

Title	Buckinghamshire Pharmaceutical Needs Assessment
Date	29 March 2018
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Purpose of this report:

Since 1 April 2015, every Health and Wellbeing Board (HWB) in England has had 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).

PNAs are used by the NHS to make decisions on which NHS funded services need to be provided by local community pharmacies. PNAs help the NHS decide if new pharmacies are needed.

The purpose of this report is to update the Health and Wellbeing Board on the 60 day consultation and final stages of Buckinghamshire's Pharmaceutical Needs before it is published on 1 April 2018.

Summary of main issues:

This is Buckinghamshire's second Pharmaceutical Needs Assessment under the regulations and requirements set out by the NHS Pharmaceutical Services and Local Pharmaceutical Services Regulations 2013.

The draft PNA was approved prior to consultation at the HWB meeting in on 7 November 2017. The mandatory consultation period ran from 14 November to 12 January 2018.

This report includes the executive summary and the consultation report which details the responses received and how these responses are addressed within the final PNA. The consultation report is included as an appendix in the final document.

The final draft of the PNA is not included in the reports pack but is available on the Health and Wellbeing Board webpages at the following link:

<https://democracy.buckscc.gov.uk/ieListDocuments.aspx?CId=710&MId=9542&Ver=4>

Recommendation for the Health and Wellbeing Board:

- To note the Executive Summary and PNA Consultation report and final amendments to the PNA document.
- To agree for the report to be published
- Delegate any final responsibility for approval of the PNA following this meeting to the PNA Steering Group.

Background documents:

Executive Summary

Background

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

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.

The PNA will be used by NHS England to determine whether to approve applications to join the pharmaceutical list under The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. The relevant local arm of the NHS England 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.

PNAs are also 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 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:

- Pharmacy contractors in Buckinghamshire on the pharmaceutical list for Buckinghamshire's Health and Wellbeing area and the essential and advanced services they currently provide
- other local pharmaceutical services, such as enhanced and locally commissioned 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
- the population and health of 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 91 community pharmacies, one dispensing appliance contractor, four internet pharmacies and 12 dispensing doctor practices across 16 locations in Buckinghamshire's Health and Wellbeing Board area.

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

The pharmaceutical services to which each pharmaceutical needs assessment must relate 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 Health and Wellbeing Board
- a pharmacy contractor who is included in the local pharmaceutical services list for the area of the Health and Wellbeing Board
- a dispensing appliance contractor who is included in the pharmaceutical list held for the area of the Health and Wellbeing Board
- a doctor who is included in a dispensing doctor list held for the area of the Health and Wellbeing Board

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, 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 wishes to ensure that all the opportunities within the currently funded essential and advanced service elements of the community pharmacy contractual framework 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 £18.6 million of national funding to provide pharmaceutical services, both essential and advanced within the national framework. This is based on Buckinghamshire dispensing 0.72% of the national number of items dispensed. The total national funding for 2017/18 being £2,592 million (Community pharmacy in 2016/17 and beyond final package published Department of Health). 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 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

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

- Medicines Use Review and prescription intervention services
- New Medicines Service
- Stoma Appliance Customisation Service
- Appliance Use Review Service
- Flu vaccination

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

These are local services directly commissioned by NHS England. Service specifications for enhanced services are developed by NHS England and then commissioned to meet specific health needs. Services commissioned by clinical commissioning groups or the local authority, such as public health services, are known as locally commissioned services.

There are currently no enhanced services commissioned in Buckinghamshire. Buckinghamshire County Council currently commissions five locally commissioned services from community pharmacies:

- Stop Smoking Support
- Supervised Consumption (e.g. methadone)
- Needle Exchange Service
- Emergency Hormonal Contraception
- Chlamydia Screening.

Approach to developing the pharmaceutical needs assessment

The Health and Wellbeing Board established a Pharmaceutical Needs Assessment Steering Group whose purpose was to ensure that the Health and Wellbeing Board develops a robust pharmaceutical needs assessment that complies with the 2013 regulations and the needs of the local population.

The pharmaceutical needs assessment draws significant needs and health assessment work, including the Joint Strategic Needs Assessment¹ and Joint Health and Wellbeing Strategy published by Buckinghamshire Health and Wellbeing Board, as well as other complementary data sources comprising:

- Information from NHS England, Buckinghamshire County Council, Aylesbury Vale Clinical Commissioning Group and Chiltern Clinical Commissioning Group including:
 - services provided to residents of Buckinghamshire Health and Wellbeing Board area, whether provided from within or outside of this area
 - changes to current service provision
 - future commissioning intentions
 - known housing developments within the lifetime of the pharmaceutical needs assessment
 - any other developments which may affect the need for pharmaceutical service
- A public survey conducted by Healthwatch Bucks

¹ <http://www.healthandwellbeingbucks.org/what-is-the-jsna>

Summary of main issues:

The Pharmaceutical Needs Assessment 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 considers that the latter mitigates 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 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. community 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 for improvement or better access.

The results of the Healthwatch Bucks' survey indicate that awareness of the various pharmaceutical services that are on offer varies widely. Notably, awareness of the role of pharmacies in providing healthy living advice was surprisingly low. There is a need for better communication with the public to ensure everyone knows about the full range of essential, advanced and locally commissioned pharmaceutical services that each community pharmacy is able to provide.

Key Messages

Buckinghamshire is a relatively affluent county with pockets of urban and rural deprivation. 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.

Buckinghamshire is not in 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.

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.

Appendix – 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 1st 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 and voluntary sector stakeholders
- Buckinghamshire Healthcare NHS Trust
- South Central Ambulance Services SCAS
- Neighbouring HWB areas such as Oxfordshire and Milton Keynes 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 and the consultation was widely publicised on social media and the [‘Let’s Talk Health Bucks’](#) platform.

Each consultee was contacted via email 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 14th November 2017 until 12th January 2018.

Results

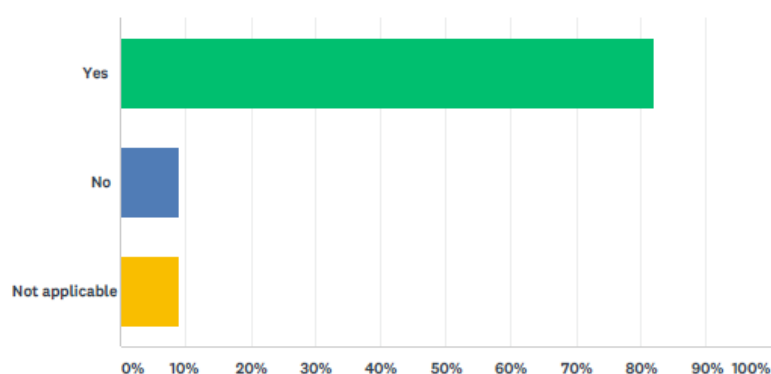
- The online consultation received a total of 60 responses, which identified themselves as the following:

ANSWER CHOICES	RESPONSES	
On behalf of a pharmacy / dispensing appliance contractor / dispensing doctor (please specify which one):	20.00%	12
On behalf of an organisation (please specify which one):	10.00%	6
A personal response	70.00%	42
TOTAL		60

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.

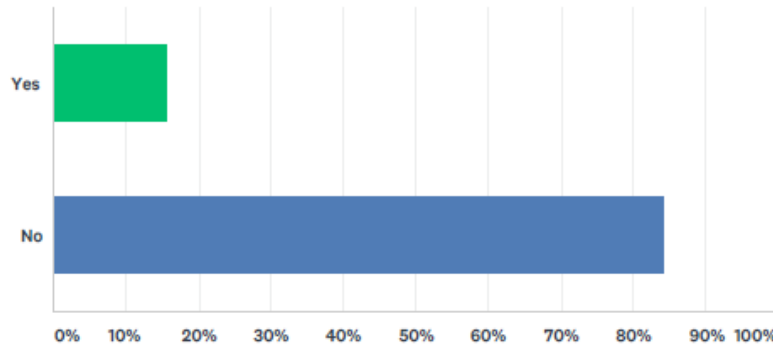
Summary of Online Questions, Responses and HWB Considerations

- In asking “**Does the PNA reflect the current provision of pharmaceutical services within Buckinghamshire**”, 33 people answered the question and the majority (81%) responded positively, three additional comments were offered as to why not and are summarised with the Health and Wellbeing Board response below:

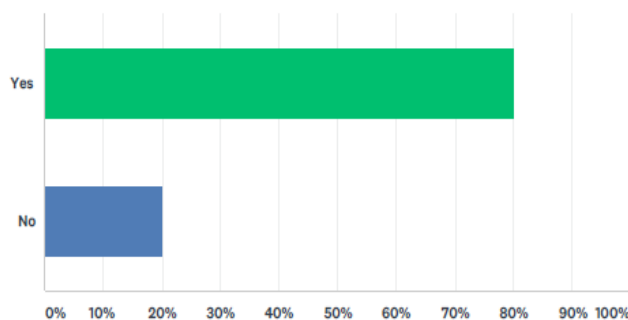


Summary of comments	Response
A comment was received in regards to patients who are not over 65 requiring dosette boxes and the pressure on pharmacists to deliver.	The HWB took account of the comment, however dosette Boxes are not a pharmaceutical service and are therefore not in the remit of the PNA.
A comment was received to say that the PNA was not up to date with current developments in Denham.	The HWB welcomed the information; and is aware of further developments in the Denham area, but agree the pharmaceutical needs are being met in the life time of the PNA.
A comment was received in regards to not being able to see the link to the PNA due to re-tweeting.	The HWB looked into this issue; there was an issue with one re-tweet early in the process which did not include a link to the website. The HWB apologises if there were any issues directing from social media but is satisfied with the consultation process and all further tweets had the correct link to a visible PNA platform on the BCC webpages.

3. 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**”, 32 people answered the question with the following responses, those that responded yes did not provide supporting comments:

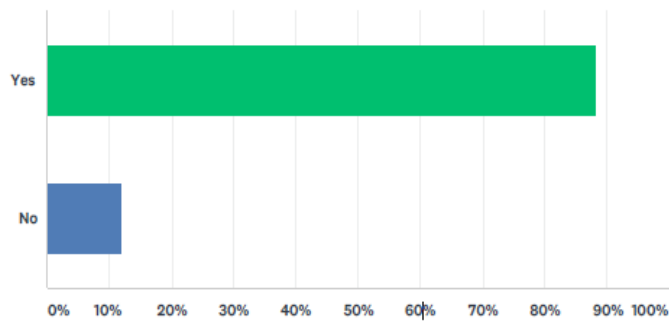


4. In asking “**Does the draft PNA reflect the needs of the Buckinghamshire population**”, 25 people answered the question and the majority of the respondents (80%) responded positively, with three comments offered as to why not as shown below, with the HWB response:

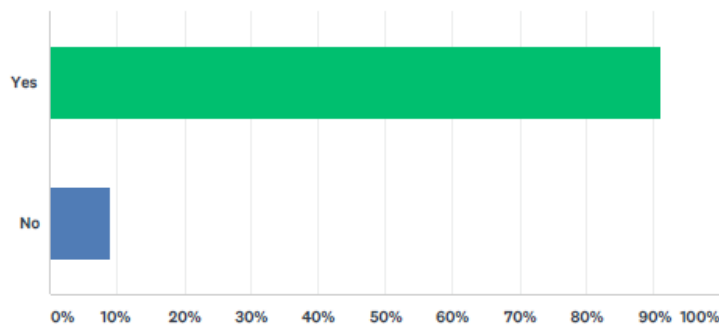


Summary of comments	Response
A comment was received indicating the PNA does not take into account new developments such as Kingsbrook, Buckingham Park and Berryfields already under construction or those planned such as Hampden Fields and Woodlands	The HWB considered the comments and are aware of the further developments in the areas noted, but agreed the pharmaceutical needs are met in the life time of this PNA. If there are any significant changes this will be reviewed in 12 months.
A comment was received to say that the PNA did not accurately reflect the recent developments in the Ivers area.	The HWB welcomed the comment and confirmed that the Iver Richings local plan had been considered in the development of the 2018 PNA and agreed that pharmaceutical needs are met in the life time of the PNA. If there are any significant changes this will be reviewed in 12 months.

5. In asking “**Has the purpose of the PNA been explained sufficiently**”, 25 people answered the question and 88% responded positively. Those that responded ‘No’ did not offer supporting comments.

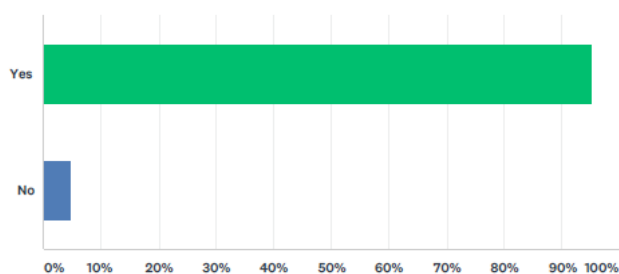


6. In asking “**Are localities clearly defined throughout the draft PNA**”, 22 people answered, the HWB were pleased to note the positive response from the majority with only one comment offered, which is described below:



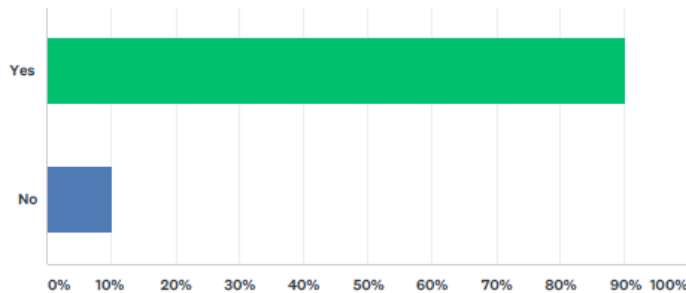
Summary of comment	Response
A comment was received stating the villages of Iver and Richings Park are omitted but Iver Heath included.	The HWB welcomed the comment and in response have agreed that all localities are clearly defined in the localities maps and have been considered. All Maps are included in the PNA appendix.

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.

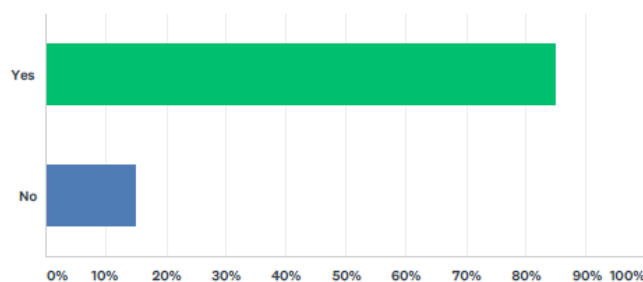


8. In asking “**Has the PNA provided adequate information to inform how services may be commissioned in the future**”, the HWB were pleased to note that 90% of

the 20 respondents confirmed it did. No comments were offered by the dissenting party.

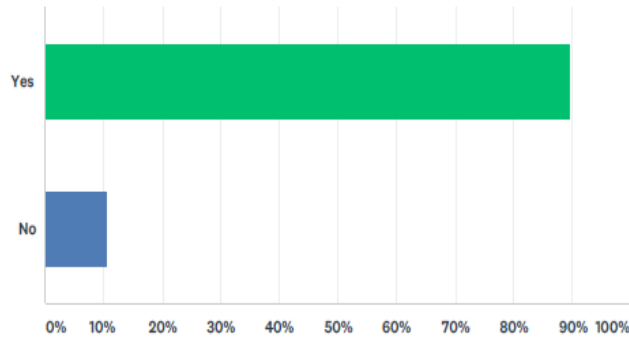


9. In asking “**Has the PNA provided enough information to inform future service provision and plans for pharmacies and dispensing appliance contractors**”, the HWB were pleased to note the majority confirmed such with two comments offered by the dissenting parties, as detailed below:



Summary of comments	Response
One comment received indicated that more information was needed in the future with the increasing population.	The HWB considered local plans in the development of the 2018 PNA and no significant changes were found, however should the population increase significantly this would be reviewed as part of an annual process and a supplementary statement published.
A comment was received indicating that proposed housing developments in the area had not been taken into account.	The HWB have considered all housing plans and made contact with all local authorities and their housing development teams. No significant changes were found, however should the population increase this would be reviewed as part of an annual process and a supplementary statement published.

10. In asking “**Do you agree with the conclusions of the PNA**”, the HWB were pleased to note that 89.47% of respondents concurred with one comment offered.



Summary of comments	Response
The comment received indicated that more services would be required due to an increasing population, particularly in Aylesbury.	The HWB considered local plans in the development of the 2018 PNA and no significant changes were found, however should the population increase significantly this would be reviewed as part of an annual process and a supplementary statement published.

11. Additional comments received:

Summary of comments	Response
A comment was received which said how important local pharmacies were to the elderly and parents with children.	The HWB noted the comment.
A comment was received which indicated that pharmacies close to larger surgeries were overworked.	The HWB noted the comment but it is not within the remit of the PNA to comment on workforce issues only access of the population to services.
A comment was received in relation to incorrect opening hours recorded in the PNA.	The HWB noted the comment and advised that any comments in relation to incorrect opening hours should be referred to NHS England so that they can update data held. All information within the PNA is the official data provided by NHS England.