	Mon: 08:30-13:00; 14:00-18:30 Tue: 08:30-13:00; 14:00-18:30 Wed: 08:30-13:00; 14:00-18:30 Thu: 08:30-13:00; 14:00-18:30 Fri: 08:30-13:00; 14:00-18:30 Sat: 09:00-12:00 Sun:	Mon: 09:00-13:00;14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00;14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	N/A
35	Sainsburys Pharmacy	Mon: 08:00-23:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-22:00 Sun: 10:00-16:00	Mon: 08:00-23:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-22:00 Sun: 10:00-16:00	100 hours
41	Lloyds	Mon: 08:30-18:30 Tue: 08:30-18:30 Wed: 08:30-18:30 Thu: 08:30-18:30 Fri: 08:30-18:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-12:00;14:00-18:30 Tue: 09:00-12:00; 14:00-18:30 Wed: 09:00-12:00;14:00-18:30 Thu: 09:00-12:00; 14:00-18:30 Fri: 09:00-12:00; 14:00-18:30 Sat: 09:30-12:00;Sun:	N/A

47	LLOYDSPHARMACY	Mon: 08:30-18:30 Tue: 08:30-18:30 Wed: 08:30-18:30 Thu: 08:30-18:30 Fri: 08:30-18:30 Sat: 09:00-17:30 Sun:	Mon: 08:30-12:30;15:30-18:30 Tue: 08:30-12:30;15:30-18:30 Wed: 08:30-12:30;15:30-18:30 Thu: 08:30-12:30;15:30-18:30 Fri: 08:30-12:30;15:30-18:30 Sat: 09:00-11:30;15:00-17:30; Sun:	N/A
50	BOOTS	Mon: 08:30-17:30 Tue: 08:30-17:30 Wed: 08:30-17:30 Thu: 08:30-17:30 Fri: 08:30-17:30 Sat: 08:30-17:30 Sun: 11:00-16:00	Mon: 09:30-14:00;15:00-17:30 Tue: 09:30-14:00; 15:00-17:30 Wed: 09:30-14:00;15:00-17:30 Thu: 09:30-14:00; 15:00-17:30 Fri: 09:30-14:00; 15:00-17:30 Sat: 09:30-14:00; 15:00-15:30 Sun:	N/A
58	MARLOW BOTTOM PHARMACY	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:	N/A
72	MARLOW PHARMACY	Mon: 08:30-17:30 Tue: 08:30-17:30 Wed: 08:30-17:30 Thu: 08:30-17:30 Fri: 08:30-17:30 Sat: 09:00-17:00 Sun:	Mon: 09:00-16:00 Tue: 09:00-16:00 Wed: 09:00-16:00 Thu: 09:00-16:00 Fri: 09:00-17:00 Sat: 09:00-13:00 Sun:	N/A

73	LLOYDSPHARMACY	Mon: 08:30-19:00 Tue: 08:30-19:00 Wed: 08:30-19:00 Thu: 08:30-19:00 Fri: 08:30-19:00 Sat: 08:30-17:30 Sun:	Mon: 08:30-12:00;16:00-19:00 Tue: 08:30-12:00;16:00-19:00 Wed: 08:30-12:00;16:00-19:00 Thu: 08:30-12:00; 16:00-19:00 Fri: 08:30-12:00; 16:00-19:00 Sat: 08:30-11:00; 12:30-17:30 Sun:	N/A
76	GLADE PHARMACY	Mon: 08:30-13:00; 14:00-18:30 Tue: 08:30-13:00; 14:00-18:30 Wed: 08:30-13:00; 14:00-18:30 Thu: 08:30-13:00; 14:00-18:30 Fri: 08:30-13:00; 14:00-18:30 Sat: Sun:	Mon: 09:00-13:00;14:00-18:00 Tue: 09:00-13:00;14:00-18:00 Wed: 09:00-13:00;14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	N/A
86	ROWLANDS PHARMACY	Mon: 09:00-13:30; 14:00-18:00 Tue: 09:00-13:30; 14:00-18:00 Wed: 09:00-13:30; 14:00-18:00 Thu: 09:00-13:30; 14:00-18:00 Fri: 09:00-13:30; 14:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00;14:00-17:30 Tue: 09:00-13:00;14:00-17:30 Wed: 09:00-13:00;14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:	N/A
87	WOOBURN GREEN PHARMACY	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-17:00 Sun:	Mon: 09:00-16:00 Tue: 09:00-16:00 Wed: 09:00-16:00 Thu: 09:00-16:00 Fri: 09:00-17:00 Sat: 09:00-13:00 Sun:	N/A

93	Securicare (Medical) Ltd	Mon: 08:30-17:00 Tue: 08:30-17:00 Wed: 08:30-17:00 Thu: 08:30-17:00 Fri: 08:30-17:00 Sat: Sun:	Mon: 09:00-15:00 Tue: 09:00-15:00 Wed: 09:00-15:00 Thu: 09:00-15:00 Fri: 09:00-15:00 Sat: Sun:	Dispensing Appliance Contractor
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## Appendix E – Indexed table of doctor dispensing list premises for Buckinghamshire

MAP INDEX	CCG NAME	PARTNERSHIP NAME	ADDRESS1	ADDRESS2	ADDRESS3	ADDRESS4	POSTCODE
A	NHS Chiltern CCG	Dr DUDLEY J	Stokenchurch Medical Centre	Oxford Road	Stokenchurch	Bucks	HP143SX
Bi	NHS Chiltern CCG	Dr MITCHELL MJ & Partners	Hughenden Valley Surgery	Valley Road	High Wycombe	Bucks	HP144LG
Bii	NHS Chiltern CCG	Dr MITCHELL MJ & Partners	Chequers Surgery	3 Chequers Drive	Prestwood	Bucks	HP16 9DU
Ci	NHS Chiltern CCG	Dr NORTH CI & Partners	Lane End Surgery	Finings Road	Lane End	Bucks	HP14 3ES
Cii	NHS Chiltern CCG	Dr NORTH CI & Partners	The Surgery	Hambleden	Henley on Thames	Oxon	RG9 6RT
Di	NHS Aylesbury Vale CCG	Dr SIMONS GD & Partners	The Surgery	2 Vicarage Lane	Steeple Claydon	Buckingham	MK182PR
Dii	NHS Aylesbury Vale CCG	Dr SIMONS GD & Partners	North End Surgery	High Street		Buckingham	MK18 1NU
E	NHS Aylesbury Vale CCG	Dr RIZZO-NAUDI JL & Partner	Whitchurch Surgery	49 Oving Road	Whitchurch	Aylesbury	HP224JF
F	NHS Aylesbury Vale CCG	Dr FAIRFIELD JJ & Partners	Norden House	Avenue Road	Winslow	Buckingham	MK183DW
Gi	NHS Aylesbury Vale CCG	Dr SCOTT GA & Partners	Trinity Health	High Street	Long Crendon	Aylesbury Bucks	HP189AF
Gii	NHS Aylesbury Vale CCG	Dr SCOTT GA & Partners	Brill Surgery	22 Thame Road	Brill	Bucks	HP18 9SA
H	NHS Aylesbury Vale CCG	Dr SILVERMAN A	Ashcroft Surgery	Stewkley Road	Wing	Leighton Buzzard	LU7 0NE
J	NHS Aylesbury Vale CCG	Dr WATT AD & Partner	Waddesdon Surgery	Goss Avenue	Waddesdon	Aylesbury	HP180LY
K	NHS Aylesbury Vale CCG	Dr MATHEWS SR & Partners	Verney Close Family Practice	Verney Close	Buckingham	Bucks	MK181JP
L	NHS Aylesbury Vale CCG	Dr PEEL EM & Partner	The Surgery	46 Stewkley Road	Wing	Leighton Buzzard	LU7 0NE
M	NHS Aylesbury Vale CCG	Dr ROBB E & Partners	Masonic House Surgery	26 High Street	Buckingham	Bucks	MK181NU
N	NHS Aylesbury Vale CCG	Dr MORETON PW & Partners	Wendover Surgery	Aylesbury Road	Wendover	Bucks	HP22 6LD
Pi	NHS Aylesbury Vale CCG	Dr BELL J & Partner	Edlesborough Surgery	11 Cow Lane	Edlesborough	Dunstable	LU6 2HT
Pii	NHS Aylesbury Vale CCG	Dr BELL J & Partner	Pitsone Surgery	Yardley Avenue	Pitstone		LU7 9BE



## Appendix F – Results from the public survey

### Summary

Of those surveyed, nearly all (98%) used pharmacies, and over half of these people used pharmacies frequently (more than once a month).

The main services used were dispensing of prescriptions, either for themselves or another person (up to 60 %), and purchasing medication or obtaining advice (although this would not be on such a regular basis).

A relatively small number of people appear to make use of other services. This may be due to people not knowing that these services are available. When asked what other services they would use, if pharmacies provided them, some respondents suggested essential services that all pharmacies are contracted to provide. These included:

- electronic transfer of prescriptions
- disposal of unwanted medications
- self-care, including minor ailments.

More than a third of people in the survey said they would use pharmacies to dispose of unwanted medication if pharmacies provided it – something that, in fact, all pharmacies already do as an essential service.

Other people specifically commented on the provision of additional information on which services pharmacies provide. More than half of people surveyed said that they accessed information on pharmacy services from the internet.

### Choice of Pharmacy

Of those surveyed, the main reasons for choosing a particular pharmacy to access services were:

- close to home
- easy to get to and park
- have what medications they needed (adequate stock)
- good opening times, advice and information
- offer a prescription collection service.

Approximately 30% of people choose to use a pharmacy that is not the one closest to where they live. This is mainly because it is not easy to park, or they have previously been disappointed in the service from that particular pharmacy.

More than a third of those who took the opportunity to comment on the pharmacy services they used were extremely positive and included such comments as:

*"The pharmacist did an asthma check with me, which was extremely useful"*

*"Very friendly, knowledgeable, helpful advice when asked"*

*"The medicines review was welcome and put my mind at rest"*

Other comments received expressed options on:

- additional need for extended hour pharmacies, including weekends
- concern that some pharmacies were already too busy for an effective service and more confidential areas would be useful
- the crucial importance of parking facilities.

Several comments received were not directly related to local provision.

### **Access to Pharmaceutical Services**

Of those surveyed, more than three quarters of patients access the pharmacy by car, just over a third walked and only 2% travel by public transport.

Only 5% of people travel more than 15 minutes to get to a pharmacy and even fewer (3%) find it difficult to get to a pharmacy.

Approximately nine out of 10 people were able to access a pharmacy when they recently needed one. Of those few that could not, several waited until a pharmacy was open, while others accessed GP or acute services.

When asked what times of day they would prefer to be able to access pharmacy services, mornings were preferred, including weekends. However, there was a strong response across all times of day, more so during the week.

### **Development of Pharmacy Services**

The demographics of those who took part in the services can be seen in the outcome of the question regarding which service they would use in pharmacies:

- health checks
- cholesterol and blood pressure checks
- flu vaccinations.

These services are generally targeted at the over-40s.

There was little interest in services such as:

- emergency contraception
- sexual health tests
- home delivery
- support of weight management and smoking cessation.

These services would meet the needs of young people and those who have difficulties leaving the home.

## Appendix G – Buckinghamshire Pharmacy Access Analysis

- Postcodes for localities were, wherever possible, taken from the GP practice
- Distance measurement is the point-to-point distance between GP practice in settlement and the nearest pharmacy
- Time measurement is estimated travel time by car
- If services are clearly available in less than five miles, these are not included
- AA route planner used for distance and times
- NHS Choices used for nearest (includes out of locality and HWB areas)
- Excluded distance selling as no face-to-face service
- ‘All’ refers to normal hours and out of hours. Some pharmacies may be closer but only provide services Monday-Friday
- Criteria agreed at steering group – more than five miles and 20 minutes or longer drive time
- Red indicates over five miles or 20 minutes
- Where the AA router planner indicated 20mins or more, additional route planners (RAC & Green Flag) were used to establish the probability of journey times being generally over 20mins by car.
- Two reds = Gap

### AV North

<b>Settlement</b>	<b>Hours</b>	<b>Nearest pharmacy</b>	<b>Distance</b>	<b>Time</b>	<b>Gap?</b>
Winslow	Weekday evenings & Sunday	Tesco Buckingham	5.6miles	11mins	No
Wing	Weekday evenings, Saturday & Sunday	Tesco Leighton Buzzard	2.7miles	8mins	No
Whitchurch	All	Tesco Aylesbury	5.6 miles	12mins	No

## AV South

<b>Settlement</b>	<b>Hours</b>	<b>Nearest pharmacy</b>	<b>Distance</b>	<b>Time</b>	<b>Gap?</b>
Waddesdon	All	Tesco Aylesbury	4.4 miles	7mins	No
Long Crendon	All	Boots Thame	2.3 miles	7mins	No
Brill	All	Boots- Thame Ahmeys –Bicester	6.3miles 8.1miles	20mins 23mins	Potential - Other route planner estimates to be considered
Princess Risborough	Evenings & Saturday & Sunday	Boots- Thame Morrisons- Aylesbury	7.9miles 9.2miles	18mins 14 mins	No
Haddenham	Evenings & Saturday & Sunday	Boots- Thame	4.4miles	10mins	No

### Additional Route Planners- Brill

<b>Hours</b>	<b>Nearest pharmacy</b>	<b>RAC estimated time</b>	<b>Green Flag estimated time</b>	<b>Gap?</b>
GP hours (except one hour on a Tuesday evening)	Boots Thame (High St)	14mins	14mins	No
Evening	Ahmeys Pharmacy Bicester	16mins	16mins	No
Saturdays	Boots Thame (Health Centre)	15mins	15mins	No
Sundays	Ahmeys Pharmacy Bicester	16mins	16mins	No

## AV Central (Inner)

None identified

**AV Central (Outer)**

<b>Settlement</b>	<b>Hours</b>	<b>Nearest pharmacy</b>	<b>Distance</b>	<b>Time</b>	<b>Gap?</b>
Pitstone	Weekday & Saturday	Windmill Pharmacy - Ivinghoe	0.9miles	2mins	No
	Evenings	Lloyds -Tring	4.5miles	14mins	No
	Sunday	Tesco - Leighton Buzzard	8.6miles	23mins	Potential - Other route planner estimates to be considered
Edlesborough	All	Asda – Dunstable	4.9miles	16mins	No
Aston Clinton	Sunday	Consult- Aylesbury	3.3miles	7mins	No
Wendover	Sunday	Consult – Aylesbury	5.6miles	10mins	No

Additional Router Planners- Pitstone

<b>Hours</b>	<b>Nearest pharmacy</b>	<b>RAC estimated time</b>	<b>Green Flag estimated time</b>	<b>Gap?</b>
Sundays	Tesco - Leighton Buzzard	17mins	17mins	No

## Amersham & Chesham

Observation regarding GP opening times between 6pm and 6:30pm: there are three GPs in Chesham that are open during this time (advertised in NHS Choices) and not one of the five pharmacies in Chesham is open past 6pm. See table for nearest pharmacy. **No gap using criteria identified.**

<b>Settlement</b>	<b>Hours</b>	<b>Nearest pharmacy</b>	<b>Distance</b>	<b>Time</b>	<b>Gap?</b>
Chesham	Weekday evening	Boots Amersham	2.4miles	5mins	No
Prestwood	Weekday evenings	Hughenden	3.6miles	7mins	No
	Sunday	Q2 High Wycombe	5.1miles	10mins	No
Hughenden	Sunday	Q2 High Wycombe	1.8miles	4mins	No

## High Wycombe

<b>Settlement</b>	<b>Hours</b>	<b>Nearest pharmacy</b>	<b>Distance</b>	<b>Time</b>	<b>Gap?</b>
Hazlemere	Sunday	Q2 High Wycombe	2.5miles	7mins	No
Holmer Green	Evenings & Sundays	Q2 High Wycombe	3.1miles	9mins	No

## Wooburn Green

<b>Settlement</b>	<b>Hours</b>	<b>Nearest pharmacy</b>	<b>Distance</b>	<b>Time</b>	<b>Gap?</b>
Lane End	Sunday	Asda High Wycombe	3.3miles	11mins	No
Hambleden	All	Boots Henley on Thames	4.3miles	11mins	No
Stokenchurch	Evening & Sundays	Asda High Wycombe	8.6miles	11mins	No
Pharmacy in Stokenchurch hours are Monday-Friday to 6pm on data from area team (AT);					



however, NHS Choices shows open to 6:30pm. This pharmacy has not replied to questionnaire to confirm details.

## Southern

Gerrards Cross and Chalfont Common appear not to have any Sunday access. However, NHS Choices indicates that the Vantage pharmacy in Chalfont is open on a Sunday. This contradicts the information from the AT. This pharmacy hasn't replied to the questionnaire for verification. Hence, no gap identified.

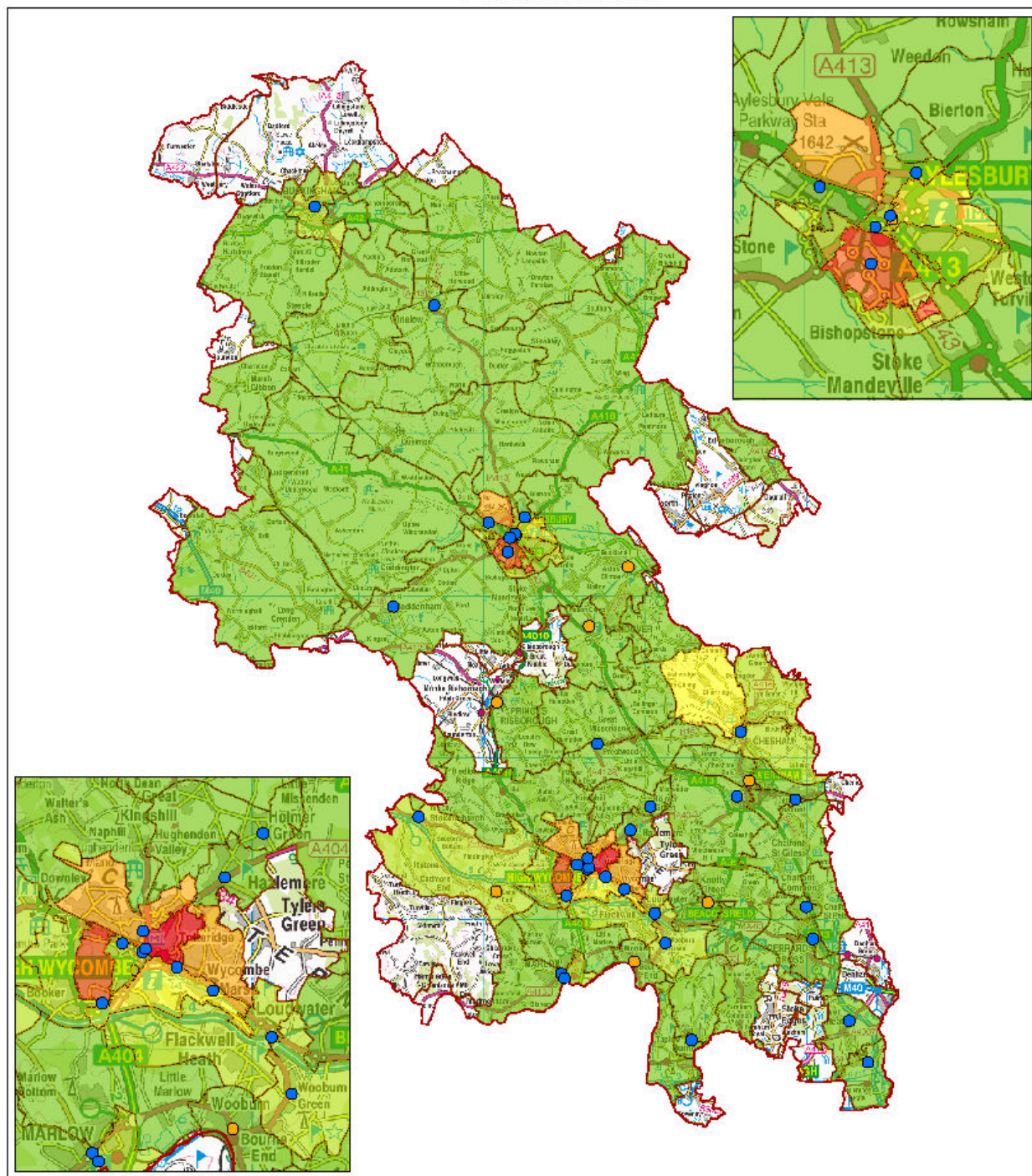
<b>Settlement</b>	<b>Hours</b>	<b>Nearest pharmacy</b>	<b>Distance</b>	<b>Time</b>	<b>Gap?</b>
Iver Heath	Evening & Weekends	Boots Uxbridge	2.1miles	6mins	No
Gerrards Cross	Sunday	Boots Uxbridge	5.4miles	10mins	No
Chalfont Common	Sunday	Boots Rickmansworth	4.6miles	15mins	No

## Summary

With the use of alternative route-planners, the Health and Wellbeing Board has concluded that there are no gaps in the provision of pharmaceutical services.

## Appendix H – Opiate Client Distribution and Supervised Consumption Pharmacies

# Opiate Client Distribution & Supervised Consumption Pharmacies



## Legend

<b>SC Pharmacies 2014-15</b>		<b>Opiate Clients</b>	
● Signed Up	● Awaiting paperwork	<b>Count</b>	21 - 30
		0	31 - 40
		1 - 10	41 - 50
		11 - 20	51 - 60



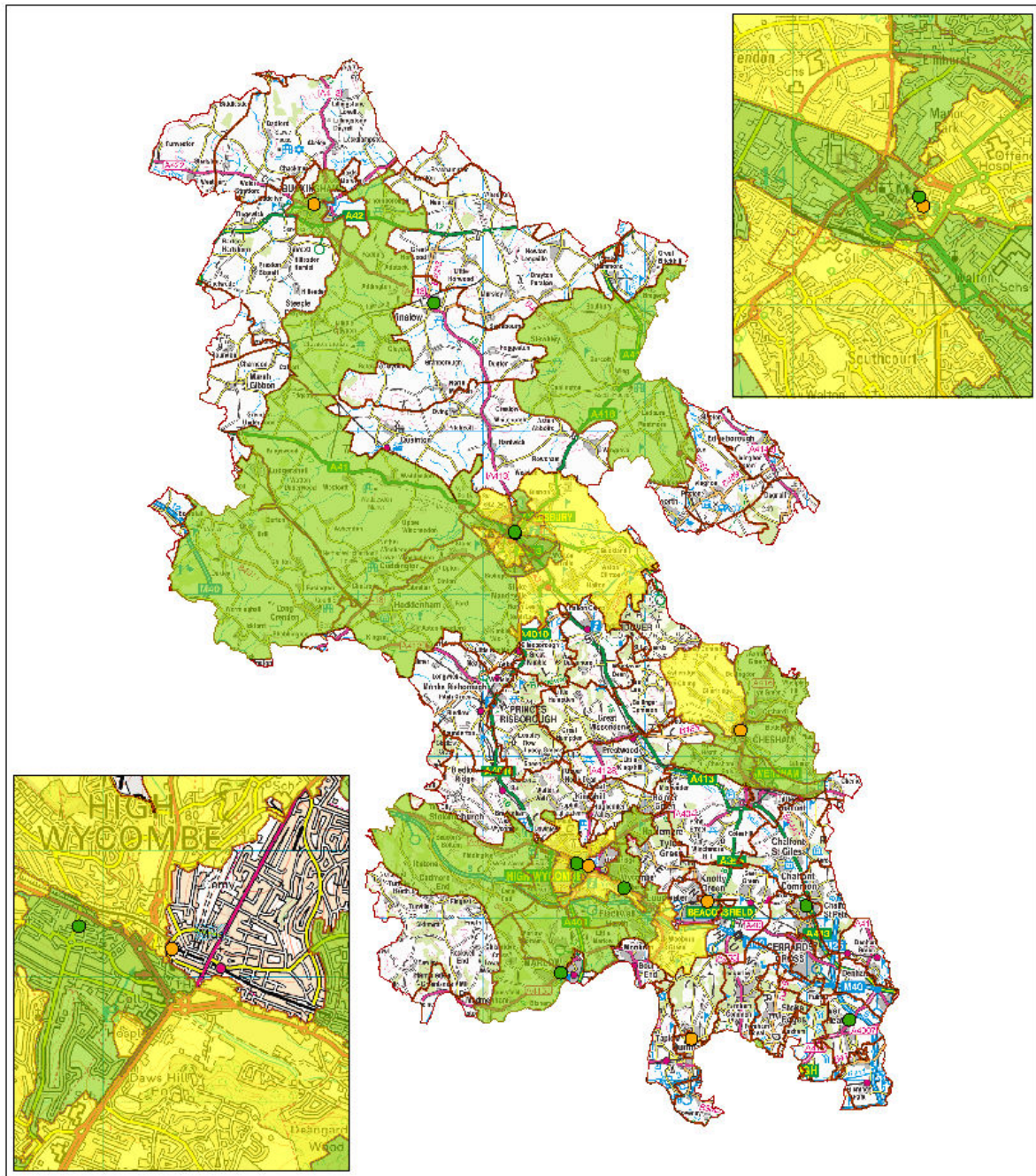
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# Appendix I – Injecting client distribution and needle change pharmacies

## Injecting Client Distribution & Needle Exchange Pharmacies



### Legend

<b>NX Pharmacies (2014-15)</b>		<b>Injecting at treatment start</b>	 0 - 10
	Awaiting paperwork	<b>Count</b>	 11 - 15
	Signed Up	 0	 16
		 1 - 5	



Scale varies between maps

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## Appendix J – Sources used for the PNA

All references and web links current as of September 2014

- AA Route planner <http://www.theaa.com/route-planner/index.jsp>
- Buckinghamshire County Council EIA Guidance [http://www.buckscc.gov.uk/media/132095/EIA\\_Guidance\\_Dec\\_08\\_External.pdf](http://www.buckscc.gov.uk/media/132095/EIA_Guidance_Dec_08_External.pdf)
- Buckinghamshire Joint Strategic Needs Assessment (JSNA) <http://www.buckscc.gov.uk/community/knowning-bucks/joint-strategic-needs-assessment/>
- Buckinghamshire Joint Health & Wellbeing Strategy <http://www.buckscc.gov.uk/media/886593/JHW-strategy.pdf>
- centre <http://www.hscic.gov.uk/>
- Buckinghamshire Urgent Care website <http://www.bucksurgentcare.com/Pages/Services.aspx>
- Green Flag Route Planner: <http://www.greenflag.com/routeplanning/>
- Healthwatch Bucks <http://www.healthwatchbucks.co.uk/>
- NHS Buckinghamshire NHS Buckinghamshire Commissioners Aylesbury Vale and Chiltern CCGs Draft 5 Year Strategic Plan April 2014 <http://www.aylesburyvaleccg.nhs.uk/wp-content/uploads/2013/03/Buckinghamshire-Commissioners-5-Year-Plan-V4-04042014.pdf>
- NHS Choices <http://www.nhs.uk/Pages/HomePage.aspx>
- NHS England <http://www.england.nhs.uk>
- NHS England Thames Valley Area Team Pharmaceutical List August 2014
- NHS Health Check website <http://www.healthcheck.nhs.uk/>
- NHS Prescription Services [http://www.ppa.org.uk/ppa/edt\\_intro.htm](http://www.ppa.org.uk/ppa/edt_intro.htm)
- NHS Chiltern CCG website <http://www.chilternccg.nhs.uk/>
- NHS Aylesbury CCG website <http://www.aylesburyvaleccg.nhs.uk/>
- NHS Primary Care Commissioning <http://www.pcc.nhs.uk>
- Office for National Statistics <http://www.statistics.gov.uk>
- Pharmaceutical Services Negotiating Committee <http://www.psnc.org.uk/>
- Public Health England Health Profiles 2014 <http://www.apho.org.uk/>
- RAC Route planner: <http://www.rac.co.uk/route-planner/>

## Appendix K Glossary of terms & Acronyms

AT	Area team
AUR	Appliance Use Review Services (AUR)
AV	Aylesbury Vale
BCC	Buckinghamshire County Council
BHT	Buckinghamshire Healthcare NHS Trust
BSSS	Bucks Smokefree Support Service
CCG	Clinical commissioning group
CO	Carbon monoxide
CPCF	Community Pharmacy Contractual Framework
CSCSU	NHS Central Southern Commissioning Support Unit
DAC	Dispensing Appliance contractor
EHC	Emergency hormonal contraception
FHSAU	NHS Litigation Authority's Family Health Services Appeal Unit
HIV	human immunodeficiency virus
HWB	Health and Wellbeing Board
HWWP	Heatherwood and Wexham Park Foundation Trust
JSNA	Joint Strategic Needs Assessment
LA	Local Authority
LCS	Locally Commissioned Services
LD	Learning disability
LPS	Local Pharmaceutical Services
LSOA	Lower Super Output Area
LTC	Long term conditions
MIU	Minor injuries unit
MUR	Medicines Use Review and Prescription Intervention Services
NHS	National Health Service
NMS	New Medicines Service
NRT	Nicotine Replacement Therapy
OHFT	Oxford Health Foundation Trust
PCC	Primary Care Commissioning
PCT	Primary Care Trust
PNA	Pharmaceutical needs assessment
PSNC	Pharmaceutical Services Negotiating Committee
SAC	Stoma Appliance Customisation Service
SCAS	South Central Ambulance Services NHS Foundation Trust
STI	Sexually transmitted infections
SWCSU	NHS South West Commissioning Support Unit

## **Clinical Commissioning Groups (CCG)**

CCGs work with a range of providers to make sure that health services meet the needs of local people. They are responsible for commissioning community health services, hospital health services, health aspects of social and continuing care, GP prescribing and GP out-of-hours services that local people use. In Buckinghamshire there are two CCGs – Chiltern CCG and Aylesbury Vale CCG

## **ePACT**

A service for pharmaceutical and prescribing advisors that allows online analysis of the previous 60 months of prescribing data held on NHS Prescription Services Prescribing Database.

## **IMD Index or Indices of Multiple Deprivation**

The Index of Multiple Deprivation (IMD) is a measure of multiple deprivations at Super Output Area (SOA) level. The model of multiple deprivation that underpins the IMD is based on the idea of distinct dimensions of deprivation that can be recognised and measured separately.

## **JSNA Joint Service Needs Assessment**

The purpose of JSNA is to pull together in a single, ongoing process all the information which is available on the needs of our local population ('hard' data i.e. statistics; and 'soft data' i.e. the views of local people), to analyse them in detail to identify the major issues to be addressed regarding health and well-being, and the actions that local agencies will take to address those issues.

## **LCS Local Commissioned Service**

Local Commissioned services address a gap in essential services or deliver higher-than-specified standards, with the aim of helping reduce demand on secondary care. These services expand the range of services to meet local need, improve convenience and extend choice.

## **LPC Local Pharmaceutical Committee**

The local organisation for community pharmacy is the Local Pharmaceutical Committee (LPC). The LPC is the focus for all community pharmacists and community pharmacy owners and is an independent and representative group. The LPC works locally with local CCGs, NHS England, Local Authorities and other healthcare professionals to help plan healthcare services.

## **ONS Office National Statistics**

The Office for National Statistics produces independent information to improve our understanding of the UK's economy and society.

## **PSNC Pharmaceutical Services Negotiating Committee**

The Pharmaceutical Services Negotiating Committee (PSNC) is recognised by the Secretary of State for Health as the representative of community pharmacy on NHS matters.

## **Appendix L – Report on the public consultation**

### **Introduction**

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 in the Health and Wellbeing Board (HWB) area are accurately reflected in the final PNA document, which is to be published by 1<sup>st</sup> April 2015. This report outlines the considerations and responses to the consultation and describes the overall process of how the consultation was undertaken.

### **Consultation Process**

In order to complete this process the HWB has consulted with those parties identified under Regulation 8 of the NHS (Pharmaceutical and Local Pharmaceutical Services Regulations) 2013, to establish if the draft PNA addresses issues that they considered relevant to the provision of pharmaceutical services.

Examples of statutory consulted parties included:

- Buckinghamshire LPC
- Buckinghamshire LMC
- Healthwatch Bucks
- Buckinghamshire Healthcare NHS Trust
- South Central Ambulance Services SCAS
- Neighbouring HWB areas such as Oxfordshire HWB
- Those on the pharmaceutical and doctor dispensing lists.

In addition, other local stakeholders were invited to consult on the draft. These included commissioners such as local CCGs and patient groups.

Each consultee was contacted via a letter explaining the purpose of the PNA and that as a statutory party, the HWB welcomed their opinion on whether they agreed with the content of the proposed draft. They were directed to the Buckinghamshire County Council website to access the document and accompanying appendixes, and offered the option of a hard copy if they wanted one.

Consultees were given the opportunity to respond by completing a set of questions and/or submitting additional comments. This was undertaken by completing the questions online, via a link or alternatively email, post or paper copy.

The questions derived were to assess the current provision of pharmaceutical services, have regard to any specified future circumstance where the current position may materially change and identify any current and future gaps in pharmaceutical services.



The consultation ran from 20th October 2014 until 23<sup>rd</sup> December 2014.

## Results

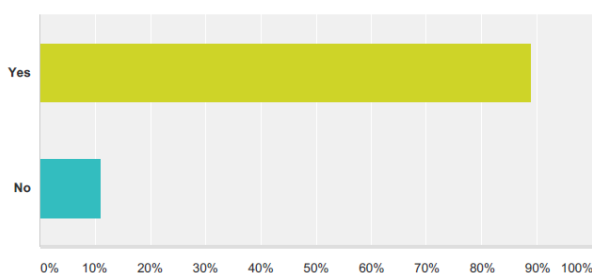
The online consultation received total 45 responses, which identified themselves as the following:

Answer Options	Response Percent	Response Count
On behalf of a pharmacy / dispensing appliance contractor / dispensing doctor	33.3%	15
On behalf of an organisation	24.4%	11
A personal response	42.2%	19
	<i>answered question</i>	<b>45</b>

Participants in the consultation were not required to complete every question. As a result percentages are derived from the number of responses to the questions rather than the number of overall respondents.

## Summary of Online Questions, Responses and HWB Considerations

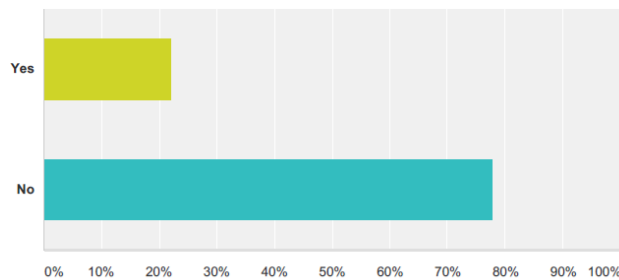
1. In asking “Does the PNA reflect the current provision of pharmaceutical services within Buckinghamshire”, the majority (89%) responded positively, three additional comments were offered as to why not and are summarised below:



Summary of comments	Response
Two of the comments received were in regards to a new pharmacy premises which opened during the consultation period in Ivinghoe, near Pitstone.	The HWB have taken account of the additional pharmaceutical services currently provided in this settlement and have amended the determination accordingly.

A comment was received that provided information regarding the nature of Iver as a settlement and issues with public transport.	The HWB welcomed the information; however it did not differ from the information considered in the assessment.
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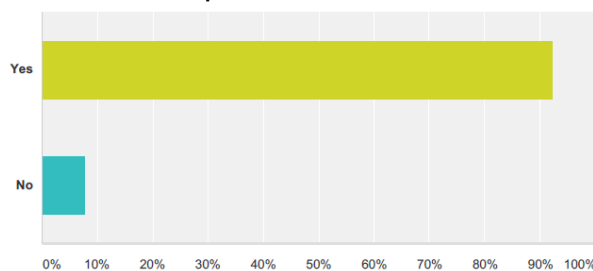
2. In asking “**Are there any gaps in the service provision; i.e. when, where and which services are available that have not been identified in the PNA**”, the question received the following responses:



Two of the six that responded ‘Yes’ offered comments and the HWB responded as below:

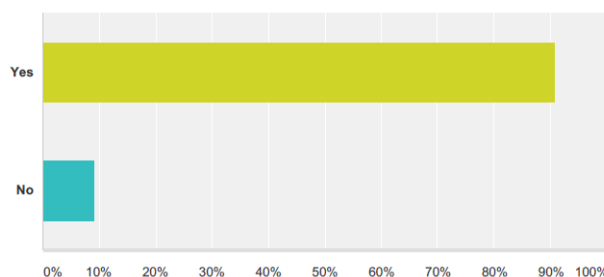
Summary of comments	Response
A comment was made supporting pharmacists’ suitability to be able to make appropriate changes to medication when particular medications are unobtainable.	The HWB were pleased to receive comments which supported the utilisation of pharmacists and noted that within the current legal, professional and contractual arrangements this can be undertaken as part of the dispensing service.
A comment was received which question the ability of supermarket pharmacies to provide suitable consultation facilities.	Whilst the HWB would encourage all pharmacies to provide such facilities, this is not a matter within the remit of this PNA. There is no evidence to support such a statement.

3. In asking “**Does the draft PNA reflect the needs of the Buckinghamshire population**”, the majority of the respondents (92%) responded positively, with three comments offered as to why not as shown below, with the HWB response:



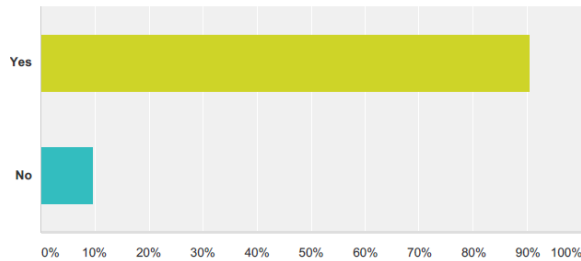
Summary of comments	Response
A comment was received indicating a need for needle exchange in High Wycombe.	The Drugs and Alcohol Action Team (DAAT) are responsible for the specialist commissioning of this service. The HWB will forward this comment to DAAT for information.
One comment confirmed the PNA reflected need but went on to suggest there are geographic issues without expanding further.	The HWB were pleased to note the agreement that needs were met but were not in a position to consider further in the absence of detail.
One comment was received regarding the repeat prescribing practices of GPs.	This is outside the scope of the PNA.

4. In asking “**Has the purpose of the PNA been explained sufficiently**”, the HWB were pleased to note the high positive response and considered the one comment offered, as below:



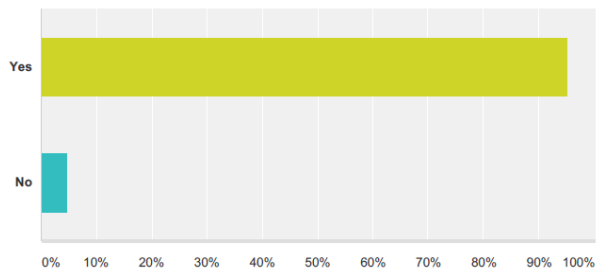
Summary of comment	Response
The comment received raised the question on how users obtain the document.	The HWB will publish the document online via the BCC website in line with the statutory requirements.

5. In asking “**Has the scope of the PNA been explained sufficiently**”, the HWB were pleased to note the high (95%) positive response and noted no comment was offered.
6. In asking “**Are localities clearly defined throughout the draft PNA**”, the HWB were pleased to note the positive response from the majority with only one comment offered, which is described below:

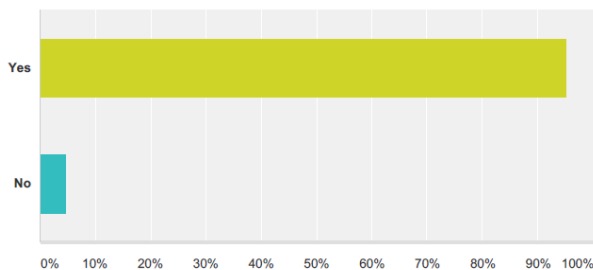


Summary of comment	Response
An opinion was expressed that the maps were of poor quality and each locality map should show all the services provided.	The HWB dispute the comment regarding the quality of the maps. It is not practical to mark all maps with all current service provision as they will become too cluttered, however the information on such services is contained within the PNA. The comment does not dispute the statutory mapping requirements are met.

7. In asking “**Has the PNA provided adequate information to inform the market entry decisions**”, the HWB were pleased to note only one negative response from the 21 responders to the question. No comment was offered by the dissenting party.



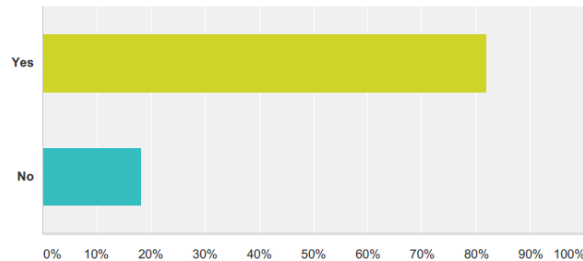
8. In asking “**Has the PNA provided adequate information to inform how services may be commissioned in the future**”, the HWB were pleased to note that over 95% confirmed such with one comment offered by the dissenting party, which is summarised below:



Summary of comment	Response
A comment was received which questioned the lack of information provided on how pharmacy can meet the needs of the population. There was	The HWB have included information throughout the document, in particular section 5, on how pharmacies can address the needs of patients. How new services are

also a question raised regarding how new services would be commissioned.	commissioned is outside the scope of the document.
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9. In asking “**Has the PNA provided enough information to inform future service provision and plans for pharmacies and dispensing appliance contractors**”, the HWB were pleased to note the majority confirmed such with three comments offered by the dissenting parties, as detailed below:



Summary of comments	Response
One comment received indicated insufficient information was contained to inform future enhanced and LCS, and noted the PNA has a limited scope.	The HWB appreciate the comments submitted, however as no further detail was provided could not formulate a response.
A comment was received noting the generality of the document.	The HWB were unable to respond in the absence of further information.
Comments were received which welcomed the recommendation for the promotion of current services and raised the question of how future services would be prioritised.	The HWB were happy to receive the positive comments supporting the recommendation for greater promotion and welcome the response regarding future priorities. Prioritisation sits outside the scope of the PNA, however the comments will be forward to commissioners for consideration.

10. In asking “**Do you agree with the conclusions of the PNA**”, the HWB were pleased to note over 95% of respondents concurred with one comment offered. This comment was a repetition of that submitted for Q2.

11. In seeking to establish whether there are any services not highlighted in the draft PNA that could be provided in the community pharmacy setting in the future, the HWB noted and responded to the positive interest and suggestions offered by 11 of the 21 respondents, as summarised below:

Summary of comments	Response
<p>The following suggestions were submitted, however they are already considered within the document</p> <ul style="list-style-type: none"> <li>• Diabetes Management</li> <li>• Minor Ailments scheme</li> <li>• Travel vaccines</li> <li>• Prescribing</li> <li>• Needle exchange</li> <li>• Cholesterol checks</li> <li>• Warfarin monitoring</li> <li>• Repeat prescription ordering</li> </ul>	<p>The HWB considered the detail in which these services are covered in the PNA is sufficient.</p>
<p>One comment suggested Electronic Prescription Service (EPS).</p>	<p>We have not included EPS in the essential services description as it is part of a process of dispensing. Local delivery of this is dependent on GP engagement.</p>
<p>A general comment was received which indicated greater weekend access to service.</p>	<p>The HWB has considered the provision of pharmaceutical services at weekends however, due to the absence of further details is unable to take a view on this comment.</p>
<p>A comment was submitted which indicated pharmacies required assistance in promoting their services.</p>	<p>The PNA has identified the promotion of pharmaceutical services as an area for improvement and has recommended the utilisation of NHS Choices. Support in delivering contractual requirements sits outside the scope of the PNA, however this will be shared with the LPC for information. See Executive Summary, section 3.4 and Appendix F.</p>
<p>The comment regarding medication substitutions when stock is unavailable was repeated.</p>	<p>The HWB were pleased to receive comments which supported the utilisation of pharmacists and noted that within the current legal, professional and contractual arrangements this can be undertaken as part of the dispensing service.</p>
<p>A statement was received which noted that not all enhanced services listed within the regulations are commissioned with Buckinghamshire and that not all LCS in the areas are provided by pharmacies.</p>	<p>The HWB reviewed this statement and determined that the PNA sufficiently covers all these areas throughout the document. In the absence of any specific details regarding a given service, the HWB did not consider the matter further.</p>
<p>A comprehensive statement was</p>	<p>Whilst not within the scope of the PNA, the</p>

submitted which highlighted the role which community pharmacies can contribute to patient's needs; supporting better outcomes and increasing effectiveness of treatments, though current essential and advance services. Specific suggestions were submitted regarding how integrating and targeting them to specific health needs (e.g. mental health) would improve patient care reduce medicines related risks and allow for more effective care systems.	HWB was pleased to receive this contribution; its support for improving patient care by utilising pharmacists within the community and the expansion pharmaceutical services to support improvements in patient care.
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Other comments received and HWB responses:

Summary of comments	Response
A suggestion was submitted that improving communication between GP surgeries and pharmacies would improve services further for patients.	The HWB were pleased to receive the comment, and agreed with the suggestion; however it was not a consideration for the PNA.
One responder questioned the 'fairness' of how local services were commissioned from pharmacies, however no justification for the statement was provided.	The HWB noted the comment.
Three comments were received, which indicated that opening times for pharmacies were different from those detailed within the document.	The HWB used the data supplied by NHS England however this matter has been passed to them for resolution. The information provided, does not alter the conclusions of the PNA.
One responder was unable to locate the map appendices, which were published alongside the main document.	The maps were available as separate documents on line.
Information was provided regarding the recent merger of local Trusts to form Frimley Health NHS Foundation Trust.	The HWB welcomed the additional information and updated the PNA accordingly.
An additional comment was received regarding the opening of new pharmacy premises in the Pitstone area.	The PNA has been updated to reflect the new pharmacy premises.

## Comments Received By Post and Email

One response was submitted by post which was from a dispensing practice. A summary of the comments made and the HWB response is below:

<p>A response was received which related disappointment that their dispensing practice was not directly included in initial consultation prior to draft the PNA being produced.</p>	<p>The HWB formed a steering group to develop the PNA. Both the LMC Aylesbury Vale and Chiltern CCG formed part of the steering group to represent GPs.</p>
<p>A comment was made which stated that they were not aware of any dispensing practice being consulted.</p>	<p>The HWB noted that this was in fact a response following consultation from a dispensing practice. Future details on the consultation are included in the document Sections 3.</p>
<p>A response questioned how: Local residents' were engaged with and if any specific research was undertaken.</p>	<p>Members of the public including residents have been given the opportunity to respond to the draft through the formal consultation.</p> <p>Healthwatch Bucks have also been involved in the development of the PNA and were represented on the steering group.</p> <p>The HWB would consider specific reach in to settlements to form part of an application process, rather than a needs assessment and therefore not part of the PNA development process.</p>
<p>The response felt the value of the current pharmaceutical services was not appreciated.</p>	<p>The HWB were disappointed to receive such a comment as dispensing practices and their value in rural areas was highlighted throughout in the document.</p>
<p>The distances and driving times quoted for the settlement of Brill were questioned and additional information was supplied using other router planners available.</p>	<p>The HWB were pleased to receive the additional information supplied and reviewed the determination for Brill in line with the original criteria (which were not in</p>



	<p>dispute).</p> <p>The HBW independently reviewed all calculations within the PNA where the AA route planner estimated travel times as 20mins and over, as the figures submitted were noticeably different from those calculated. Sections 7.2 and appendix G were updated to show the additional calculations from supplementary route planners.</p>
<p>A requested was made that determination for Brill in regard to improvement /better access is reconsidered.</p>	<p>The HWB considered that the balance of probabilities in regards to the residents of Brill are that they are able to access pharmaceutical services within a 20min drive and therefore did not meet the criteria for improvement/better access. This determination was therefore amended accordingly.</p>

## Conclusions

The HWB would like to thank those who participated in the consultation process. The information gleaned was constructive and helpful. The consultation provided additional information, including changes to health services, including pharmaceutical services which had occurred in the HWB area during the consultation period. This information, in conjunction with information provided regarding estimated travel times, resulted in changes to the document in regards the determinations for improved and better access to pharmaceutical services.

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 in the Health and Wellbeing Board (HWB) area are accurately reflected in the final PNA document, which is to be published by 1<sup>st</sup> April 2015. This report outlines the considerations and responses to the consultation and describes the overall process of how the consultation was undertaken.

