

Have your say

Draft Pharmaceutical Needs Assessment (to be published March 2015)



PUBLIC CONSULTATION

24 September – 23 November 2014

Foreword

Every few years, pharmaceutical needs assessments (PNAs) are carried out around the country to ensure that local community pharmacies are meeting the needs of local people. These assessments help those who commission, or buy, pharmacy services to make sure they are in the right place and provide what local people need.

PNAs are now the responsibility of Health and Wellbeing Boards, which were created following the Health and Social Care Act 2012. These Boards bring together local authorities, the NHS and other key partners to oversee health and wellbeing in their areas.

Leicestershire Health and Wellbeing Board has now created a draft PNA for Leicestershire and we would like your comments on it.

Earlier in the year we asked for people's views on their local pharmacies, and we took into account what we were told then. We'd now like you to take some time to look at what the PNA says about local pharmacies in Leicestershire, and to tell us if you agree.

The draft PNA is a long document, so we've also created a summary which is available in the next few pages. If you'd like to look at the full document, it's available in local libraries, or online at www.leics.gov.uk/haveyoursay/pna

After the summary, there are a few questions. Please take a few minutes to complete the questionnaire and to send it back to us by FREEPOST (address at the end of the questionnaire). Alternatively, you can complete it online at www.surveymonkey.com/s/Leicestershire-County-PNA-Questionnaire

If you'd like to meet with us and discuss the PNA before you complete the questionnaire, there will be a public meeting on 27th October at 6pm, Brocks Hill Country Park and Visitor Centre, Washbrook Lane, Oadby, Leicester LE2 5JJ.

The public consultation runs until 23 November 2014.

Thank you for your help – this will help us make sure that the final document truly reflects the needs of the people of Leicestershire.



Cllr Ernie White
Chair – Leicestershire Health and Wellbeing Board

Summary

The next few pages summarise the full draft Leicestershire Pharmaceutical Needs Assessment (PNA). They contain the key points from the PNA to help you decide answers to the questions in the public consultation.

However, if you would like more detail, it is recommended that you look at the full draft PNA, which is also available at www.leics.gov.uk/haveyoursay/pna. This includes many useful tables which give more detail about different elements of the assessment.

1. Introduction

The purpose of the Pharmaceutical Needs Assessment (PNA) is to:

- identify pharmaceutical services currently available in the community and assess the need for them in future
- provide information which helps with planning and commissioning pharmacy services
- provide information which helps make a decision if someone applies to provide a new pharmacy

The PNA is a legal document which commissioners such as NHS England, Public Health and local clinical commissioning groups use to agree any changes to the local pharmaceutical services they commission/buy.

This PNA has looked at pharmacies in Leicestershire in terms of what the needs are of the people of Leicestershire. It only includes community pharmacies and dispensing GPs not hospital or prison pharmacies.

The document's conclusion is that pharmacies based in the community are meeting the current needs of Leicestershire people for essential services and 'advanced' services (such as reviews of people's medicines use). However, there is scope for further services, called 'community based services' to be developed.

In the PNA, the county has been considered with the sub-divisions of the following districts:

- Blaby
- Charnwood
- Harborough
- Hinckley and Bosworth
- Melton
- North West Leicestershire
- Oadby and Wigston

For information about the detail of pharmacy provision in each district, look at the detailed graphs and tables in the full PNA.

2. Health needs of the population of Leicestershire

- In 2012, the population of Leicestershire was 656,698 people
- 106,027 people were aged 65-84 years and 15,903 people were aged 85 years and over
- Two districts in Leicestershire, Charnwood and North West Leicestershire have areas which are in the most deprived 20% (one-fifth) in the country, where 7,640 people live
- A further 73,000 people are also affected by deprivation as they are in the most deprived 20-40% of areas in England)
- The 2011 census showed that 578,432 people in Leicestershire are White British (89% of the population)
- There are 28,598 Asian Indian people living in Leicestershire
- Between 2010 and 2012 the life expectancy for men was 80.1 years and for women 84.0 years – this is much better than the England average

The health and wellbeing priorities developed by Leicestershire's Health and Wellbeing Board for their Joint Health and Wellbeing Strategy are:

- Getting it right from childhood
- Managing the shift to early intervention and prevention
- Supporting the ageing population
- Improving mental health and wellbeing
- Tackling the wider causes of health by influencing other council Boards



3. Community pharmacies currently in place

Leicestershire has 131 pharmacies, 2 internet pharmacies and 19 dispensing GP practices. Overall, Leicestershire has 2.3 dispensers per 10,000 of the population. This is higher coverage than the national average.

All the pharmacies and dispensing GPs in Leicestershire provide 'essential' services. These include: dispensing drugs, repeat dispensing, ensuring professional standards (clinical governance) and checking patient views, promoting healthy lifestyles, getting rid of unwanted medicines, signposting people to other services, support people to care for themselves.

Pharmacies across Leicestershire are open at varying times, providing a service somewhere in the county at almost all times between 6.30am and midnight, Monday to Saturday. There are 13 pharmacies that have agreed to be open for 100 hours a week, and Oadby and Wigston is the only district that does not have a 100 hours pharmacy – however, this district is near to city pharmacies.

Central Nottinghamshire Clinical Services (CNCS) run the out of hours on call pharmacy service which ensures prescriptions marked urgent are dispensed during the out of hours and bank holiday period. They have an on call pharmacist available to support the out of hours GP service.

GPs in Leicestershire prescribed over 11.5 million items in 2013/14. There is a lot of variety in the number of items prescribed in different parts of the county, by a combination of pharmacists, dispensing GPs and community pharmacists. Dispensers in Melton can expect to dispense around 47,000

items per year, while those in North West Leicestershire may be dispensing as many as 97,000 per year.

4. Drive and walk time

Overall, 89.5% of Leicestershire people live within a five minute drive time of a pharmacy, and less than 1.6% live more than 10 minutes drive from a pharmacy.

However, the 2011 census says that around 9.5% (nearly one tenth) of households in Leicestershire do not have a car.

Overall, over half the county's population live more than a 20 minute walk from a pharmacy. Thirty nine per cent of households without a car live more than 20 minutes walk time from a pharmacy.

When asked about pharmacy services, 47% of people stated that they travelled to their pharmacy by walking and 43% travelled by motor vehicle.

5. Public transport

The patient engagement exercise carried out before the PNA was developed showed that less than 3% of people went to their pharmacy by public transport.

6. GP dispensing

GP dispensing in Leicestershire helps to provide a pharmacy service in very rural areas where it might otherwise be difficult to get to a pharmacist. They are spread across the localities in Leicestershire.

7. Advanced services

Advanced services are services some pharmacies provide in addition to the essential services. The advanced services that pharmacies can provide are:

- Reviews of medicines use to help improve the patient's knowledge, understanding and use of their medicines
- New medicines service to provide support to patients who have been prescribed with a new medicine eg for asthma or for high blood pressure
- Stoma customisation to make sure that people's stoma appliance is comfortable based on their measurements



- Reviews of appliance use to improve the patient's knowledge of any appliance (for example a catheter appliance) – this can be carried out in the pharmacy or in a patient's own home

Of the 131 pharmacies in Leicestershire, 126 offer medicines use reviews, 111 offer new medicines services, 15 offer stoma customisation and 18 offer appliance use reviews.

The 126 that offer medicines use reviews are spaced widely across the county, but in some wards where people may have poor health they will need to travel further for this service, particularly in some parts of north-west Leicestershire.

The 111 that offer new medicines services are also spaced across the county, and Melton is the only place where there is a lower than national average of this service.

With regard to stoma customisation, Leicestershire is below the national average for providing this service.

Overall, 18 pharmacies provide appliance use reviews and only Melton does not supply this service. Leicestershire is well above the national average for providing the service.

8. Community based services

Community based services is the name given to services that pharmacies can offer locally to meet the needs of the population.

At the moment Leicestershire County Council commissions the following services from local pharmacies:

- 39 pharmacists offer chlamydia screening, but these are unevenly spread through the county, with 16 in Charnwood, five in each of Harborough, Hinckley and Bosworth, North West Leicestershire and Oadby and Wigston, two in Blaby and one in Melton
- Emergency Hormonal Contraception (morning after pill) is offered by 82 pharmacies. The provision is not evenly spread across the county
- Substance (drug) misuse services. There are two services for substance misuse, the needle exchange service and the supervised methadone consumption service. Overall, 24 pharmacies provide needle exchange and 66 pharmacies provide supervised consumption of methadone
- Health living pharmacies provide healthy living advice at every opportunity on such issues as smoking and obesity. At the moment this is a pilot scheme across 9 pharmacies in North West Leicestershire
- Pharmacies in North West Leicestershire have been running a pilot scheme to help people with alcohol problems (Alcohol brief interventions) and this will be extended in 2014/15
- Smoking cessation – giving up smoking. Across Leicestershire 62 pharmacies provide stop smoking services. 19 pharmacies in Charnwood provide this service, whilst Melton has just one pharmacy supplying it

West Leicestershire CCG (WL CCG) and East Leicestershire and Rutland CCG (ELR CCG) commission these services from local pharmacies:

- A palliative (end of life) care service is provided by 22 pharmacies. The pharmacists are trained in the use of end of life care medicines and can provide advice to carers and other healthcare workers
- H-Pylori screening to detect the presence of helicobacter bacteria which can cause stomach ulcers

9. Patient Views

250 people from Leicestershire responded to a questionnaire about pharmaceutical services in Leicestershire which provided information to help develop the PNA. More information about their responses is available



in the full PNA. The information they provided helped with the overall conclusions of the PNA.

With regard to the services offered by pharmacies, the engagement questionnaire found that people were aware of many of them but there was a variety of uptake depending on the service.

In general, the feedback showed that pharmacies were an important part of their healthcare. Users are very happy with the pharmacy services they use, and there is a real opportunity to increase the amount of additional services that are provided through pharmacies.

Communication with people from 'seldom heard groups' needs to be improved eg with deaf people, people who need an interpreter.

10. Professionals' views

A questionnaire was also sent to health and social care professionals who use pharmacies and to pharmacists. 96% of responders felt that the community pharmacy provision in the area they work in was adequate.

11. Future needs

It is predicted that the Leicestershire population will be 753,100 by 2037. The biggest increases will be in older people, with the 65-84 age group



increasing from 106,000 to 164,900 and the 85 plus age increasing from 15,900 to 45,600.

To keep at least 2.02 dispensers per 10,000 people, there will need to be 152 by 2037, a number which has already been reached. This standard of 2.02 per 10,000 is not a national standard, but a suggestion for the Health and Wellbeing Board to work towards. The PNA should be reviewed in 2018 to ensure the needs of local people continue to be met.

12. Long term conditions

It is predicted that between 2015 and 2030 there will be an additional 29,500 people in Leicestershire living with long term conditions. This will have an impact on needs for drugs and other services pharmacies provide.

13. Future housing

It is predicted that Leicestershire will need 50,500 new houses by 2031.

14. Are there any gaps?

Essential services

All Leicestershire residents have similar or better levels of access to



essential pharmacy services to the England average. The use of dispensing GPs in rural areas helps to ensure that most people are within a short drive or walk of the pharmacy they use. There is good coverage of pharmacy from 6.30am to midnight Monday to Friday, and there is access to pharmacy services on Sunday and bank holidays, although people may need to travel further. There is also access to emergency pharmacy services through the out of hours service.

Those who commission essential services need to make sure they continue to be sufficient to meet the needs of the growing population up to 2037. They also need to make sure that services are equally available in all parts of Leicestershire.

Advanced services

Across Leicestershire, the two key advanced services (Medicines Use Review and New Medicines Service) are provided by a higher number of pharmacies than the England average. Stoma appliance customisation and appliance use reviews are provided using pharmacies but also using other providers and overall people's needs are met.

Those who commission these services should continue to commission them and should check who uses them and what quality they are. NHS England should review the Medicines Use Review services to see if they can encourage more people to use this service. The New Medicines Service should be commissioned in line with national guidance in the future.

Community Based Services

Across Leicestershire a good range of community based services is offered by pharmacies. There is the opportunity to increase pharmacies' role in providing these services. Pharmacies are highly valued by patients and the public and are a good setting for supporting patients to live more healthily and to manage their own health conditions.

The following points are made about community based services:

- Public Health should review where the morning after pill is provided to make sure that all teenage pregnancy hotspots are covered
- At the moment not many people take up chlamydia screening. The Public Health Team is now commissioning pharmacies to provide the morning after pill and chlamydia as a single sexual health scheme
- Swanswell is a specialist provider which commissions needle exchange and supervised methadone consumption as part of a wider approach to help people who misuse drugs
- The Healthy Living Pharmacy was a pilot run up to March 2014 and is not being rolled out further locally because there are plans to roll it out nationally
- Alcohol Brief Interventions did well as a pilot and is now available as a service that can be provided in any appropriate setting, including pharmacies if they wish
- Public Health will work with the Stop Smoking service to see if there are more opportunities for pharmacies to offer stop smoking support
- The H-Pylori service is currently being recommissioned by local clinical commissioning groups
- End of life care is widely available in West Leicestershire Clinical Commissioning Group, and less available in East Leicestershire and Rutland Clinical Commissioning Group. ELR CCG should review whether to provide the service more widely for their patients, particularly in the light of the increasingly ageing population
- At the moment a minor ailments service is not commissioned from pharmacies but patients and the public said this is a service they would value and use. The Leicestershire CCGs should review whether having a minor ailments service in pharmacies would help with their wider primary care aims

Public Health should make sure that they make the most of the potential



role of pharmacies to help promote healthy lifestyles and lifestyle changes. Public Health should continually review the community based services they commission in pharmacies to make sure they are good quality and offer value for money. They should also ensure services are being provided in the areas with the highest health needs.

Clinical Commissioning Groups (CCGs) have the opportunity to include pharmacy in their primary care strategy and their commissioning strategy, and ensure that pharmacies are developed to effectively support GPs. If the role of pharmacies is increased, this will help patients to care for themselves, reducing the number of GP appointments and admissions to hospital. CCGs will also need to continually review the three community based services they commission to make sure they are of high quality and value for money. They should ensure they are provided in the areas with the highest health needs. CCGs should also consider providing a minor ailment scheme which pharmacies can provide.

15. Conclusions and Recommendations

The PNA looks at pharmacy cover across Leicestershire in relation to the health needs of the people who live there. It includes existing services, where they are, the breadth of services they are providing and the views of people using them.

Overall, the community based pharmacies are meeting the current needs

of the Leicestershire population for essential and advanced services. The consistency and quality of the advanced services should be continually reviewed and the uptake of Medicines Use Reviews and New Medicines Services should be increased wherever possible.

The provision of Community Based Services across Leicestershire is good, but more needs to be done to increase the uptake of these services and to ensure that services across the county are consistent.

Community pharmacies are the easiest healthcare workers for members of the public to see, and they are highly valued by their customers. Pharmacies will be essential in supporting health and social care in the future, particularly with issues such as helping patients care for themselves (self care) in the community. This will cut down the number of unnecessary admissions to hospital. There are plans for seven day working in primary care (eg GPs) and there needs to be thought about how pharmacies can help with these changes.

There are many additional community based services that could be commissioned from pharmacies. Patients and the public would be interested in getting minor ailments services from community pharmacies. A suggested list of services that could be provided from pharmacies in additional community based services is:

- Minor illnesses services
- Anti blood-clotting services
- Home blood pressure monitoring and help with tele-health
- Support for using inhalers
- NHS health checks
- Schemes to reduce medicine waste
- Working with wider health and social care teams to help care for people in the community rather than in hospital



Now you have read the summary, please take a few minutes to complete the questionnaire.



Questionnaire

1. Do you think the purpose of the PNA has been adequately explained?

Yes No

If no, please explain

2. Do you think the PNA provides an adequate assessment of pharmaceutical services in Leicestershire?

Yes No

If no, please explain

3. Do you think the PNA provides a satisfactory overview of the current and future pharmaceutical needs of the Leicestershire population?

Yes No

If no, please explain

- 4. Do you agree that the current pharmacy provision and services in Leicestershire are adequate?** (Please refer to section 4 of the PNA or sections 3-14 of the summary.)

Yes No

If no, please explain

- 5. Do you agree with the PNA conclusions and recommendations?** (Please refer to section 10 in the PNA or section 15 of the summary.)

Yes No

If no, please explain

- 6. Do you have any other comments? Please specify below with reference to page and section number in either the full PNA or the PNA summary**

**7. Are you responding:**

On behalf of an organisation?

Yes No

If yes, please state the name of the organisation

If no, and you are responding as an individual, please complete the rest of the questionnaire to help our equalities monitoring

Equalities monitoring

So that we can ensure that our survey is representative of the population we would like you to complete the information below. This will only be used for the purposes of monitoring and will not be passed on for use by third parties.

8. Which part of Leicestershire do you live in? Please state the name of your village or town

.....

9. Please state the first 4 letters and numbers of your postcode eg LE67 etc.

.....

10. What is your gender?

Male Female Transgender Prefer not to say

11. What is your age?

Under 16 16-24 25-34 35-59
 60-74 75+ Prefer not to say

12. What is your ethnic group?

Asian or Asian British Black or Black British
 Chinese Mixed dual heritage
 White or White British Gypsy/Romany/Irish traveller

Other (please specify)

Prefer not to say

13. Do you consider yourself to have a disability?

- Yes No Prefer not to say

14. What is your sexual orientation

- Bisexual Heterosexual Gay
 Lesbian Prefer not to say

15. What is your religion and belief?

- No religion Baha'i Buddhist
 Christian Hindu Jain
 Jewish Muslim Sikh

Other (please specify)

- Prefer not to say

Thank you for taking the time to complete this questionnaire. Please send it to: Leicestershire PNA, Leicestershire County Council, Have Your Say, FREEPOST NAT18685, Leicester LE3 8XR.

Alternatively you can complete the questionnaire online by going to www.surveymonkey.com/s/Leicestershire-County-PNA-Questionnaire

If you wish to email us in connection to any PNA response or to get in touch please email us at PNA@leics.gov.uk and specify if your response is on behalf of Leicester City, Leicestershire or Rutland.

The closing date is 23 November 2014.



About this consultation

Cabinet Office Code of Practice on Consultation

This consultation is being carried out in accordance with the guidelines published by the Cabinet Office on 17 July 2012, and available at www.gov.uk/government/publications/consultation-principles-guidance.

Making sure we consider equalities

A 'due regard' assessment in line with the Equality Act 2010, is being completed, to ensure that the PNA is unlikely to have a negative impact on people from the groups protected by this legislation. This means that the assessment covers issues such as age, race, gender, maternity, disability, marital or civil partnership status, sexual orientation, religion or belief.

Would you like to talk to someone about how this consultation has been run?

If you would like to talk to someone about how this consultation has been put together and delivered, please contact Debbie Langham, 0116 3052690, Debbie.langham@leics.gov.uk

Thank you...

Thank you for taking the time to read this and tell us what you think.

Other languages and formats

We can provide versions of this leaflet in other languages and formats such as Braille and large print on request. Please contact the Engagement and Involvement department, telephone 0116 295 1486.

Somali

Waxaan ku siin karnaa bug-yarahaan oo ku qoran luqado iyo habab kale sida farta indhoolaha Braille iyo daabacad far waa-wayn markii aad soo codsato. Fadlan la soo xiriir qaybta Ka-qaybgalka iyo Dhex-gelidda, lambarka telefoonka waa 0116 295 1486.

Polish

Jeżeli chcieliby Państwo otrzymać kopię niniejszej ulotki w tłumaczeniu na język obcy lub w innym formacie, np. w alfabecie Braille'a lub w powiększonym druku, prosimy skontaktować się telefonicznie z zespołem ds. zaangażowania (Engagement and Involvement) pod numerem telefonu 0116 295 1486.

Cantonese

如有要求，我們可以將本宣傳手冊用其他語言或格式顯示，如盲文或大號字體。請致電我們的“參與部門” (Engagement and Involvement Department) 0116 295 1486。

Gujarati

અમે આ ચોપાનિયાનું ભાષાંતરો બીજી ભાષાઓમાં અને શૈલીઓમાં જેમ કે બ્રેઇમાં અને વિનંતી કરવાથી મોટા અક્ષરોમાં છાપેલા પૂરાં પાડી શકીએ છીએ. ઇંગેજ્મન્ટ અને ઇન્વાલ્વમન્ટ વિભાગનો ટેલિફોન 0116 295 1486 દ્વારા સંપર્ક કરો.

Hindi

हम आपको यह परचा दूसरी भाषाएँ में और ब्रेल एवं बड़े अक्षरों जैसी रूपरेखा में निवेदन करने पर प्राप्य कर सकते हैं। कृपया कर के इन्गेज्मन्ट और इन्वाल्वमन्ट विभाग में टेलिफॉन द्वारा 0116 295 1486 पर संपर्क कीजिए।

Urdu

ہم درخواست کرنے پر ایفیلیٹ کے اس ترجمے کو دیگر زبانوں اور صورتوں مثال کے طور پر بریل اور بڑے حروف میں بھی فراہم کر سکتے ہیں۔ براہ کرم اس ٹیلی فون نمبر 14862950116 پر اینگیجمنٹ اینڈ اینوالومنٹ ڈیپارٹمنٹ کے ساتھ رابطہ قائم کریں۔

Arabic

يمكننا تقديم نسخ من هذه النشرة بلغات أخرى وصيغ مثل برايل والطباعة الكبيرة في الطلب. يرجى الاتصال 1486 295 0116 والهاتف، وإشراك وزارة،